

REQUEST FOR PROPOSAL/TENDER (RFP/T)



TENDER NUMBER:	RFP/T: 01/07/12
COMPULSORY BRIEFING SESSION:	DATE : 26th July 2012
CLOSING:	DATE : 7th August 2012 TIME : 12h00 Noon
DESCRIPTION:	To appoint a suitably qualified Service Provider, with relevant Call Centre Management experience, to host the Seda Public Sector Payment Assistance Hotline to deal with and facilitate Non- /late payment issues by Government Departments and Public Sector Institutions to SMME Service Providers.

Request for Proposal

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TENDER DOCUMENT
SECTION A: TENDER INSTRUCTIONS & REQUIREMENTS

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1. INVITATION TO TENDER

**YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE
SMALL ENTERPRISE DEVELOPMENT AGENCY (Seda)**

TENDER NUMBER: RFP/T 01/07/12

COMPULSORY BRIEFING SESSION: 26 JULY 2012 at 12h00 Noon

TENDER CLOSING DATE: 7 August 2012

TENDER CLOSING TIME: 12:00 Noon

DESCRIPTION: To appoint a suitably qualified Service Provider, with relevant Call Centre Management experience, to host the Seda Public Sector Payment Assistance Hotline to deal with and facilitate Non- /late payment issues by Government Departments and Public Sector Institutions to SMME Service Providers.

TENDER VALIDITY: 90 Days from date of closure of this tender.

BID DOCUMENTS MUST BE PLACED IN THE TENDER BOX AT THE ADDRESS INDICATED BELOW:

Small Enterprise Development Agency
The dti Campus
77 Meintjes Street
Block G, 3rd Floor
Sunnyside, Pretoria

Bidders should ensure that bids are delivered timeously to the correct address. If the bid is late, it will not be accepted for consideration.

ANY ENQUIRIES REGARDING THE BIDDING PROCEDURE MAY BE DIRECTED TO:

Department: Supply Chain Management Unit
Contact Person: Ms. S. Wright
Tel: (012) 441-1218
Fax: (012) 441-2218
E-mail address: swright@seda.org.za

PROJECT ENQUIRIES RELATING TO THIS TENDER, MAY BE DIRECTED TO:

Contact Person: Sandy Wright, who will field the enquiry to the relevant person
Tel: (012) 441-1218
Fax: (012) 441-2218
E-mail address: swright@seda.org.za

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2. GENERAL CONDITIONS OF TENDER

- 2.1 Bids must be submitted with all official Bid Forms duly completed. Which are contained within this tender document.
- 2.2 Bids must be delivered to the correct address location which is indicated in the tender document, and must be delivered timeously as late bid submissions will NOT be accepted for consideration.
- 2.3 Late submissions will not be accepted under any circumstances. A submission will be considered late if it arrives only a second after 12:00 or any time thereafter. The tender shall be locked at exactly 12:00 Noon and tenders arriving late **will not** be accepted under any circumstances. Tenderers are therefore strongly advised to ensure that their tenders be dispatched allowing enough time for any unforeseen events that may delay the delivery of the tender.
- a. **The Tender including the returnable address must be submitted in a sealed envelope, marked with:**
- 1) Tender Number
 - 2) Closing Date and Time
 - 3) The Name and Address of the Tenderer
- 2.4 This Bid is subject to the Preferential Procurement Policy Framework Act and the Preferential Procurement Regulations of 2011, the General Conditions of Contract (GCC) and, if applicable, any other special conditions of contract.
- 2.5 The successful bidder will be required to sign a written contract.
- 2.6 It is an absolute condition that the taxes of the bidder **must be in order**, or that suitable arrangements have been made with the Receiver of Revenue to satisfy them. Proof of such arrangements from SARS must be provided in the absence of an original valid Tax Clearance Certificate.
- 2.7 An **Original, Valid, Tax Clearance Certificate must be submitted** with the tender proposal on or before the closing date and time of the tender. Failure to submit an original and valid Tax Clearance Certificate may invalidate the tender.
- 2.8 Each party to a consortium/ sub-contractors must submit a separate original and valid Tax Clearance Certificate. Application forms for the renewal of/ or application for a Tax Clearance Certificate is available at any Receiver's Office (SARS).

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- 2.9 The SBD4 and SBD9 documents attached to this RFP/T must be completed and returned with this tender proposal. Failure to submit completed and signed SBD4 and SBD9 documents with the tender proposal may invalidate the tender proposal.
- 2.10 Failure to submit a valid BBBEE Certificate will result in zero preference points being awarded for BBBEE. If the entity's annual total revenue is R5m or less, then an Exemption Certificate may be submitted which has been issued by a registered Auditor, Accounting Officer (as contemplated in section 60(4) of the Close Corporation Act, 1984 (Act No. 69 of 1984)), or an accredited SANAS verification agency. Exempted Suppliers submitting an Exemption Certificate will be considered to be Level 4 BBBEE Contributors, and will automatically be entitled to claim/ be awarded 12/20 or 5/10 BBBEE preference points, based on whichever preference point system is applicable (i.e. 80/20 or 90/10).
- 2.11 Tender forms contained within the Tender Document requesting information have been drawn up so that certain essential information is to be furnished in a specific manner and format. Any additional particulars should be furnished on this document where appropriate, or in a separate annexure.
- 2.12 Should the bidder desire to make any departures from, or modifications to this tender/ bid or to qualify its quotation in any way, it shall clearly set out its tender departure/modification as an Annexure, or alternatively state the content in a covering letter attached to the tender proposal referred to herein, failing which, the tender shall be deemed to be unqualified unless it conforms **exactly** with the requirements of this tender. Unless otherwise specified and stipulated in writing, any part of the tenderer's tender/bid which deviates from any terms and conditions stated within the tender document, shall be of no force or effect.
- 2.13 This tender document, together with associated forms and annexures, may NOT be retyped or re-drafted, but photocopies or reprints may be prepared and used.
- 2.14 This tender document, together with associated forms and annexures, may NOT be filled in by means of mechanical devices. A black ink pen should be used to fill in this tender document.
- 2.15 Bidders should check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.

