

REQUEST FOR PROPOSALS (RFP)

SUPPLY AND MAINTENANCE OF BULK VOICE SERVICES 2027-2030 AND CUCM UPGRADE FOR THE ELIDZ SOC LTD

The **East London Industrial Development Zone SOC Ltd** is the operator of the East London Industrial Development Zone (ELIDZ), an entity which exists to help manufacturers to become globally competitive through the development and efficient management of a modern, purpose-built industrial location, which offers investing industries a streamlined business environment enhanced by a range of supporting services. The zone is already operational and currently houses a number of manufacturers that supply products for the local and international markets.

SCOPE OF WORK

The East London IDZ intends to appoint a suitable, independent 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 for a period of 3 years, upgrade of our Cisco CUCM call manager to version 15, supply the non-compatible handsets and number porting where required.

Reference No.	Description / Name	Closing Date
RFP-ICT-134	SUPPLY AND MAINTENANCE OF BULK VOICE SERVICES 2027-2030 AND CUCM UPGRADE FOR THE ELIDZ SOC LTD	04 September 2026 at 12H00

BRIEFING MEETING:

Note: A compulsory briefing meeting is scheduled to take place on the team's platform on the 17th August 2026 at 10:00. Kindly click on the link below to access meeting.

[CLICK HERE TO ACCESS MEETING](#)

BID CONDITIONS:

- Tenderers are required to submit a Valid SARS Tax Clearance Certificate with their tender, or the relevant SARS pin code which will allow the ELIDZ to confirm the tenderers tax status on-line.
- Tenderers are required to submit a Verified original or certified B-BBEE Certificate or Sworn Affidavit.
- Tenderers are required to submit company registration documents and ELIDZ procurement handbook with their submission.
- Tendered should be registered on CSD database from Treasury and in possession of a MAAA number.
- Tenderers are required to submit a copy of CIPC Registration.
- Tenderers are required to submit a Certified copy(s) of members ID's.
- Tenderers are required to submit a copy of share certificate.
- Tenderers are required to submit a Proof of Disability from Medical Practitioner (when necessary).
- Tenderers are required to submit a Proof of Office Location (lease agreement, statement of account from the municipality and/or confirmation of address/clearance from the municipal councilor).
- Tenderers must submit technical and financial proposals in two separate envelopes clearly marked "Envelope A -Technical Proposal" and "Envelope B – Financial Proposal". Then the financial proposal will only be opened should the technical proposal be found to be acceptable.
- A non-signed "Form of Offer" in the financial proposal in the "Envelope B" submission will result in the disqualification of the tender.
- Inclusion of Price Offer and/ or any other price related details in "Envelope A -Technical Proposal" will result in the disqualification of the tender.

EVALUATION:

The evaluation will be guided by the East London Industrial Development Zone procurement policy. Points will be awarded on the basis of Price and Specific Goals.

Score breakdown:

- 80 Points for Price
- 20 Points for Specific goals

All respondents with functionality less than 70% of the total functional requirements will not be considered.

PROPOSAL DOCUMENT & SUBMISSION:

The RFP documents will be available for download on **7th August 2026 at 12h00 (Noon)** at www.elidz.co.za under **Opportunities >> Tenders**.

To make a tender submission for an open tender you must have completed the registration process before and have an active login account. Navigate to <https://tenderportal.elidz.co.za> and login with your credentials captured as part of the registration process.

It will be the responsibility of the respondent to ensure that the tender/bid reaches the ELIDZ. All tender/bids documents are to be submitted online at <https://tenderportal.elidz.co.za> before the closing date and time of 12h00, 4th September 2026. Only PDF documents must be uploaded with a maximum size limit of 30MB per file. No tenders are to be submitted at the ELIDZ premises and No late tenders will be accepted. Hard copy document submission will not be considered.

TENDER ENQUIRIES:

Post compulsory briefing meeting tenderers are encouraged to submit written questions by email to Zandile Mtebele via e-mail to zandile@elidz.co.za on/or before **26th August 2026 at 16:00. Responses will be communicated no later than 15:00 on the 28th August 2026.** It is the responsibility of the service provider to follow up with the response should there be none by 15:00 on the 28th August 2026;

Queries relating to this tender may be addressed to: Ms Zandile Mtebele

T: +27 43 702 8200 | **E:** zandile@elidz.co.za

