



an agency of the
Department of Sport, Arts and Culture

RFQ:00183

QUOTATION DESCRIPTION	DEPART.	CONTACT PERSON	CLOSING DATE
Request for quotation: The renewal of cloud PBX,internet subscription and ICT infrastructure managed support services for a period of 24 months	FINANCE	SCM Tel: 012 336 4029 Email: lerato@freedompark.co.za Technical: Benni@freedompark.co.za	10 June 2025 Time:10h00am
ALL QUOTATIONS OR PROPOSALS TO BE SUBMITTED TO: TENDER BOX,2 ND FLOOR ADMIN BUILDING ADDRESS: FREEDOM PARK ADMIN BUILDING CNR KOCH & 7th AVENUE, SALVOKOP, PRETORIA			

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NO	DETAILS	DOCUMENT
	LIST OF RETURNABLE DOCUMENTS THAT SHOULD FORM PART OF QUOTATION DOCUMENT (NEATLY ATTACHED AS ANNEXURES)	
1	Tax Clearance Certificate or Unique Pin	
2	Proof or supporting documents for points claim on specific goal -SBD6.1	
3	Tax compliant CSD Report	
4	Comprehensive proposal or Quotation that respond to Freedom Park Request(quotation validity must be 90 days)	
5	BBBEE Registration Certificate.	
ALL PRICES MUST BE VAT INCLUSIVE		

SPECIFICATION

APPOINTMENT OF SERVICE PROVIDER TO ASSIST WITH THE RENEWAL OF CLOUD PBX, INTERNET SUBSCRIPTION AND ICT INFRASTRUCTURE MANAGED SUPPORT SERVICES FOR A PERIOD OF 24 MONTHS

BACKGROUND

Liliesleaf has since implemented and refreshed its ICT Network Infrastructure that includes WIFI, Internet and Cloud base PBX which subscription is about to expire soon.

We therefore require the service provider to renew the below service category of Internet and Telephone and upgrade of the internet lines and continues with support and general ICT maintenance for a period of 24 Months.

Functionality will be evaluated under terms of the technical criteria on the table below.

Provide IT Support and Maintenance Services including upgrade of existing Primary Internet line from 50 to 100 Mbps.

SCOPE OF WORK

Service Category	Details of total number of ICT Infrastructure Onsite	Frequency/Duration required	Price
1. General IT ICT Infrastructure Support	Provide IT general support Approximately 8 users on computers. VoIP phones, 15 office phones and laptop, -Servers, 4Physical server(Windows) -LAN Connectivity,	- 2 times a month 24 months onsite - AS and When Remote Support for 24 Months	

	Star topology with 3 VLAN's -Wi-Fi Access Points, 6 wireless access points Reyee RG-RAP2260GX -Switches and firewall 2X Ruijie smart switches 1 X Rejee router -Printers and projectors. 1Xcentral Multipurpose printer 2 boardroom projectors		
2. Renewal of Internet current contract	This would be to ensure that the current Internet service subscription continues to function.	24 months contract	
3. Renewal of Cloud VoIP Telephony System subscription	This would be to ensure that the current VoIP service subscription continues to function.	24 Month contract	
4. Upgrade of existing Primary Internet 50 mbps Connectivity Line to	This is for the continuation of the current 50 MB internet connectivity pipe upgrade to 100mbps	24 Months Contract	

100mbps			
5. Provide a backup internet Line of 50 mbps	secondary internet connectivity line		

Evaluation Criteria

All bidders that submitted their RFQ responses will be evaluated as follows:

- Administration compliance documents (Phase 1): Completion of SBD Forms, RFQ requirements
- Technical Functionality requirement (Phase 2)
- PPPFA - Price and Specific Goals (Phase 3)

Phase 1 Administrative Requirements

Admin Requirement Compliance	Comply	Not Comply
Tax Clearance/Tax Pin		
CSD Report		
SBD Documents		
CIPC Registration Document		
BBB Certificate		
Technical Proposal		

None Compliance to administrative requirements will lead to disqualification.

Phase 2 Technical Functionality Requirements

The evaluation criteria for measuring functionality, and the weighting attached to each criterion is listed in the table below, and will be rated as follows:

Phase 3 PPPFA - Price and Specific Goals (Phase 3) (80/20 Preference Point system)

Functionality will be evaluated in terms of the technical criteria on the table below.