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- 2.16 The tender price shall be open for acceptance for a period of at least **90 calendar days after the closing date of the tender**. It should be noted that Tenderers may offer a shorter validity period, but their bid may in that event, be disregarded for this reason. Tenderers shall clearly state whether or not prices will remain firm for the duration of the contact. Only firm prices will be accepted. Non-firm prices (including prices subject to rates of exchange of variations) will not be considered. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.
- 2.17 Failure to have the Price Declaration of this tender document signed by a duly authorized person will constitute non-commitment by the bidder of the tender price, and the bid will be invalidated.
- 2.18 All prices shall be quoted in South African currency and be **VAT inclusive**.
- 2.19 Seda reserves the right to only accept part of the submitted bid by a supplier.
- 2.20 Seda reserves the right to withdraw this tender.
- 2.21 Unless specifically provided for in the tender document, no tenders will be considered if submitted or transmitted by telegram, telex, facsimile, e-mail or similar apparatus.
- 2.22 It should be noted that the Small Enterprise Development Agency reserves the right to accept or reject any tender proposal without being obliged to give any reasons in this respect.
- 2.23 The bidder's **company letterhead** must be used for the proposal's cover letter and reflect the company name, address and contact details.
- 2.24 The correct Tender Reference Number (See the front page of this RFP for the Tender Number) and the bidding company's name must appear on all pages of the proposal.
- 2.25 All pages of the proposal must be **initialed** by the responsible person.
- 2.26 These conditions form part of the tender general conditions and failure to comply therewith will invalidate your tender.

3 TAX CLEARANCE REQUIREMENTS

It is a tender condition that the taxes of the successful bidder must be in order, or that satisfactory arrangements have been made with the South African Revenue Services (SARS) to meet the bidder's tax obligations. Should a Tax Clearance Application be in progress, then proof from SARS must be provided that an application is in progress.

3.1 In order to meet this requirement, bidders are required to obtain from SARS and complete in full the "Application for a Tax Clearance Certificate" and submit it to any SARS branch office nationally. An example of this application form is provided in this tender document, but is available at any SARS branch office nationally or on their website www.sars.gov.za .

3.2 Application for the Tax Clearance Certificate may also be made via e-Filing. In order to use this provision, taxpayers will need to register with SARS as an e-Filer through the SARS website www.sars.gov.za .

3.3 Tax clearance Requirements are also applicable to foreign bidders/ individuals who wish to submit bids.

3.4 SARS will verify that the bidder's tax matters are in order and furnish the bidder with an original Tax Clearance Certificate which will be valid for a period of one (1) year from the date of approval.

3.5 The original, valid Tax Clearance Certificate must be submitted together with the bid/ tender proposal. Failure to submit the original, valid Tax Clearance Certificate will result in the bid/ tender proposal being invalidated. Certified copies of the Tax Clearance Certificate will not be accepted.

3.6 In bids where Consortia/ Joint Ventures/ Sub-contractors are involved, each party must submit a separate original, valid Tax Clearance Certificate. Certified copies of the Tax Clearance Certificate will not be accepted.

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**APPLICATION FOR TAX CLEARANCE CERTIFICATE
 (IN RESPECT OF TENDERS)**

1. Name of taxpayer/
tenderer: _____
2. Trade name: _____
3. Identification number:
4. Company/Close corporation registration number:
5. Income tax reference number:
6. VAT registration number (if applicable):
7. PAYE employer's registration number (if applicable):

Signature of contact person requiring Tax Clearance Certificate: _____

Name: _____

Telephone number: _____ Code _____ Number _____

Address: _____

Date: 20...../...../.....

4. PREFERENCE POINTS CLAIM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS OF 2011

The preference point system will be applied in the adjudication of all qualifying bids/ tenders.

NB: TENDERERS SHOULD STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIONS IN RESPECT OF THE PREFERENCE POINT SYSTEM APPLICABLE TO B-BBEEE AND PRICE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS OF 2011.

4.1 GENERAL CONDITIONS

4.1.1 The following preference point systems is applicable to all bids:

- (a) The 80/20 system for requirements with a Rand value up to R1,000,000 (all applicable taxes included); and/ or
- (b) The 90/10 system for requirements with a Rand value above R1,000,000 (all applicable taxes included).

Whichever preference point system is applicable, bids shall be awarded points for:

- (a) Price - (90 Points or 80 Points); and/ or
- (b) B-BBEE (Based on the Status level of Contributor) - (10 Points or 20 Points).

4.1.2 The following conditions will apply when Functionality is used to evaluate bids:

If Functionality is part of the evaluation process then a stipulated minimum threshold must be specified which must be met by the bidder in order for the tender proposal to be further evaluated for preference points. All bids meeting the stipulated minimum threshold will be known as “qualifying bids”. Bids not meeting the minimum stipulated threshold for Functionality Criteria will not be considered for preference points and the bid will be eliminated/ disqualified for further evaluation.

