



prasa

PASSENGER RAIL AGENCY
OF SOUTH AFRICA

REQUEST FOR QUOTATION (RFQ)

RFQ NUMBER: KZN/PRASA/2026/06/07/Q

REQUEST FOR QUOTATION (RFQ) FOR PURCHASING AGREEMENT FOR APPOINTMENT OF A CERTIFIED CISCO COLLABORATION PARTNER TO PROVIDE AD-HOC TECHNICAL SUPPORT, ROOT-CAUSE ANALYSIS, REMEDIATION AND OPTIMASATION SERVICES FOR THE CISCO UNIFIED COMMUNICATIONS MANAGER(CUCM) ENVIRONMENT FOR A PERIOD OF SIX(6) MONTHS ON AS AND WHEN REQUIRED BASIS.



SECTION 1: SBD1

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF PASSENGER RAIL AGENCY (PRASA)

BID NUMBER:	...	CLOSING DATE:	06 JULY 2026	CLOSING TIME:12:00
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DESCRIPTION	APPOINTMENT OF A CERTIFIED CISCO COLLABORATION PARTNER TO PROVIDE AD-HOC TECHNICAL SUPPORT, ROOT-CAUSE ANALYSIS, REMEDIATION AND OPTIMASATION SERVICES FOR THE CISCO UNIFIED COMMUNICATIONS MANAGER(CUCM) ENVIRONMENT FOR A PERIOD OF SIX(6) MONTHS ON AS AND WHEN REQUIRED BASIS.
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BID RESPONSE DOCUMENTS SHALL BE ADDRESSED AS FOLLOWS:

BID RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE BID BOX NO.4 AND HAND DELIVERED TO
65 MASABALALA YENGWA AVENUE
PRASA REGIONAL OFFICE FOYER AREA
HELPDESK,
PRASA SCM
KWAZULU NATAL
ON OR BEFORE CLOSING DATE. PLEASE ENSURE YOU SIGN SUBMISSION REGISTER.

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO

CONTACT PERSON	Johnson Zwane
TELEPHONE NUMBER	031 813 0102
E-MAIL ADDRESS	JZwane@metrorail.co.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.....
2.1 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]	2.2 ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No	[IF YES, ANSWER THE QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

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

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

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

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

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

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 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**
- 1.3. **PRESCRIBED IN THE BID DOCUMENT.**
- 1.4. 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.

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 PIN 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 NVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:

(Proof of authority must be submitted e.g. company resolution)

DATE:

NB:

- *Quotation(s) must be addressed to PRASA before the closing date and time shown above.*
- *PRASA General Conditions of Purchase shall apply.*

SECTION 2

NOTICE TO BIDDERS

1. RESPONSES TO RFQ

Responses to this RFQ [Quotations] must not include documents or reference relating to any other quotation or proposal. Any additional conditions must be embodied in an accompanying letter.

Proposals must reach the PRASA before the closing hour on the date shown on SBD1 above and must be enclosed in a sealed envelope.

2 COMMUNICATION

Respondent/s are warned that a response will be liable for disqualification should any attempt be made either directly or indirectly to canvass any SCM Officer(s) or PRASA employee in respect of this RFQ between the closing date and the date of the award of the business.

3 BIDDERS COMPLAINTS PROCESS

3.1 Bidders are advised utilize this email address (SCM.Complaints@prasa.co.za) for lodging of complains to PRASA in relation to this bid process. The following minimum information about the bidder must be included in the complaint:

3.1.1 Bid/Tender Description

3.1.2 Bid/Tender Reference Number

3.1.3 Closing date of Bid/Tender

3.1.4 Supplier Name



3.1.5 Supplier Contact details

3.1.6 The detailed compliant

4 LEGAL COMPLIANCE

The successful Respondent shall be in full and complete compliance with any and all applicable national and local laws and regulations.

5 CHANGES TO QUOTATIONS

Changes by the Respondent to its submission will not be considered after the closing date and time.