The Bids that fail to achieve a minimum of **75 points out of 100** points for functionality will be disqualified and will not be evaluated on the second stage (Preference Points System).

Technical Criteria	Description	Maximum Points
Company Experience The bidder must provide details of recent similar projects/ assignments (minimum 2) they have worked on in the last five (5) years, where the bidder has provided IT professional services category where IT Managed Support was a main task Service provider to provide portfolio of evidence of previous / similar IT Managed Support contract/SLA	Scoring Guide: • 5 or more years' experience and 2 or more recent /previous projects/assignments where IT Managed Support was a Main Deliverables output [20] • 3-4 years' experience and 2 recent /previous projects/assignments where IT Managed support was a main deliverables output [15] • 1-2 years' experience and 1 recent /previous assignments where IT Managed support was not a Main deliverables output [7]	20
Minimum of three (3) contactable references (letters) not older than 5 years on a letter head from companies where the similar IT managed services were rendered including the following: The letter to indicate: ✓ Description of service rendered ✓ Value of the contract ✓ Duration of the contract	The bidder must provide minimum of three (3) letters of positive reference for any service category area offered services namely: -Managed general IT support services -Internet -Cloud VOIP -Telephone system -Fibre Internet Scoring guide: More than 3 client reference letters of any service category= [25] 2 client reference letters = [15] Less than 2 client reference letter or No client reference letter = [0]	25
Certification/Accreditation The bidding company must provide proof of valid technical certification or Partner OEM that aligned to 1. Grand stream 2. Reyee Networks Certification	Four (3) or more certificates in ICT consulting services in relation to a specific service category panels. [20] Three (3) certificates in ICT consulting services in relation to specific service category panels. [15]	20

for IT Support Personnel Networking + /MCP Certificate	Two (2) to less (1) certificates in ICT consulting services in relation to specific service category panels. [10]	
Short Planned methodology by demonstrating understanding of the requirements as outlined in the scope of	Bidder to provide short, detailed project plan/time frames in relation to delivering the services category above planned methodology in relation to each specific service category panel delivery [20] No proof of planned methodology in relation to the specific service category panel that the bidder is bidding for. [0]	20
POST-IMPLEMENTATION OPERATIONAL SUPPORT Service Provider must submit turnaround time plan responding to the issues logged and response time for resolving issues	Service Provider must submit a draft Service Management Plan with turnaround times for logged calls and their response times for resolving issues Service provider has provided a draft service management plan with turnaround times for logged calls: Priority 1 Calls = 4 Hours, Priority 2 Calls = 8 Hours, Priority 3 Calls = 24 Hours, Priority 4 = 48 Hours [15] Service provider has not provided a draft service management plan with	15

	turnaround times for logged calls: Priority 1 Calls = 4 Hours, Priority 2 Calls = 8 Hours, Priority 3 Calls = 24 Hours, Priority 4 = 48 Hours	
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DETAILED ICT SUPPORT AND MAINTENANCE SERVICES REQUIRED to be included in the scope of the required Service Level Agreement (SLA) Comprises of the following:

- Network and Support Services
- Maintenance and support of network equipment, including switches, wireless controller, etc.
- Assessment and configuration of network monitoring tools.
- Installation of patches and upgrades to network and security infrastructure
- Minor cabling if needed.
- Configuration of monitoring alert notification in case of failure of equipment, etc
- Isolation of bottlenecks and associated problems.
- Configuration of peripheral devices on network.
- General troubleshooting of network problems

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”**
means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \quad \text{or} \quad Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10
$Ps = 80 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right) \quad \text{or}$		$Ps = 90 \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$

Where

- Ps = Points scored for price of tender under consideration
Pt = Price of tender under consideration
Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
100% Black owned		8		
51% -99% Black owned		4		
100% women owned		6		
51% -99% women owned		4		
100% youth owned		5		
51% -99% youth owned		2		
2% Owned by Persons with Disabilities		1		

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:
.....

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety

- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

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

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

	 SIGNATURE(S) OF TENDERER(S)
SURNAME AND NAME:	
DATE:	
ADDRESS:	
	
	
	

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

- 2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

- 2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to

² 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.

combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	
Signature	Date
.....	
Position	Name of bidder