4.2 ADJUDICATION USING THE 80/20 OR 90/10 PREFERENCE POINT SYSTEM

4.2.1 The bidder obtaining the highest number of points will be awarded the contract.

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- 4.2.2 Preference points shall be calculated after prices have been brought to a comparative basis taking into account all factors of non-firm prices and all unconditional discounts.
- 4.2.3 Points scored will be rounded off to the nearest 2 decimal places.
- 4.2.4 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 4.2.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points, including equal points for B-BBEE, the successful bid must be the one scoring the highest score for functionality.
- 4.2.6 Should two or more bids be equal in all respects, the award shall be decided by the drawing of lots.

4.3 AWARDING OF PREFERENCE POINTS FOR PRICE

The 80/20 or 90/10 preference point system will be applied in the adjudication of all qualifying bids/tenders where a maximum of 80 or 90 points will be allocated for price, but will not exceed the 80 or 90 points, dependant on which system is being applied:

$$\begin{array}{cc}
 \mathbf{80/20} & \mathbf{90/10} \\
 P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) & \text{or } P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)
 \end{array}$$

Where

- P_s = Points scored for price of bid under consideration
- P_t = Rand value of bid under consideration
- P_{\min} = Rand value of lowest acceptable bid

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4.4 AWARDING OF PREFERENCE POINTS FOR B-BBEE (Status Level of Contribution)

4.4.1 In terms of Regulation 5(2) and 6(2) of the Preferential Procurement Regulations of 2011, preference points must be awarded to a bidder for attaining the B-BBEE Status Level of Contribution in accordance with the B-BBEE Points Allocation Table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
**3	**8	**16
*4	*5	*12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

In terms of the Generic Codes of Good Practice, an enterprise including a sole propriety with an annual revenue of R5 million or less qualifies as an EME (with the exception of Sector Charters i.e. Tourism and Construction).

***In instances where EME's are more than 50% owned by black people, such EME's qualify as "B-BBEE status level three (3) contributors".*

**EME's are deemed to have a B-BBEE status level four (4) contributor.*

4.4.2 Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.

4.4.3 Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

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- 4.4.4 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 4.4.5 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.
- 4.4.6 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 4.4.7 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME that has the capability and ability to execute the sub-contract.
- 4.4.8 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capability and ability to execute the sub-contract.
- 4.4.9 In order to claim points for B-BBEE, (SCM/PCF 004: PREFERENCE POINTS CLAIM FORM (SBD6.1)) on Page 23 of the tender document must be completed and submitted with the tender proposal.

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TENDER DOCUMENT

SECTION B: TENDER FORMS FOR COMPLETION (COMPULSORY)

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5. SCM/PD 001: PRICE DECLARATION BY THE TENDERER

I/ We have examined the information provided in your tender document and offer to undertake the work prescribed in accordance with the requirements as set out in the tender document. The tender price quoted in this tender is valid for the stipulated period. I/We confirm the availability of the proposed team members. I/We confirm that this tender will remain binding upon us and may be accepted by you at any time before the expiry date.

Name and Surname:

Signature:

Date:

Are you duly authorized
 To commit this tender:

Yes	No	
-----	----	--

Capacity under which this tender is signed:

TOTAL TENDER PRICE

**Total Cost of Ownership (TCO) to Seda
 (Inclusive of VAT, Discounts, etc.)**

R _____

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6. SCM/VOA 002: VALIDITY OF TENDER FOR THE PERIOD OF ACCEPTANCE

The Bidder is required to complete the following information on the duration for acceptance of the tender price, as follows:

The tender holds good until : _____
(State alternative period if less than 90 days after tender closure)

Print Name : _____

Signature of Tenderer : _____

Name of Company : _____

Date : _____



7. SCM/DOI 003: DECLARATION OF INTEREST (SBD4)

-1-

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

- the bidder is employed by the state; and/or
- the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

- 2.1 Full Name of bidder or his or her representative:
- 2.2 Identity Number:
- 2.3 Position occupied in the Company (director, trustee, shareholder²):
- 2.4 Company Registration Number:
- 2.5 Tax Reference Number:
- 2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

¹“State” means -

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

²“Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder YES / NO
 presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

.....

Name of state institution at which you or the person
 connected to the bidder is employed :

.....

Position occupied in the state institution:

Any other particulars:

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? YES / NO

2.7.2.1 If yes, did you attached proof of such authority to the bid document? YES / NO

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? YES / NO

2.8.1 If so, furnish particulars:

.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid? YES / NO

-4-

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder, YES / NO
aware of any relationship (family, friend, other) between
any other bidder and any person employed by the state
who may be involved with the evaluation and or adjudication
of this bid?

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members YES / NO
of the company have any interest in any other related companies
whether or not they are bidding for this contract?

2.11.1 If so, furnish particulars:

.....
.....
.....

3. Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number

4. DECLARATION

I, THE UNDERSIGNED (NAME).....

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

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
 Signature

.....
 Date

.....
 Position

.....
 Name of bidder

8. SCM/PCF 004: PREFERENCE POINTS CLAIM FORM (SBD6.1)

This preference claim form must form part of all bids submitted. Before completing this form, bidders must study the General Conditions and Definitions in respect of B-BBEE, as prescribed in the Preferential Procurement Regulations of 2011. This form serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution and it must be completed by bidders claiming points in respect of B-BBEE Status Level of Contribution.

