



ENVELOPE A – TECHNICAL PROPOSAL

TENDER NO: PROJ-ICT-109

REQUEST FOR PROPOSAL (RFP) PACK

SUPPLY AND MAINTENANCE OF VOICE SERVICES FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

START DATE: 14 OCTOBER 2022
CLOSING DATE: 04 NOVEMBER 2022

NAME OF TENDERER: _____

TENDERER'S ADDRESS:

CHECKLIST FOR SUBMISSIONS

ITEM	TICK
Supporting Documentation To Be Submitted	
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Proof of Office Location	
Three (3) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae's and organogram	
Sample Monthly Report	
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
CSD Registration Certificate	
JV Participation Documentation (If applicable)	

Please Note: All the above documents must be submitted with Envelope A - Technical Proposal.
The price schedule and proposed solution costing must be submitted with Envelope B – Financial Proposal.

RFP PACK CONTENTS

1. **Section A:** General Guidelines
2. **Section B:** Requirements Specification
3. **Section C:** Service Level Agreement
4. **Annexure 1:** Procurement Handbook
5. **Annexure 2:** Reference Letter



SECTION A: General Guidelines

SUPPLY AND MAINTENANCE OF VOICE SERVICES FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

1 EVALUATION CRITERIA AND COMMERCIAL EQUITY GOALS

The East London Industrial Development Zone (ELIDZ) supports national transformation goals and strives to target its procurement to create opportunities for Historically Disadvantaged suppliers and service providers. In awarding this tender, preference will be given to companies with a better rating in terms of contributions towards Broad Based Black Economic Empowerment (BBBEE).

The “tender” will be evaluated in accordance with the ELIDZ Procurement Policy using the 80/20 rule i.e. 80 of evaluation points will be based on price competitiveness and 20 will be based on BBBEE status. The following formula is used:

Calculation of the points for Price:

$$Ps = R \times \left[1 - \frac{Pt - Pmin}{Pmin} \right]$$

Where:

- Ps = Points scored for price of tender under consideration
- R = Percentage of the price
- Pt = Rand value of tender under consideration
- Pmin = Rand value of lowest acceptable tender
- R must be up to a maximum of 80

Score Breakdown:

- Price (R) = 80 points
- BBBEE = 20 points

A maximum of twenty (20) points will be awarded to a tenderer for achieving BBBEE objectives.

Preference points shall be awarded on the basis of a B-BBEE verification certificate issued by an accredited Verification Agency.

Tenderers are required to submit a Valid original or certified B-BBEE Certificate. Failure to submit a valid B-BBEE certificate will result in zero points being awarded for preference.

The following table shall be used to convert the contribution level as per B-BBEE certificate into points.

Table: B-BBEE Points Conversion

Level Contribution	B-BBEE Score	Points Conversion 20
Level 1	>100%	20
Level 2	85~100%	18
Level 3	75~85%	14
Level 4	65~75%	12
Level 5	55~65%	8
Level 6	45~55%	6
Level 7	40~45%	4
Level 8	30~40%	2
Non-Compliant	0~30%	0

Companies with annual turnover less than R10million (Exempted Micro Enterprises or EME's) are automatically awarded a level 4 contributor status, unless the EME is Black Owned (more than 50% black ownership), in which case the enterprise will have a level 2 contributor status. EME which is 100% black owned qualifies for a level 1 contributor. In awarding the EME status, the ELIDZ shall accept a letter from an accounting firm or SARS confirming a company's turnover as less than R10m as well as a sworn affidavit confirming annual turnover and level of black ownership. B-BBEE certificates issued by non-accredited verification agencies will not be accepted as valid proof of a company's B-BBEE status.

No points will be awarded for achieving B-BBEE objectives if the total percentage scored for B-BBEE is less than 30%. All tenders with functionality less than 70% of the total functional requirements will not be considered for the next stage of tender evaluation. Proposals with the total price exceeding the project estimate by 30% will not be considered.

The tender will be awarded to the bid with the highest number of points. A tender may be awarded to a bidder that did not score the highest number of points if reasonable and justifiable grounds exist.

Any contract offered by the ELIDZ will be based on the correctness of information submitted by the service providers. Any misrepresentation of facts by a service provider may lead to disqualification. Should such misrepresentation be uncovered after the commencement of the contracted work, the ELIDZ reserves the right to terminate the contract and recover all payments made to that service provider and any costs that may have been incurred in the process.