6 PRICING

All prices must be quoted in South African Rand on a fixed price basis, including all applicable taxes.

7 BINDING OFFER

Any Quotation furnished pursuant to this Request shall be deemed to be an offer. Any exceptions to this statement must be clearly and specifically indicated.

8 DISCLAIMERS

PRASA is not committed to any course of action as a result of its issuance of this RFQ and/or its receipt of a Quotation in response to it. Please note that PRASA reserves the right to:

- Modify the RFQ's goods / service(s) and request Respondents to re-bid on any changes;
- Reject any Quotation which does not conform to instructions and specifications which are detailed herein;
- Reject Quotations submitted after the stated submission deadline or at the incorrect venue.

Should a contract be awarded on the strength of information furnished by the Respondent, which after conclusion of the contract, is proved to have been incorrect, PRASA reserves the right to cancel the contract.

PRASA reserves the right to award business to the highest scoring bidder/s unless objective criteria justify the award to another Respondent.

Should the preferred fail to sign or commence with the contract within a reasonable period after being requested to do so, PRASA reserves the right to award the business to the next highest ranked Respondent provided that he/she is still prepared to provide the required goods at the quoted price.

9 LEGAL REVIEW

Proposed contractual terms and conditions submitted by a Respondent will be subjected to review and acceptance or rejection by PRASA's Legal Counsel, prior to consideration for an award of business.

10 NATIONAL TREASURY'S CENTRAL SUPPLIER DATABASE

Respondents are required to self-register on National Treasury's Central Supplier Database (CSD) which has been established to centrally administer supplier information for all organs of state and facilitate the verification of certain key supplier information. PRASA is required to ensure that price quotations are invited and accepted from prospective bidders listed on the CSD. Business may not be awarded to a respondent who has failed to register on the CSD. Only foreign suppliers with no local registered entity need not register on the CSD. The CSD can be accessed at <https://secure.csd.gov.za/>.

11 PROTECTION OF PERSONAL DATA

In responding to this bid, PRASA acknowledges that it may obtain and have access to personal data of the Respondents. PRASA agrees that it shall only process the information disclosed by Respondents in their response to this bid for the purpose of evaluating and subsequent award of business and in accordance with any applicable law.

Furthermore, PRASA will not otherwise modify, amend or alter any personal data submitted by Respondents or disclose or permit the disclosure of any personal data to any Third Party without the prior written consent from the Respondents. Similarly, PRASA requires Respondents to process any personal information disclosed by PRASA in the bidding process in the same manner.

12 EVALUATION METHODOLOGY

PRASA will utilise the following criteria [not necessarily in this order] in choosing a Supplier/Service Provider, if so required:

EVALUATION CRITERIA	WEIGHTING
Stage 1 – Compliance	
Stage 1A	Mandatory Requirements
Stage 1B	Other Mandatory Requirements
Stage 2	
Technical/Functional Requirements	Minimum Threshold of XX% / NOT APPLICABLE
Stage 3	
Price	80
Specific Goals	20
TOTAL	100

13 ADMINISTRATIVE RESPONSIVENESS

The test for administrative responsiveness will include completeness of response and whether all returnable and/or required documents, certificates; verify completeness of warranties and other bid requirements and formalities have been complied with. Incomplete Bids will be disqualified.

14 VALIDITY PERIOD

14.1 PRASA requires a validity period of 60 **Working Days** from the closing date.

14.2 Respondents are to note that they may be requested to extend the validity period of their response, on the same terms and conditions, if the internal processes are not finalized within the validity period. However, once the delegated authority has approved the process the validity of the successful respondent(s)' bid will be deemed to remain valid until finalization of the award.