1. DEFINITIONS

- 1.1 “**all applicable taxes**” includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 1.2 “**B-BBEE**” means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 1.3 “**B-BBEE status level of contributor**” means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 1.4 “**bid**” means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of services, works or goods, through price quotations, advertised competitive bidding processes or proposals;
- 1.5 “**Broad-Based Black Economic Empowerment Act**” means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- 1.6 “**comparative price**” means the price after the factors of a non-firm price and all unconditional discounts that can be utilized have been taken into consideration;
- 1.7 “**consortium or joint venture**” 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;
- 1.8 “**contract**” means the agreement that results from the acceptance of a bid by an organ of state;

- 1.9 “**EME**” means any enterprise with annual total revenue of R5 million or less.
- 1.10 “**Firm price**” means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 1.11 “**functionality**” means the measurement according to predetermined norms, as set out in the bid documents, of a service or commodity that is designed to be practical and useful, working or operating, taking into account, among other factors, the quality, reliability, viability and durability of a service and the technical capacity and ability of a bidder;
- 1.12 “**non-firm prices**” means all prices other than “firm” prices;
- 1.13 “**person**” includes a juristic person;
- 1.14 “**rand value**” means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;
- 1.15 “**sub-contract**” means the primary contractor’s assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract;
- 1.16 “**total revenue**” bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 9 February 2007;
- 1.17 “**trust**” means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 1.18 “**trustee**” means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

2. CLAIM DECLARATION

Bidders who claim points in respect of B-BEE Status Level Contribution must complete and provide the following information:-

- 2.1 **B-BBEE Status Level of Contribution: (maximum of 10 or 20 points)**
 (Points claimed in respect of paragraph 2.1 must be in accordance with the table reflected on **Page 12** and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited

by SANAS or a Registered Auditor approved by IRBA or an Accounting Officer as contemplated in the CCA).

2.2 SUB-CONTRACTING

2.2.1 Will any portion of the contract be sub-contracted? YES / NO (delete which is not applicable)

2.2.1.1 If yes, indicate:

- (i) what percentage of the contract will be subcontracted? (.....%)
- (ii) the name of the sub-contractor?.....
.....
- (iii) the B-BBEE status level of the sub-contractor?
- (iv) whether the sub-contractor is an EME? YES / NO (delete which is not applicable)

3. DECLARATION WITH REGARD TO COMPANY/ FIRM

3.1 Name of company/ firm:

3.2 VAT registration number:

3.3 Company registration number:

3.4 TYPE OF COMPANY/ FIRM [Tick Applicable Box]

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

3.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

3.6 COMPANY CLASSIFICATION [TICK APPLICABLE BOX]

- Manufacturer

- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

3.7 Total number of years the company/firm has been in business?

3.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contribution indicated in paragraph 2.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we 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 paragraph 2.1 above, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- (iv) If the B-BBEE status level of contribution has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have -
 - (a) disqualify the person from the bidding 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) restrict the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, 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.

WITNESSES:

1

..... SIGNATURE(S) OF BIDDER(S)

2

DATE:

ADDRESS:

.....

.....

.....

.....

9. SCM/DPSCM 005: DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES (SBD8)

- 1 This Standard Bidding Document must form part of all bids submitted.
- 2 This document serves as a declaration to be used by institutions in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3 The bid of any bidder may be disregarded if that bidder, or any of its directors have-
 - a. abused the institution's supply chain management system;
 - b. committed fraud or any other improper conduct in relation to such system; or
 - c. failed to perform on any previous contract.
- 4 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

Item	Question	Yes	No
4.1	<p>Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?</p> <p>(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer/Authority of the institution that imposed the restriction after the <i>audi alteram partem</i> rule was applied).</p> <p>The Database of Restricted Suppliers now resides on the National Treasury's website(www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.</p>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

4.1.1	If so, furnish particulars:		
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court outside of the Republic of South Africa) for fraud or corruption during the past five years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.3.1	If so, furnish particulars:		
4.4	Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.4.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME).....

CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS TRUE AND CORRECT.

Request for Proposal

-3-

SBD8

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of Bidder

10. SCM/IBD 006: CERTIFICATE OF INDEPENDENT BID DETERMINATION (SBD9)

- 1 This Standard Bidding Document (SBD) must form part of all bids¹ invited/ submitted.
- 2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.
- 3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:
 - a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
- 4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.
- 5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;

5. For the purposes of this Certificate and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
- (a) has been requested to submit a bid in response to this bid invitation;
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder.
6. 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 consortium³ will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices;
 - (b) geographical area where product or service will be rendered (market allocation);
 - (c) methods, factors or formulas used to calculate prices;
 - (d) the intention or decision to submit, or not to submit a bid;
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
 - (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.

9. 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 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.

10. 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.

.....

Signature

.....

Date

.....

Position

.....

Name of Bidder

11. SCM/SPD 007: SERVICE PROVIDER DECLARATION

Tenderers must complete the Service Provider's Declaration Form.

SERVICE PROVIDER DECLARATION FORM

NB: Should your FORM not be completed in full with your Tender/Proposal will be rejected. Information in this questionnaire received will be treated with confidentiality.

COMPANY NAME: _____

COMPLETED BY: _____
Full name and Surname

DESIGNATION: _____

DATE: _____

Request for Proposal

IMPORTANT NOTES: PLEASE READ CAREFULLY

To be completed by all Service Providers responding to a tender/ proposal or upon registration as an approved service provider on the procurement data base;

The application must be completed in full, be signed and commissioned by a Commissioner of Oaths where required.

A company profile must accompany the registration form but will not be accepted as a substitute for the application form - all fields on the application form must be completed by the tenderer.

Attached the following:

- Valid original Tax Clearance Certificate
- Copy of Registration Certificate (CC or Pty Ltd), Articles of Association and Memorandum of Agreement, whichever is applicable.
- Company PROFILE including experience.
- A copy of the previous three years audited/ signed-off financial statements.
- Copies of SABS or any other rating or accreditation, certificates etc. where applicable.