ELIDZ reserves the right to have the tenderer's Black Economic Empowerment Credentials verified by an independent agency. (Procurement Handbook – Annexure: 1 must be fully completed and supplementary information may be completed by service providers with a turnover of less than R10m and be accompanied by letter from an accounting firm or SARS confirming the company's or sworn affidavit turnover is less than R10m).

2 CONDITIONS OF TENDERING

General Conditions

PLEASE NOTE THE FOLLOWING CONDITIONS ARE APPLICABLE TO ALL TENDERS.

- The RFP document will be available for download at no cost on **14 October 2022 at 12h00 (Noon)** from the East London Industrial Development Zone website: www.elidz.co.za under **Opportunities >> Tenders>> the tender reference number**.
- A compulsory briefing session will be held on the **21st October 2022** starting at **12h00** via the following Microsoft Teams, a link: https://teams.microsoft.com/l/meetup-join/19:meeting_ZWYwMTISZjEtNiMwMy00ZWYwLWJlZDgtM2ZiN2Y2NGZjNTlh@thread.v2/0?context=%7B%22Tid%22:%22bd71323e-f0dc-4d06-8e22-af342304bedc%22,%22Oid%22:%2209174bf1-727b-442f-84bb-83ce732c74d2%22%7D
- Questions relating to the RFP will be accepted until **16h00 on the 28 October 2022**. All questions must be submitted to Zandile Mtebele via e-mail to zandile@elidz.co.za
- The closing date for this tender is at **12h00 on the 4 November 2022**. Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za>
- E-mailed, faxed, late, or incomplete proposals will not be considered;
- ELIDZ is not obligated to accept the lowest or any proposal;
- Tender documents are to be securely bound;
- Any expenses incurred by the tenderer in preparing and submitting the proposal will be for the tenderer's account, as the ELIDZ SOC Ltd will not accept any liability in this regard;
- We reserve the right to correct discrepancies and errors as necessary with the consent of the tenderer; however, the value total of the prices shall remain unaltered;
- Proposals which do not comply with the tender conditions or which are incomplete will, as a general rule, not be considered.
- Tenderers must be registered on CSD database from Treasury.



3 SIGNATURES ON TENDERS

All tenders submitted must be signed by that individual, or by someone on his behalf duly authorized and proof of that authority must be attached. All tenders submitted by a company must be signed by a person duly authorized thereto by a resolution of the Board of Directors, a copy of which resolution, duly certified by the Chairman of the company can be submitted with the tender.

If the tender is submitted by a joint venture of more than one person and/or companies and/or firms it shall be accompanied by:

A certified copy of the original document under which the joint venture was constituted. This document must clearly define the conditions under which the joint venture will function, as well as the duration and participation of the several constituent persons and/or companies and/or firms.

A certificate signed by or on behalf of each participating person and/or company and/or firm authorizing the person who signed the tender to do so.

In instances of a joint venture, each participating person and/or company and/or firm must complete and submit Annexure A (Procurement Handbook) with the tender together with all profit-sharing percentage information.

4 AREA OF SERVICE/POINT OF DELIVERY

The delivery of services will be required at the ELIDZ office, Lower Chester Road, Sunnyside, East London.

5 SPECIAL CONDITIONS APPLICABLE TO THIS CONTRACT

Service Providers must note the following special conditions of contract will apply to this contract:

Modification of any applicable terms of reference of this contract must be mutually agreed between the parties and reduced to writing.

- VAT: Unless otherwise stated all prices will be inclusive of **Value Added Tax**.
- All services provided must comply and be in accordance with pertinent laws and policies of government.

Where the SERVICE PROVIDER has incurred any liability to the CLIENT, whether arising from or under this Agreement or otherwise howsoever arising, the CLIENT may, without notice to the SERVICE PROVIDER set-off the amount of such liability against any liability of the CLIENT to the SERVICE PROVIDER arising from or under this Agreement, whether either such liability is liquidated or unliquidated, present or future, accrued or contingent, unless otherwise agreed to in writing by the CLIENT.



6 COMPANY PROFILE

A brief company profile is required, to assist ELIDZ in assessing your capabilities, capacity and competitive advantages.