15 PUBLICATION OF INFORMATION ON THE NATIONAL TREASURY E-TENDER PORTAL

Respondents are to note that, bid awards, amendments and cancellations will be published on the e-tender portal (*where applicable*) and or media used to advertise the bid. For the award of business, PRASA is required to publish the prices and preferences claimed of the successful and unsuccessful Respondents *inter alia* on the National Treasury e-Tender Publication Portal, (www.etenders.gov.za), on CIDB website for construction related RFQ's. (*where applicable*).

16 RETURNABLE DOCUMENTS

Returnable Documents means all the documents, Sections and Annexures, as listed in the tables below. There are three types of returnable documents as indicated below and Respondents are urged to ensure that these documents are returned with the quotation based on the consequences of non-submission as indicated below:

15.1. Mandatory Returnable Documents

Failure to provide Mandatory Returnable Documents at the Closing Date and time of this RFQ may result in a Respondent's disqualification. Respondents are therefore urged to ensure that all documents are returned with their Quotations.

SECTION 3

1 EVALUATION CRITERIA

Interested bidders for this project shall be evaluated in terms of their administrative responsiveness, substantive responsiveness, technical/functional (capacity testing) evaluation and preference points. The evaluation committee shall use the following Evaluation Criteria depicted in table below for the selection of the preferred bidder that shall render / deliver the required works, goods and / or services.

Evaluation Process

Evaluation PROCESS	
Stage 1- Mandatory Requirements	All mandatory requirements under Section 4.
Stage 2	Price and Specific Goals
Price	80
Specific Goals	20
TOTAL	100

1.1 Stage 1 - Mandatory Requirements

Bidders are required to complete the compliance to the following requirements by marking **Yes** for compliance and **No** for non-compliance. Only bidders who comply with all requirements will be considered for the next stage of evaluation.

No.	Description of requirement	Yes	No
a)	Cisco Partner Status: The bidder must be an active Cisco Certified Partner (preferably Select, Advanced, or Premier Integrated Security/Collaboration specialization). <i>Proof of certification MUST be submitted.</i>		
b)	Engineer Certification Requirements: CCIE Collaboration (Cisco Certified Internetwork Expert) certifications. <i>Proof of certifications must be submitted with the quotation.</i>		
c)	Engineer Certification Requirements:		

No.	Description of requirement	Yes	No
	CCNP Collaboration (Cisco Certified Network Professional). <i>Proof of certifications must be submitted with the quotation.</i>		
d)	Completeness of pricing (Annexure A): <ul style="list-style-type: none"> Pricing must include Milestone Fixed Cost And Rate per hour for the CCIE/CCNP engineer Incomplete pricing will lead to disqualification.		
e)	Bidders must fill in and sign the bid submission register		

2.1 Stage 2- Price and Specific Goals

The following formula, shall be used to allocate scores to the interested bidders:

The maximum points for this tender are allocated as follows:

DETAILS	POINTS
PRICE	80
SPECIFIC GOALS	20
TOTAL POINTS FOR PRICE AND SPECIFIC GOALS	100

FORMULA FOR PROCUREMENT OF GOODS AND SERVICES

POINTS AWARDED FOR PRICE THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

$$PS = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

POINTS AWARDED FOR SPECIFIC GOALS

2,1 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:

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

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 RFQ	Returnable	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 tender)
Black Women Owned	Certified copy of ID Documents of the Owners	04	
Black Youth Owned	Certified copy of ID Documents of the Owners	04	
Owned by Black People with Disability	Certified copy of ID Documents of the Owners and Doctor's note confirming the disability	04	
Entities with B- BBEEE contributor status of at least level 2	B-BBEE Certificate / Affidavit	04	
EME or QSE 51% Black Owned	Audited Annual Financial/ B-BBEE Certificate / Affidavit	04	
TOTAL POINTS		20	