Request for Proposal

SERVICE PROVIDER DETAILS		
Registered Name of the Company:		
Trading Name of the Company:		
Company/ Close Corporation Registration Number:	VAT Registration Number:	Income Tax Reference Number:
Telephone Number:	Fax Number:	
Web Address:	E-mail Address:	
Name of Contact Person:	Contact Numbers Cell:	
Business Physical Address:	Postal Address:	
Web Address:	E-mail Address:	
TYPE OF FIRM (Please <input type="checkbox"/> the relevant box or boxes)		
<input type="checkbox"/> Public Company (Ltd)		
<input type="checkbox"/> Private Company (Pty) Ltd		
<input type="checkbox"/> Closed Corporation (CC)		
<input type="checkbox"/> Sole Proprietor		
<input type="checkbox"/> Partnership		
<input type="checkbox"/> Trust		
<input type="checkbox"/> Section 21 Company		
<input type="checkbox"/> Government/ Parastatal		
<input type="checkbox"/> Joint Venture		
<input type="checkbox"/> Consortium		
<input type="checkbox"/> Other, (Specify)		
PARTICIPATION CAPACITY (Please <input type="checkbox"/> the relevant box or boxes)		
<input type="checkbox"/> Prime Contractor		
<input type="checkbox"/> Sub-Contractor		
<input type="checkbox"/> Supplier		
<input type="checkbox"/> Services including Professional		
<input type="checkbox"/> Manufacturer		
<input type="checkbox"/> Repairer		

Request for Proposal

<input type="checkbox"/> ISO Listed
<input type="checkbox"/> Importer
<input type="checkbox"/> Exporter
<input type="checkbox"/> Distributor
<input type="checkbox"/> Sales

BUSINESS SECTOR (Please the relevant box or boxes)

<input type="checkbox"/> Agriculture
<input type="checkbox"/> Mining and Quarrying
<input type="checkbox"/> Manufacturing
<input type="checkbox"/> Electricity, Gas and Water
<input type="checkbox"/> Construction
<input type="checkbox"/> Retail and Motor trade
<input type="checkbox"/> Wholesale trade, commercial and other trade
<input type="checkbox"/> Catering, accommodation and other
<input type="checkbox"/> Transport, storage and other trade
<input type="checkbox"/> Communications
<input type="checkbox"/> Finance and Business Services
<input type="checkbox"/> Repair/Allied Services
<input type="checkbox"/> Commercial Agents
<input type="checkbox"/> Community and Social Services
<input type="checkbox"/> Personal Services
<input type="checkbox"/> Other, (Specify).....

SMALL, MEDIUM, MICRO ENTERPRISE (SMME) STATUS (Please the relevant box)

<input type="checkbox"/> Micro
<input type="checkbox"/> Very Small
<input type="checkbox"/> Small
<input type="checkbox"/> Medium
<input type="checkbox"/> Large

TOTAL NUMBER OF EMPLOYEES (Please the relevant box and state the number)

<input type="checkbox"/> Full Time Number:
<input type="checkbox"/> Part Time Number:

LIST ALL PARTNERS, PROPRIETORS & SHAREHOLDERS AS INDICATED BELOW (COMPULSORY)

NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OWNERSHIP	% OF OWNERSHIP	SPECIFY STATUS IF HDI, WOMEN, OR DISABLED	% VOTING

Request for Proposal

LIST AND IDENTIFY ANY OWNER OR MANAGEMENT OFFICE BEARER WHO HAS AN OWNERSHIP INTEREST IN ANOTHER FIRM

NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OWNERSHIP	% OF OWNERSHIP	SPECIFY STATUS IF HDI, WOMEN OR DISABLED	% VOTING

IDENTIFY ANY OWNER OR MANAGEMENT OFFICER WHO IS AN EMPLOYEE OR HAS DUTIES IN ANOTHER BUSINESS ENTERPRISE

NAME AND SURNAME	IDENTITY NUMBER	CITIZENSHIP	DATE OF OCCUPATION	DESIGNATION	SPECIFY STATUS IF HDI, WOMEN OR DISABLED	% TIME DEVOTED

LIST THE MAJOR ITEMS OF EQUIPMENT, PLANT AND VEHICLES OWNED BY THE FIRM

ITEM DESCRIPTION	QUANTITY	ESTIMATED VALUE

INDICATE BY NAME AND STATUS, THOSE INDIVIDUALS IN THE FIRM (INCLUDING OWNERS AND NON-OWNERS) RESPONSIBLE FOR THE DAY TO DAY MANAGEMENT AND BUSINESS DECISIONS

ACTIVITY	NAME AND SURNAME	RACE	GENDER (MALE/FEMALE)	DISABLED (YES/ NO)

FINANCIAL DECISIONS

Cheque Signing				
Acquisition of lines of credit				
Sureties				
Major Purchase or Acquisition				
Signing of Contract				

Request for Proposal

MANAGEMENT DECISIONS

Estimating				
Marketing and Sales Operation				
Hiring & Firing of Management				
Supervision of Office Personnel				
Supervision of Field/ Production Activities				

CLIENT DETAILS WHERE SIMILAR PROJECTS TO THIS TENDER HAVE BEEN UNDERTAKEN

Company/ Institution Name			
Address			
Contact Person		Telephone:	
Value of contract	R	Date:	
Description of Work			
Company/ Institution Name			
Address			
Contact Person		Telephone:	
Value of contract	R	Date:	
Description of Work			
Company/ Institution Name			
Address			
Contact Person		Telephone:	
Value of contract	R	Date:	
Description of Work			
Company/ Institution Name			
Address			
Contact Person		Telephone:	
Value of contract	R	Date:	
Description of Work			
Company/ Institution Name			
Address			
Contact Person		Telephone:	
Value of contract	R	Date:	
Description of Work			