7 INADEQUATE SERVICE LEVELS AND PERFORMANCE

In instances of transgression of a more serious nature, should the ELIDZ during the contract period for any reason regard the Service provider's service levels and performance against this contract as being inadequate or not to the ELIDZ's satisfaction, the details will be reduced to writing, clearly headed "Inadequate performance" and sent to the service provider. In the event that the service provider is unable to remedy the complaints to the ELIDZ's satisfaction within 14 days of such notice of inadequate performance, ELIDZ reserves the right to immediately cancel this contract and recover costs in terms of the Service Agreement.

8 SERVICE LEVEL AGREEMENT

The successful tenderer will be required to enter into a written Service level agreement with the ELIDZ which will be based on the draft Agreement set out herein in Section C, which will include Section A and B and include such terms and conditions as Management may require or prescribe to give effect to in terms of its legal obligations.

9 PRICE BASIS

ELIDZ requires the tender price to remain firm for the validity period of ninety (90) days after the closing date of the tender. The tender price shall be in South African Rand.

Where prices are subject to variation it must be noted that no prices are to be revised or invoiced, without prior mutual agreement and official modification of the contract.

10 PAYMENT TERMS

A maximum payment processing period of thirty (30) days will be enforced. The thirty-day period is effective from the date a complete claim is received. A complete claim requires the following to be processed:

- Original invoices;
- Original covering letter of approval by the consultant where applicable;
- Original covering letter of approval by the relevant ELIDZ official where applicable.
- Statement of accounts

All information relating to the ELIDZ's customers (and potential customers), systems, operating procedures etc. is confidential and to this end, the successful tenderer will be required to enter into a Confidentiality Agreement with the ELIDZ.

11 SUFFICIENCY OF TENDER

The tenderer shall satisfy itself before tendering, as to the correctness and sufficiency of its tender for the project. The tenderer shall ensure that the rates and prices it has stated in the schedules cover all the obligations included in the tender and sufficient for the proper completion of the project.

12 TENDERER'S CONDITION

All tenderer's shall be deemed to have waived, renounced and abandoned any terms and conditions printed or written upon any stationery used by the tenderer for the purpose of, or in connection with the submission of this tender.

In the event that the successful Bidder has been awarded the contract with value above R 5 000 000.00 for the same goods/services on a consecutive basis, the successful Bidder will be required to submit a Supplier development plan for SMMEs to be agreed with the ELIDZ.

Where there is no designated sector, ELIDZ may decide to include a specific bidding condition that only locally produced goods or services with a stipulated minimum threshold for local production and content, will be considered on condition that such prescript and threshold(s) are in accordance with the specific standards determined by the DTI in consultation with the National Treasury.

13 DISQUALIFICATION

Respondents are advised that should there be any contact with ELIDZ staff and the Adjudication Team which could in any way be seen or deemed to constitute a conflict of interest, bribe or otherwise influence the process and the outcome thereof, will result in immediate disqualification.

It must be stressed that any queries relating to this tender must be in writing and within the period of one week from the date of the briefing session, and must be addressed to the SCM office only. Respondents are not to communicate in any manner or form whatsoever with members of ELIDZ personnel about the RFP until the winning service provider has been selected and such selection has been formally communicated to the public. Any such communications by Respondents with ELIDZ personnel or with persons other than the Project Manager may prejudice a Respondent, and may lead to disqualification from consideration for selection. The ELIDZ cannot accept responsibility for the accuracy of any information obtained outside the formal communication process as stipulated.

Any misrepresentation, in particular as it relates to the truthfulness of involvement of HDI's at both ownership level, management and operational level will also result in immediate disqualification.

14 SHERQ COMPLIANCE

Before starting work, the successful service providers must produce the following for approval:

1. Project specific Safety, Health & Environmental (SHE) Risk assessments,

- (a) SHE Risk assessments to include activity specific risks, service providers risk to the ELIDZ and the ELIDZ risk to them;
- 2. SHE plans and safe work procedures must be developed to respond to project specific activities as well as to identified risks: for example (waste management plans, fall protection plans etc.);
- 3. List of applicable PPE required;
- 4. Letters of Good standing with workman's compensation where applicable;
- 5. Applicable legal appointments - as required;
- 6. List of chemicals and related Material Safety Data Sheets;

All of the above must be included in a SHE file together with:

- 1. Copy of scope of work;
- 2. Copy of appointment;
- 3. PPE issue register;
- 4. Requisite training / competency certificates where applicable;
- 5. Medicals as applicable to the nature of the work (for example, there must be medicals for employees who will be working at heights to confirm that they are fit to work at heights);

15 ACCEPTANCE OF TENDER IN WHOLE OR IN PART

The ELIDZ reserves the right to accept the complete tender as submitted by the tenderer or alternatively, to accept only specific "areas of work" (or parts of "areas of work") of the tender as it sees fit.