SECTION 4

PRICING AND DELIVERY SCHEDULE

Respondents are required to complete the attached Pricing Schedule

- 1 Prices must be quoted in South African Rand, inclusive of all applicable taxes.
- 2 Price offer is firm and clearly indicate the basis thereof.
- 3 Pricing Bill of Quantity is completed in line with schedule if applicable.
- 4 Cost breakdown must be indicated.
- 5 Price escalation basis and formula must be indicated.
- 6 To facilitate like-for like comparison bidders must submit pricing strictly in accordance with this price schedule and not utilise a different format. Deviation from this pricing schedule could result in a bid being declared non-responsive.
- 7 Please note that should you have offered a discounted price(s), PRASA will only consider such price discount(s) in the final evaluation stage on an unconditional basis.
- 8 Respondents are to note that if price offered by the highest scoring bidder is not market related, PRASA may not award the contract to the Respondent. PRASA may:
 - 9 negotiate a market-related price with the Respondent scoring the highest points;
 - 10 if that Respondent does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the second highest points;
 - 11 if the Respondent scoring the second highest points does not agree to a market-related price, negotiate a market-related price with the Respondent scoring the third highest points;
- 12 If a market-related price is not agreed with the Respondent scoring the third highest points, PRASA must cancel the RFQ.

SECTION 5

PRASA GENERAL CONDITIONS OF PURCHASE

General

PRASA and the Supplier enter into an order/contract on these conditions to supply the items (goods/services/works) as described in the order/contract.

Conditions

These conditions form the basis of the contract between PRASA and the Supplier. Notwithstanding anything to the contrary in any document issued or sent by the Supplier, these conditions apply except as expressly agreed in writing by PRASA.

No servant or agent of PRASA has authority to vary these conditions orally. These general conditions of purchase are subject to such further special conditions as may be prescribed in writing by PRASA in the order/contract.

Price and payment

The price or rates for the items stated in the order/contract may include an amount for price adjustment, which is calculated in accordance with the formula stated in the order/contract.

The Supplier may be paid in one currency other than South African Rand. Only one exchange rate is used to convert from this currency to South African Rand. Payment to the Supplier in this currency other than South African Rand, does not exceed the amounts stated in the order/contract. PRASA pays for the item within 30 days of receipt of the Suppliers correct tax invoice.

Delivery and documents

The Supplier's obligation is to deliver the items on or before the date stated in the order/contract. Late deliveries or late completion of the items may be subject to a penalty if this is imposed in the order/contract. No payment is made if the Supplier does not provide the item as stated in order/contract.

Where items are to be delivered the Supplier:

Clearly marks the outside of each consignment or package with the Supplier's name and full details of the destination in accordance with the order and includes a packing note stating the contents thereof; On

dispatch of each consignment, sends to PRASA at the address for delivery of the items, an advice note specifying the means of transport, weight, number of volume as appropriate and the point and date of dispatch; Sends to PRASA a detailed priced invoice as soon as is reasonably practical after dispatch of the items, and states on all communications in respect of the order the order number and code number (if any).



Containers / packing material

Unless otherwise stated in the order/contract, no payment is made for containers or packing materials or return to the Supplier.

Title and risk

Without prejudice to rights of rejection under these conditions, title to and risk in the items passes to PRASA when accepted by PRASA.

Rejection

If the Supplier fails to comply with his obligations under the order/contract, PRASA may reject any part of the items by giving written notice to the Supplier specifying the reason for rejection and whether and within what period replacement of items or re-work are required.

In the case of items delivered, PRASA may return the rejected items to the Supplier at the Supplier's risk and expense. Any money paid to the Supplier in respect of the items not replaced within the time required, together with the costs of returning rejected items to the Supplier and obtaining replacement items from a third party, are paid by the Supplier to PRASA.

In the case of service, the Supplier corrects non-conformances as indicated by PRASA.

Warranty

Without prejudice to any other rights of PRASA under these conditions, the Supplier warrants that the items are in accordance with PRASA's requirements and fit for the purpose for which they are intended and will remain free from defects for a period of one year (unless another period is stated in the Order) from acceptance of the items by PRASA.