LIST YOUR CURRENT MAIN CLIENTS BELOW

Client			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
Client			

Request for Proposal

Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
Client			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
Client			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
Clients			
Rand Value P.A.	R	% Turnover	
Contact Person		Telephone	
GENERAL			
1. Did the firm exist under a previous name?		YES/ NO	
If YES, what was its previous name?			
2. Does your company/any of its employees have a vested interest in SEDA? If YES, state which Department within SEDA the said employee/s have such vested interest			
3. Indicate as to whether any of the Partners, Proprietors & Shareholders is in the service of SEDA and/or the DTI, or has been in the service of SEDA and/or the DTI in the previous twelve months?			
4. At what % of full capacity are you operating?			
5. What percentage of work, directly/indirectly, is for SEDA/DTI?			
6. What was your average turnover (excluding VAT) during the previous three financial years?			
7. Have you previously been on an approved supplier list with SEDA or the DTI? If YES, specify			
8. Who are your present material / equipment suppliers?			
9. Does your company have an after hours service policy? (If YES, specify)			
10. Are warranties offered on new items / repairs etc.? If YES, state particulars			

Request for Proposal

BANKING DETAILS

I/We hereby request and authorize you to pay any amounts which accrue to me/us to the credit of my/our bank account with the below-mentioned bank. I/we understand that the credit transfer hereby authorized will be processed by computer through a system known as **Electronic Funds Transfer** and I/we also understand that no additional advice of payment will be provided by my/our bank, but details of each payment will be printed on my/our bank statement or any accompanying voucher. (This does not apply where it is not customary for banks to issue bank statements.) I/we understand that a payment will be applied by **Seda** in the normal way, and that it will indicate the date on which funds will be available in my/our account.

Bank Account Name : _____

Name of Bank : _____

Branch Code & Name : _____

Account Number : _____

Type of Account: Cheque Savings Transmission

Bank details to be certified as correct by DATE STAMP of BANK:

DATE STAMP OF BANK

Name and Surname : _____

Signature : _____

Designation : _____

Tel number : (_____) _____

Fax number : (_____) _____

Request for Proposal

I/We the undersigned, acknowledge(s) that:

- The information furnished is true and correct
- The B-BBEE points claimed is in accordance with the General Conditions contained within this document
- Any conflict of interest has been declared in writing
- An official Seda Purchase Order will be accepted
- Payment of any goods delivered or services rendered will be effected within 30 days from receipt of a valid invoice.

NAME AND SURNAME:

SIGNATURE:
 (Duly Authorised to sign)

ON BEHALF OF:
 (Name of Organization)

ADDRESS:

TELEPHONE NUMBER:

DATE:

REGISTERED COMMISSIONER OF OATHES:

SIGNATURE:

DATE:

STAMP:
 (Commissioner's Stamp with registered number)
 Failure to have a copy of this document signed by
 A Commissioner of Oaths may invalidate this
 tender/ proposal submission



Request for Proposal

TENDER DOCUMENT

SECTION C: TERMS OF REFERENCE

12. TERMS OF REFERENCE & BID EVALUATION CRITERIA

TO APPOINT A SUITABLY QUALIFIED SERVICE PROVIDER, WITH RELEVANT CALL CENTRE MANAGEMENT EXPERIENCE, TO HOST THE SEDA PUBLIC SECTOR PAYMENT ASSISTANCE HOTLINE TO DEAL WITH AND FACILITATE NON- /LATE PAYMENT ISSUES BY GOVERNMENT DEPARTMENTS AND PUBLIC SECTOR INSTITUTIONS TO SMME SERVICE PROVIDERS.

TERMS OF REFERENCE

1. INTRODUCTION

The basis of this terms of reference is to give effect to the implementation of Section 9A and 10(1) [a-d] of the National Small Business Amendment Act No. 29 of 2004 dealing with Seda's objectives and functions which enjoin Seda to:

- (a) *design and implement development support programmes;*
- (b) *promote a service delivery network that increases the contribution of small enterprises to the South African economy, and promotes economic growth, job creation and equity;*
- (c) *generally, strengthen the capacity of-*
 - (i) *service providers to support small enterprises; and*
 - (ii) *small enterprises to compete successfully domestically and internationally*
- (d) *implement the policy of national government for small enterprise development;*
- (e) *design and implement a standard national delivery network that must uniformly apply throughout the Republic in respect of small enterprise development, integrating all government-funded small enterprise support agencies across all spheres of government;*
- (f) *design and implement small enterprise development support programmes; and*
- (g) *establish provincial structures to ensure the effective implementation of its functions as defined in section 10, respectively.*

2. BACKGROUND

In 2007 cabinet mandated the Department of Trade and Industry to develop a framework to step-up measures for compliance by Government and Public Sector Institutions to the 30 day payment cycle to strengthen Government support for SMME's. This included the establishment of the Public Sector SMME Payment Assistance Hotline. Seda was tasked by the dti to establish and manage the Hotline in line with its mandate of developing and supporting small enterprises. Because of long periods of non-payment, small enterprises are often forced to close whilst others land in serious financial difficulties.