Accordingly, tenderers are advised to ensure that all prices submitted against each "area of work" are sufficient to cover the tenderer's entire obligation as defined in these documents, required to provide each specific "area of work".

16 POPIA

Protection of Personal Information Act 2013 (POPIA).

The ELIDZ undertakes to:

- 1. It will take all reasonable steps and precautions to preserve the integrity of bidders Personal Information and to prevent any corruption or loss of such data.
- 2. It will not do any of the following: copy, compile, collect, collate, process, store, transfer, alter, delete, interfere with or in any other manner use the bidders Personal Information as described in the Act for any purpose other than with the express prior written consent of the bidder.
- 3. Utilize the personal information provided for the purposes of assessment of the tender submitted by the bidder and contracting with the successful bidder as the case may be.
- 4. It will immediately inform the bidder in writing if any Personal Information relating to it has been compromised. The ELIDZ undertakes to immediately inform the bidder in writing as to how it will manage such compromise and what steps will be taken to rectify the situation.

5. Due and reasonable care of the bidders personal information and not to share the said personal information with any third party unless you have authorised such disclosure or the release of such information is required by law.
6. At all times strictly comply with its obligations under Data Protection Legislation.
7. Subject to legislative, regulatory, contractual and other legitimate conditions, the respective bidder has certain rights in terms of how their information is processed. The bidder can request access to information or guidance on how to lodge a complaint from or direct a request to exercise afforded rights to the ELIDZ Information Officer, or his/her deputy/ies, or the Information Regulator.
8. It will maintain guidelines, policies or procedures for the retention or destruction of data and will retain it only as long as necessary for the identified purposes or to meet legal requirements or policies.
9. It shall implement and maintain, at its cost and expense, appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or Processing of Personal Information.

The ELIDZ shall not incur any liability for costs, loss or damage arising from the use of inaccurate or incomplete data provided by or on behalf of the bidder.

17 SUPPORTING DOCUMENTATION TO BE SUBMITTED

ITEM	TICK
Accredited Valid Original or Certified B-BBEE Certificate or Letter from an Accountant confirming Annual Turnover for EMES - Sworn Affidavit confirming annual turnover and B-BEE management split of company	
Company Profile	
Valid Proof of Office Location	
Three (3) Completed Reference Letters (Annexure 2)	
Proposed Solution and Project Approach	
Project Team Skills Matrix and Curriculum Vitae's and organogram	
Sample Monthly Report	

18 COMPULSORY DOCUMENTATION TO BE SUBMITTED

The following documentation is considered as compulsory documentation and is required to be submitted with your tender. Failing to submit the compulsory documentation may lead to disqualification due to non-responsiveness.

ITEM	TICK
Compulsory Documentation To Be Submitted	
Completed and Signed ELIDZ Procurement Handbook with all relevant supporting documentation (Tax clearance etc.)	
JV Participation Documentation (If applicable)	

19 METHOD OF SUBMISSION

The RFP document will be available for download at no cost on 14 October 2022 at 12h00 (Noon) from the East London Industrial Development Zone website: www.elidz.co.za under Opportunities >> Tenders All tender documents are to be submitted online at <https://tenderportal.elidz.co.za> no later than 04 November 2022 at 12h00.

No late tenders will be accepted.

Telegraphic, telephonic, telex, facsimile and e-mail tenders will not be accepted.

Tender must be marked:

For the attention of: Zandile Mtebele: SCM Officer

The ELIDZ reserves the right:

1. To negotiate with the successful tenderer and/or
2. modify the RFP's goods / service(s) and request Respondents to re-bid on any changes;
3. reject any Proposal which does not conform to instructions and specifications which are detailed here in;
4. disqualify Proposals submitted after the stated submission deadline;
5. disqualify Proposals submitted that do not meet the goods or services specifications;
6. disqualify Proposals submitted that do not meet the necessary functionality where required;
7. not necessarily accept the lowest priced Proposal;
8. reject all Proposals, if it so decides;
9. place an order in connection with this Proposal at any time after the RFP's closing date;
10. split the award of the order/s between more than one Supplier/Service Provider; or
11. make no award at all;
12. ELIDZ reserves the right not to award business to the highest scoring bidder/s where objective criteria justify the award to another bidder.
13. The ELIDZ does not bind itself to accept your (or any) proposal, nor will it disclose any information regarded as confidential.