Indemnity

The Supplier indemnifies PRASA against all actions, suits, claims, demands, costs, charges and expenses arising in connection therewith arising from the negligence, infringement of intellectual or legal rights or breach of statutory duty of the Supplier, his subcontractors, agents or servants, or from the Supplier's defective design, materials or workmanship.

The Supplier indemnifies PRASA against claims, proceedings, compensation and costs payable arising out of infringement by the Supplier of the rights of others, except an infringement which arose out of the use by the Supplier of things provided by PRASA.

Assignment and sub-contracting

The successful Respondent awarded the contract may only enter into a subcontracting arrangement with PRASA's prior approval. The contract will be concluded between the successful Respondent and PRASA, therefore, the successful Respondent and not the sub-contractor will be held liable for performance in terms of its contractual obligations.

Governing law

The order/contract is governed by the law of the Republic of South Africa and the parties hereby submit to the non-exclusive jurisdiction of the South African courts.

Special Conditions: Funding Contingency

1. Paragraph 8.4 of the PFMA SCM Instruction No. 3 of 2021/22 states that the Accounting Authority may not invite price quotations or bids if no or sufficient provision is made in the budget of the institution.
2. PRASA has, in terms of section 79 of the PFMA, obtained approval from National Treasury, for a departure from paragraph 8.4 of the PFMA SCM Instruction No. 3 of 2021/22.
3. PRASA is currently in the process of making provision and allocation of budget for the services required in this RFQ, which provision and/or budget allocation has not yet been completed at the time of the issuance of this RFQ.
4. PRASA will, however, ensure that provision and/or budget allocation is made prior to the award of business in this RFQ.
5. Accordingly, any award pursuant to this RFQ is strictly subject to PRASA, inter alia:
 - 5.1. securing the necessary funding allocation; and
 - 5.2. confirming that sufficient budget exists to meet the intended award.
6. PRASA undertakes to keep bidders reasonably informed of the progress and status of the funding allocation and budgeting process.
7. By submitting a bid, bidders expressly acknowledge and agree that PRASA reserves the right to cancel this RFQ at any stage prior to award, in the event that PRASA is unsuccessful in making sufficient provision and/or budget allocation for the required services.
8. PRASA shall not be liable for:
 - 8.1. any claim, loss, or damages of whatsoever nature arising from or in connection with a failure to source funding; or
 - 8.2. the non-award of tender due to a failure to source funding; and
 - 8.3. bidders waive any right to institute proceedings against PRASA in respect of the circumstances contemplated above.

SIGNED at _____ on this ____ day of _____ 20__

Signature of Witness

1 _____

Name _____

Signature of Witness

2 _____

Name _____

Signature of Bidder's Authorised Representative: _____

Name: _____

Designation: _____”

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:
.....
.....

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 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise

whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium 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 bidder

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

a) The applicable preference point system for this tender is the 80/20 preference point system.

1.3 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

1.4 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.

1.5 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. FORMULA FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest 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:

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

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 RFQ	Returnable	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 tender)
Black Women Owned	Certified copy of ID Documents of the Owners	04	
Black Youth Owned	Certified copy of ID Documents of the Owners	04	

Owned by Black People with Disability	Certified copy of ID Documents of the Owners and Doctor's note confirming the disability	04	
Entities with B- BBEEE contributor status of at least level 2	B-BBEE Certificate / Affidavit	04	
EME or QSE 51% Black Owned	Audited Annual Financial/ B-BBEE Certificate / Affidavit	04	
TOTAL POINTS		20	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.2. Name of company/firm.....

4.3. Company registration number:

4.4. 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]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other

remedy it may have –

- (a) disqualify the person from the tendering process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

.....