Seda outsourced the Hotline project to an external Service Provider in 2009 and collaboratively with Seda they developed a database which currently consists of approximately +-800 Government Departments and Public Institutions from National, Provincial, Metropolitan, District and Local Municipalities. A dedicated Call Centre was set up and managed by the Service Provider on behalf of Seda from September 2009 to date where payment to SMME's reached the R300 million milestone on the 20th April 2012. The contract with the current service provider will expire on 30th September 2012 and Seda is therefore putting this project out for open competitive bidding, in order to source a suitable service provider to host and manage this outsourced Call Centre, which will be based on the terms and conditions as set out under the scope of work below.

3. PROJECT OBJECTIVE

The appointed service provider who will host the Seda Public Sector Payment Assistance Hotline will be required to manage the following project objectives:

- To follow up on outstanding SMME invoices with Government and Public Sector Institutions to facilitate payment.
- To encourage Government Departments and Public Sector Institutions to streamline their systems and processes for payment to SMMEs.
- To gather and analyse data regarding the extent of the problem.

4. SCOPE OF WORK

4.1 Hosting the Hotline Project

The appointed service provider will be required to:

- host an established database that consists of approximately +-800 Government Departments and Public Sector Institution and Agencies at National, Provincial, District and Local levels, including all District Metros and Local Municipalities; and
- liaise with registered Departments, Institutions and Agencies on behalf of SMMEs to facilitate payment of outstanding invoices.

4.2 Compatibility

The appointed service provider will be expected to be compatible with, or be customized to utilize or run on the following:

- Customized Hotline Software including reporting templates;
- An existing Website and Web-based Applications;
- An existing Telkom shared number; and
- ICT back-ups including voice recordings of all calls.

4.3 Activities and Monthly Reporting of the Hotline

The appointed service provider will be required to undertake the following activities and reporting requirements:

- Receive and capture non-payment incidents on customised software.
- Provide the callers with a unique reference number.
- Notify the dedicated contact persons of the non-payment by telephone and e-mail.
- Send weekly open call reports to all affected departments and institutions.
- Close calls once satisfactory feedback is obtained from, or payment has been effected by the departments.

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- Provide SMMEs with a response to their non-payment incidents.
- Generate customized reports on request by Seda or **the dti**.
- Audit calls logged by each operator to check quality of service and ensure positive outcomes.
- Provide continuous training of call centre staff to cope with work demands and statutory/regulatory requirements within the public sector.
- Escalate details and reference numbers of uncooperative departments and institutions to Seda and **the dti** for further action.
- Update the database with the latest dedicated contact persons' details.
- Provide Seda with weekly and monthly information on calls logged and payments facilitated.
- Generate and send daily, weekly and monthly call volume statistical reports to Seda.
- Compile and submit a monthly operational report to Seda.
- Submit monthly invoices to Seda within 7 (seven) working days after month end.

5. OPERATIONAL REQUIREMENTS

The appointed service provider will be required to have a fully operational call centre by the 1st of October 2012 which must include the following:

- An established infrastructure taking the following specifications into account:
 - Call Logging Processes
 - Operating Hours (24/7, 7 days week, 365 days per year)
 - Adequate resources to handle call volumes
 - Contact media/ channels
 - Call management
 - Personnel/ staff

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- Staff Training
- A Management Team;
- Established operational processes, services, functions and KPI's;
- The financial capacity to manage the call centre between monthly payments;
- Reporting; and
- Manage the following monthly call volumes:
 - Call volumes will be approximately 1,200 - 1,500 calls per month where the nature of the calls will fall into "Late Payment and/or Non-payment" categories.

6. CONTRACTING PERIOD

The successful service provider will be required to enter into a three (3) year contract with Seda, subject to annual performance reviews.

7. SERVICE PROVIDER READINESS/ INSPECTION

Seda will conduct an inspection prior to project implementation to determine Service Provider readiness to host this project.

8. LINES OF COMMUNICATION

The bidder will be required to work in close collaboration with the following Seda staff in the order specified, to ensure effective and efficient implementation of the project.

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8.1 Contact Persons in Seda:

Name	Designation	Contact Details
Manthule Ngoasheng	Project Manager	012 441 1205
Kaybee Motlhoioa	Executive Manager	012 441 1013

8.2 Reporting

The service provider will report directly to Manthule Ngoasheng.

Request for Proposal

9. EVALUATION OF THE PROPOSAL

Tender proposals will be evaluated in accordance with the 90/10 preference point system, as contemplated in the Preferential Procurement Regulations of 2011 and will be apportioned and weighted accordingly.

The following preference point system will be applicable to this bid which value is estimated to exceed R1,000,000 (all taxes included):

Preference Point System		
	Description	Points Allocated
1	Price	90 Points
2	B-BBEE	10 Points

9.1 Pre-Qualification Criteria

The following pre-qualification criteria will form the basis of evaluating all tender proposals and failure to comply will result in the elimination of the proposal:

1.	A fully completed Tender Document which has been signed and certified where required together with relevant and compulsory attachments and/ or forms must be submitted
2.	It is a compulsory requirement that the tax affairs of the entity are in order, therefore in order to prove this, an original, valid Tax Clearance Certificate is required.
3.	ISO Certification is a compulsory requirement and an ISO 9001:2008 Certification Certificate is required. (Copies submitted must be authenticated by a Commissioner of Oaths.)
4.	Attendance of the Compulsory Briefing Session for this tender is a requirement.