SECTION B: Requirements Specification

SUPPLY AND MAINTENANCE OF VOICE SERVICES FOR
THE EAST LONDON INDUSTRIAL DEVELOPMENT ZONE SOC LTD

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1. Introduction

The objective of this bid is to appoint a suitable service provider that will supply the ELIDZ with bulk voice services for the ELIDZ and ELIDZ's customers. We aim to keep our voice services up time to 99.999%. To achieve this, we will appoint a service provider that will provide the ELIDZ with redundant voice services to our two datacenters.

1.1. The scope of this RFP includes the following:

The preferred service providers will work with the ELIDZ and supply and install all elements required to provide the below listed solutions.

This RFP will include all components required for voice solutions as part of this RFP.

High level project deliverables are as below:

- Provide Voice services over fiber to both the East London IDZ datacenters for redundancy.
- Voice services to the East London IDZ needs to be redundant.
- Fiber services will need to be installed before the contract start date.

2. Considerations

2.1. Requirements Considerations

The score achieved for quality functionality will be assessed using the following criteria, each of which will be scored individually up to the maximum number of points indicated (failure to submit the relevant information will result in zero score for that section). All technical elements under Section B item no. 3 are considered mandatory and not providing any of the required services will regard the submission as non-responsive.

FUNCTIONALITY EVALUATION MATRIX

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Proposed Solution	Sample Monthly Services Report Proposed Solutions (detailed specification and brochures)	70	10	Monthly Report Sample
			0	No Monthly Report Sample
			60	Proposal complete, or all requirements met
			0	Proposal not complete, or not all requirements met
Service Providers Expertise and Resources	Skills Competency	30	30	Company managed three or more similar contracts in the past five (5) years. Three reference letters provided.
			20	Company managed less than three similar contracts in the past five (5) years. Two reference letters provided.
			10	Company managed less than three similar contracts in the past five (5) years. One reference letter provided.
			0	No details provided

NB: Minimum points required to proceed to the next evaluation phase is 70 out of 100.

2.2. Financial Considerations

Payments will be monthly. This is a rates base tender; the focus will be on the rates per minute for each call type. It is expected that rate adjustments during the tender period will be passed on to the ELIDZ so that it will remain competitive in the market. Annual rate review will be scheduled as part of the project.

2.3. Time Constraints

The East London Industrial Development Zone would like this project to commence on the 01 February 2023. Signing of the service level agreement is a requirement. Fiber services will need to be installed by 16th of January 2023 to ensure we have time to install, configure, test and port ELIDZ number range.

Commented [PM1]:

Commented [FT2]:

Commented [FT3]:

Commented [FT4]:

2.4. Area of Service and Facilities

The delivery of services will be required at the East London IDZ offices, Lower Chester Road, Sunnyridge, East London or anywhere the service is required.

3. Detailed Requirements

This section will aim to unpack all elements require for this project.

3.1. Detailed solution

3.1.1. Reference Material

Google Earth overview:



Head Office Building:



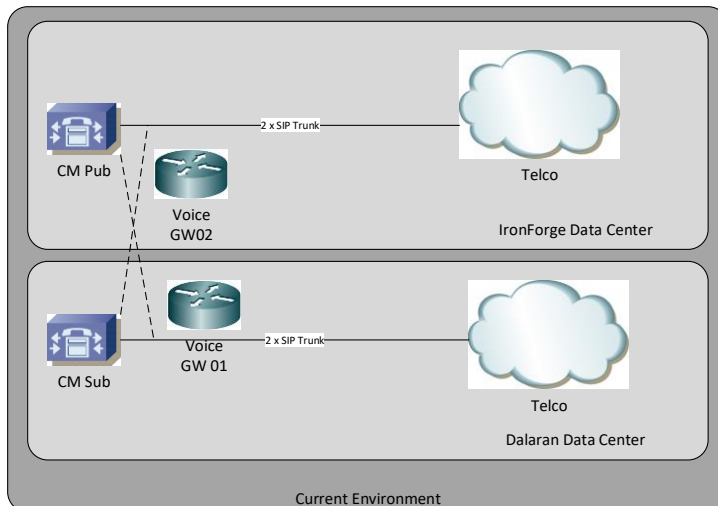
Ironforge Data Center:



3.1.2. Voice Configuration Details

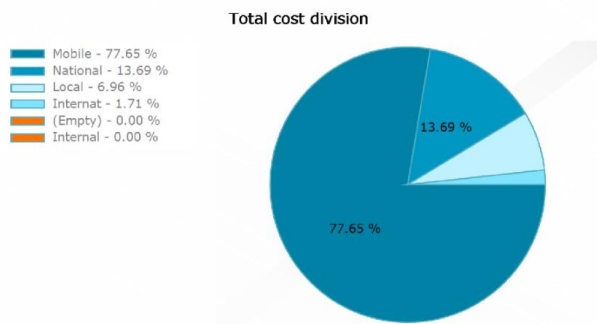
We are currently running two (2) Cisco Call managers on version 11.1 in a Publisher/Subscriber configuration. We have two (2) voice gateways as per the diagram each connected to a router providing voice over IP solution with our current service providers. Our Call Manager can accept SIP Trunks instead of the PRI's we currently have, either solution will work.

We currently have Openserve, and Dark Fiber Africa (DFA) located in IronForge DC the primary DC and only DFA is in the secondary DC as fiber service providers. You are however allowed to install your own fiber services provided they are in place as per the time frames stipulated above to ensure the project will have service continuity. Do not propose a wireless solution as an interim measure while you install your fiber.



3.1.3. Voice Call Details

Our current Monthly Call Volume is ~50 000 minutes per month. We will require your proposal to include growth up to 100 000 minutes per month. With a destination breakdown as below:



3.1.4. Proposed Voice Solution

- We require voice service delivered at both data centers over fiber connectivity.
- The current capacity required is for maximum of 60 concurrent calls. This capacity will need to be adjusted as more clients are connected and call volumes increase.
- We require our existing number ranges to be ported to the successful bidder. Our Current number ranges are 043702 8200 - 8299, 08737 30700 - 31199, 04310 10149 – 10948.
- We require additional geographic (043) number range once the current block is filled. This will be requested once we reach 80% of the current number range.

3.1.5. Additional requirements

The ELIDZ have Imagicle Billy Blues 4 as our TMS please include the cost for Call Cost Customization for South Africa as part of your proposal. This is required to update our current billing rates to the new rates provided as part of this RFP.

3.2. Project Management

The following minimum project management deliverables are required as part of this project:

- Project Initiation Document
- Project Kick-off Meeting
- Monthly Updated Project Plan/ Report
- Monthly Project Report Meeting Presented to the Project Team with Minutes
- Risk Register
- Project Close-out Report

The duration of this project will be 3 years.

4. Response Format

4.1 Company profile

- Provide an overview of your company profile.
- Provide information on your operation office locations. Do you have local offices in the BCM Metropolitan Area \ Eastern Cape Province \ National or International?
- Provide a Municipal Clearance Certificate
- Provide an organogram for team allocated to this project in terms of roles and responsibilities

4.2 Location evidence

- Provide information on your operation office locations. Do you have local offices in the BCM Metropolitan Area \ Eastern Cape Province \ National or International?
- Provide a Municipal Clearance Certificate

4.3 Service provider skills competency

- Provide a detailed list of personnel whom will form the team for this project, listing similar projects completed by each team member, their relevant skills \ qualifications and years of work experience relevant to this project.

4.4 Detailed Proposed Solution

- Describe your understanding of the requirements in this tender.
- Please provide details for your proposed solution.

4.5 References

- Provide a minimum of (3) three references relevant to this tender, with completed reference letters, stamped, signed and dated by the referee. The reference letter **MUST** be on ELIDZ template that is provided.
- Provide details of the relevant services offered to these references, establishing a track record as well as provide contactable references at these sites \ clients.

4.6 Monthly report sample.

Please provide sample reports. Proposed reporting tools and programs that you will be utilized.



Please forward any queries to: Zandile Mtebele at the following contact details:

E-mail: zandile@elidz.co.za

Tel: (043) 702 8200

Fax: (043) 702 8251



ANNEXURE 1

PROCUREMENT HANDBOOK



ANNEXURE 2

REFERENCE LETTER



ANNEXURE 3

BROCHURES