SECTION 7

SPECIFICATION/SCOPE OF WORK

1. Introduction:

The purpose of this Request for Quotation (RFQ) is to appoint a suitably qualified, experienced and certified Cisco Collaboration Partner to provide specialist ad-hoc technical support, root-cause diagnostics, remediation and optimisation services for the PRASA KZN Cisco Unified Communications Manager (CUCM) environment. The services are required on an as-and-when-required basis for a period of six (6) months to stabilise the telephony platform, reduce service interruptions, improve operational resilience and provide PRASA with documented technical recommendations for sustainable support of the CUCM environment.

2 Background:

Summary: PRASA KwaZulu-Natal operates a legacy Cisco CUCM-based telephony environment that remains critical to business communication, operational coordination and service continuity. The environment is experiencing recurring instability, including system freezes, dropped services and service interruptions, which require specialist Cisco Collaboration expertise to assess the technical baseline, identify root causes, stabilise the platform and provide documented recommendations for sustainable support and optimisation.

PRASA KwaZulu-Natal (KZN) operates a Cisco-based Voice-over-IP (VoIP) telephony environment that supports day-to-day business communication, operational coordination, client engagement and continuity of critical internal services. The core telephony platform is managed through Cisco Unified Communications Manager (CUCM), currently recorded as running version 8.6.2.23900-10 on IBM MCS7800 Series server hardware. The environment supports multiple Cisco IP phone models across the region and remains a critical communication platform for business operations.

The current CUCM deployment includes IBM MCS7800 Series servers with the following recorded serial numbers: KQ7B0FT, KQ7B0FF, KQ7B0KF and KQ7B0KZ. These details are provided for quotation purposes and must not be treated as a final technical baseline. The appointed service provider will be required to verify the current hardware, software version, system configuration, licensing position, service status, server health, database replication status and related infrastructure dependencies during the initial assessment. Any constraints, risks, support limitations, end-of-life considerations or dependencies that may affect diagnostics, remediation, stabilisation or optimisation activities must be clearly documented and formally reported to PRASA.

Model of Phones	Number
-----------------	--------

7911	180
6921	80
7941	50
7945	80
7961	15
7971	10
7975	20
Wireless Phones	10

The CUCM environment is currently experiencing operational instability, including intermittent system freezes, dropped services and service interruptions that require emergency manual intervention by the internal IT team. These incidents disrupt business continuity, reduce user productivity, affect reliable client and internal communication, and place additional pressure on PRASA technical resources. If the underlying root cause is not properly identified and remediated, the environment may remain exposed to recurring service degradation, configuration errors, database replication failures, capacity constraints and increased operational risk.

3 Scope of Work:

PRASA KwaZulu-Natal (KZN) requires the services of an on-call, certified Cisco Collaboration Partner to provide specialist technical support for the Cisco Unified Communications Manager (CUCM) environment when critical telephony incidents occur. The appointed service provider will also be required to undertake structured diagnostic, root-cause analysis, remediation, stabilisation and optimisation activities to improve the reliability and operational resilience of the telephony platform. The required services must go beyond basic reboot, restart or temporary recovery assistance. The service provider must apply evidence-based troubleshooting, use appropriate Cisco-approved diagnostic methods and tools, identify the underlying causes of incidents, implement PRASA-approved corrective actions, and provide formal documentation to support knowledge transfer and future operational support.

The scope of work shall include, but not be limited to, the following:

- Perform a detailed technical assessment of the CUCM environment, including software version, server health, database replication, running services, system logs, call processing performance, licensing status and related infrastructure dependencies.
- Provide ad-hoc remote and/or onsite support, as required by PRASA, within agreed response times for critical telephony incidents affecting service availability or business communication.
- Conduct evidence-based troubleshooting and root-cause investigation using Cisco-approved diagnostic methods, tools and best-practice procedures.

- Determine whether incidents are caused by CUCM software faults, hardware constraints, database replication failures, capacity limitations, configuration issues, network dependencies, storage constraints or other related infrastructure dependencies.
- Recommend appropriate remediation, stabilisation and optimisation actions, including patches, configuration changes, service corrections, system tuning and operational improvements, subject to PRASA approval prior to implementation.
- Provide knowledge transfer to PRASA technical staff and submit formal documentation for each support intervention, including technical findings, actions taken, risks identified, recommendations and follow-up requirements.