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9.2 Functionality Criteria

The following functionality criteria which has been divided into two phases, will be used for evaluating all tenders/ bid proposals, where proposals must score a **combined overall minimum of 80%** for both phases one and two of the functionality criteria to qualify for further evaluation for preference points:

9.2.1 Framework for Evaluation of Functionality Criteria

Functionality Criteria		Points Allocated
Phase1:		
1	Company Experience, Expertise & Ability must be proven	40
2	Capacity: Financial & Operational ability to execute and deliver on this project must be proven	30
3	Staff Experience, Expertise & Ability must be proven	20
4	Project Implementation Plan with respect to readiness must be provided	10
S/Total		100
Minimum Stipulated Threshold to be met prior to site visit		90%

Note:

Only proposals meeting the Minimum Stipulated Threshold of 90% for Phase 1 of the Functionality Evaluation will be allowed to progress to Phase 2 of the Functionality Criteria, where a site visit will be conducted.

Functionality Criteria		Points Allocated
Phase2:		
5	A site visit will be conducted at one of the bidders existing call centres, where the facilities, infrastructure, processes, systems, equipment and staffing will be assessed, relevant to the call centre being visited.	100
S/Total		100
Minimum Stipulated Threshold to be met for site visit		70%

Note:

The Minimum Stipulated Threshold to be met for Phase 2 of the Functionality Evaluation for the site visit, is 70%.

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Averaged Total for Functionality: Min Stipulated Threshold to be met Overall	80%
--	-----

Note:

An averaged total for Functionality will be determined for proposals meeting the Minimum Stipulated Threshold of 90% for phase 1, which will be combined with the Minimum Stipulated Threshold for Phase 2 which is 70%. Only qualifying proposals will be considered for further evaluation for 90/10 Preference Points on meeting or exceeding the overall Stipulated Minimum Threshold of 80%.

9.2.2 Detailed Functionality Criteria

Detailed Functionality Criteria		Points Allocation
Phase 1		
1	Company Experience, Expertise & Ability must be proven	40
(a)	<p>Bidding agencies must have a minimum of five years working experience in the call centre industry where a summary outlining the bidding agencies experience during this time, is required.</p> <p>Proof of having hosted/ operated and managed a minimum of five National Call Centres successfully within a five year period is required, where a minimum of one call centre must have been within the public sector.</p> <p>Verifiable and contactable company references for all five of the above call centres must be provided, stating the duration and value of the contracting period.</p> <p>Referee contact details must include names, designations, telephone numbers and e-mail addresses.</p>	
(b)	<p>A brief description outlining the core service of each of the five national call centres referred to above, is required.</p>	

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(c)	A company profile is required by the bidding agency which should include staff recruitment and training initiatives.	
2	Capacity: Financial & Operational ability to execute and deliver on this project must be proven	30
(a)	<p>Operational</p> <p>Bidding agencies should be able to provide an operational model based on the project objective, scope of work, compatibility, activities and reporting requirements and operational requirements which has been outlined in the Terms of Reference, contained within the Tender document.</p> <p>The model must also address the issue of how it would deal with and/ or cater for the eleven (11) official languages and possible challenges related thereto.</p>	
(b)	<p>Financial</p> <p>The bidding agency is required to provide no less than three (3) years audited/ signed-off financial statements for the past three (3) consecutive and concurrent years.</p>	
3	Staff Experience, Expertise & Ability must be proven	21
(a)	<p>The CV's of management and relevant core staff is required to be provided, which experience and expertise is verifiable. The following areas of competency is a minimum requirement:</p> <ul style="list-style-type: none"> • General Management • Financial Management • Operational Management • Project Management • Communication 	
(b)	The bidding agency must provide their organisational structure, as well as a staff organogram profiling core staff, their experience and achievements.	
4	Project Implementation Plan with respect to readiness must be provided	9
(a)	The bidding agency is required to provide a Project Implementation Plan based on the timelines provided in the "Background" of the Terms of Reference to commence full operational implementation by 1 st October 2012.	

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Phase 2		
5	A site visit will be conducted where facilities, infrastructure, processes, systems, equipment and staffing will be assessed.	100
(a)	<p>A site visit will be conducted at one of the five national call centres provided by the bidder as a reference under “Company Experience” above, and the elected call centre to be visited will be communicated to the Bidder in advance of the site visit.</p> <p>The bidder will be required to make a presentation at the call centre premises and take the valuation team on a tour explaining the processes, systems, infrastructure as well as staff sourcing and training applied in that particular call centre.</p>	

9.3 Awarding of Preference Points

Only qualifying proposals will be evaluated for preference points after meeting the minimum stipulated threshold for functionality criteria, in terms of the preference point system described in PPPFA Regulations of 2011, as follows:

	Preference Point Criteria	Points Allocation
1	Price	90
2	Broad-Based Black Economic Empowerment (B-BBEE)	10
TOTAL POINTS		100

9.3.1 Price

Price is an important factor as it ensures optimum value for money and Total Cost of Ownership to Seda and should take into account the full duration of the contracting period as well as annual escalations (if applicable), based on operational costs, as well as variable Telkom costs.

A price schedule must be prepared for each year, and the final price quoted, must be all inclusive, inclusive of VAT.

Request for Proposal

10. CLOSING DATE FOR SUBMISSION

Completed proposals/ tender documents must be submitted in a sealed envelope clearly marked with the tender reference number and placed in the Seda Tender Box at the dti Campus located at the address below. No late or electronic tenders will be accepted.

Tender Closing Date : **Tuesday, 7th August 2012**

Tender Closing Time : **12:00 Noon**

Address : **The Seda Tender Box**
Small Enterprise Development Agency (Seda)
The dti Campus
3rd Floor, Block G
77 Meintjes Street
Sunnyside
Pretoria
0007

Telephone : **(012) 441-1000**

All couriered/ posted tender proposals **MUST** reach Seda by the closing date and time.