Diagnostic Data Collection and Log Analysis

- Use the Cisco Real-Time Monitoring Tool (RTMT) to extract, review and interpret relevant diagnostic data, including Detailed Call Manager Traces, System and Application Event Viewer logs, RIS Data Collector performance monitoring logs and service-related alarms.
- Execute Command Line Interface (CLI) diagnostic health checks, including but not limited to database replication status, system status, service status and core dump checks, using commands such as `utils db replication run status`, `show status` and `utils core active list`, where applicable.
- Analyse CUCM logs, server health indicators, call processing behaviour, service restarts, alarms and performance trends to isolate the source and impact of incidents.
- Determine whether the fault is application-based, configuration-related, database-related, capacity-related, hardware-related or dependent on supporting infrastructure such as compute, storage, network or server hardware.

Remediation and Stabilisation

- Recommend and implement PRASA-approved remediation actions required to address identified faults, including software patches, engineering specials, service corrections or configuration modifications where technically appropriate.
- Optimise relevant CUCM components, including system resources, service configuration, dial plan configuration, database replication schedules and other configuration areas where resource exhaustion, instability or performance degradation is identified.

- Validate that full system backups are successfully completed through the Cisco Disaster Recovery System (DRS) following stabilisation activities, where access and system conditions permit.
- Provide post-remediation validation to confirm system stability, service availability, database replication status and operational readiness after corrective actions have been applied.

Reporting and Knowledge Transfer

- Deliver a formal Root Cause Analysis (RCA) report for each significant incident or support intervention, including the incident description, symptoms observed, diagnostic steps performed, root cause, corrective actions implemented, residual risks and recommendations.
- Submit a support intervention report after each engagement, clearly documenting the work performed, time spent, technical findings, actions taken, outstanding issues and recommended next steps.
- Provide practical knowledge transfer to PRASA technical staff to improve internal understanding of CUCM health checks, incident symptoms, escalation triggers and basic operational monitoring requirements.

4 Minimum Deliverables

The appointed service provider shall be required to deliver, at a minimum, the following outputs in line with the Scope of Work. All deliverables must be submitted in a clear, documented format acceptable to PRASA and must provide sufficient technical detail to support verification, knowledge transfer, auditability and future operational support. Deliverables must deliver with 4 weeks.

4.1 Milestones Based Deliverable (Fixed rate)

No.	Deliverable	Minimum Requirement / Expected Output
1	Initial CUCM Technical Assessment Report	A baseline assessment report confirming the current CUCM software version, server health, running services, database replication status, licensing position, call processing status, configuration baseline, backup status and relevant infrastructure dependencies.
2	Incident Response and Support Intervention Records	Documented records for each remote or onsite support intervention, including date and time of request, response time, incident description, support activities performed, time spent, personnel involved, status, outstanding issues and recommended next steps.
3	Diagnostic Data Collection and Log Analysis Output	Extracted and analysed diagnostic evidence from Cisco RTMT, CLI health checks, CUCM traces, event logs, RIS Data

		Collector logs, service alarms, performance indicators and other relevant diagnostic sources used to support fault isolation.
4	Root Cause Analysis Report	A formal RCA report for each significant incident or recurring fault, detailing symptoms observed, diagnostic steps performed, root cause, contributing factors, impact assessment, corrective actions, residual risks and recommendations.
5	Remediation and Stabilisation Plan	A documented plan setting out the recommended corrective actions, configuration changes, patches, engineering specials, service corrections, optimisation steps, risks, rollback considerations and PRASA approval requirements prior to implementation.
6	Implemented Remediation Evidence	Evidence of approved remediation actions implemented, including patches applied, configuration changes completed, services corrected, database replication actions performed, system tuning completed and any exceptions or unresolved issues.
7	Post-Remediation Validation Report	Validation results confirming system stability, service availability, database replication status, call processing functionality, backup completion through Cisco DRS where applicable, and operational readiness after corrective actions have been applied.
8	Knowledge Transfer Session and Materials	Practical knowledge transfer to PRASA technical staff, supported by summary materials covering CUCM health checks, incident symptoms, basic monitoring, escalation triggers, operational checks and lessons learned from support interventions.

All reports and outputs must be provided in electronic format and must be submitted to the designated PRASA representative within the timelines agreed for each support intervention. PRASA reserves the right to request clarification, supporting evidence or additional technical detail where any deliverable is considered incomplete or insufficient for operational handover.

4.2 Support (as and when over 6 – months)

The CCNE/CCIE will be used on demand basis for support work.

No.	Deliverable	Minimum Requirement / Expected Output
1	As and when Callout for Support over 6 - months	Signed job cards

5 MANDATORY REQUIREMENTS FOR THE BIDDERS

Mandatory Vendor Qualifications (Cisco Experience)

- **Cisco Partner Status:** The bidder must be an active **Cisco Certified Partner** (preferably Select, Advanced, or Premier Integrated Security/Collaboration specialization).
- **Engineer Certification Requirements:** Lead engineers assigned to this troubleshooting project must hold valid, active **CCNP Collaboration** (Cisco Certified Network Professional) or **CCIE Collaboration** (Cisco Certified Internetwork Expert) certifications. *Proof of certifications must be submitted with the quotation.*
- **Demonstrated Track Record:** The vendor must provide at least **three (3) reference letters** from corporate clients detailing similar Voice-over-IP (VoIP) and CUCM system recovery, stabilization, or migration work completed within the past 5 years.

6 CONTRACT TERM

- 6 Months

This contract shall commence within one week of its award and will be over a period of 6 months or attaining a value of R2 00 000.00 (VAT inclusive). The contract will be terminated, either when the six months or the contract value is reached, whichever comes first.

7.PRICE ADJUSTMENTS:

Prices will be fixed for the duration of the contract.

SECTION 8 BILL OF QUANTITIES

ANNEXURE A: PRICING SCHEDULE

A1: Milestone Based Fixed Cost

No.	Deliverable / Milestone	% of Cost	Cost Including VAT
1	Initial CUCM Technical Assessment Report		
2	Incident Response and Support Intervention Records		
3	Diagnostic Data Collection and Log Analysis Output		
4	Root Cause Analysis Report		
5	Remediation and Stabilisation Plan		
6	Implemented Remediation Evidence		
7	Post-Remediation Validation Report		
8	Knowledge Transfer Session and Materials		
TOTAL			

A2: As and When Costs

Item No	DESCRIPTION	QTY	Normal RATE per hour Incl. VAT	After Hours and Saturday Rates per hour Incl. VAT	Sunday Rates per hour Incl. VAT	Time hour
1	CCIE Engineer Support	Per hour	R_____	R_____	R_____	
2	CCNP Collaboration (Cisco Certified Network Professional)	Per hour	R_____	R_____	R_____	
Sub-Total			R_____	R_____	R_____	
Total				R_____		
Average (Total / 3)				R_____		

I / We _____ (Insert Name of Bidding Entity) of _____

code _____



(Full address) conducting business under the style or title
of: _____ represented by:
_____ in my capacity
as: _____ being duly
authorised, hereby offer to undertake and complete the above-mentioned work/services at the prices
quoted in the bills of quantities / schedule of quantities or, where these do not form part of the contract,
at a lumpsum, of R _____(amount in
numbers); _____
_____ (amount in words) Incl. VAT.

Supplier Signature _____

“NB” Failure to complete and sign the above confirmation will result in automatic disqualification.

DELIVERY PERIOD: Suppliers are requested to offer their earliest delivery period possible.

Delivery will be effected within working days from date of order. (To be completed by Service provider).