



**APPOINTMENT OF A SERVICE PROVIDER FOR THE DESIGN,
SUPPLY, IMPLEMENT AND MAINTENANCE OF A CLOUD-BASED
MICROSOFT TEAMS TELEPHONY SYSTEM AND CALL CENTER
SOLUTION FOR A PERIOD OF 36 MONTHS.**

[PSiRA/2026/27/RFB/08]

Date Issued: [23 October 2026]

**Closing date and time: [26 November 2026 at
11:00] Virtual Compulsory Briefing Session [05
November 2026 at 10:00]**

Briefing session link:

**[https://teams.microsoft.com/meet/347046442063
2526?p=IWh3WWBGQRcgvZk8Vh](https://teams.microsoft.com/meet/3470464420632526?p=IWh3WWBGQRcgvZk8Vh)**

Bid Validity Period: [120 days]

TENDER BOX ADDRESS:

PSiRA Head Office: 420 Witch-Hazel Avenue, Block B – Eco Glades 2 Office Park, Highveld
Ext 70, Centurion.



CHECKLIST OF COMPULSORY RETURNABLE SCHEDULES & DOCUMENTS/REQUIREMENTS

YES	NO	DOCUMENTATION
☐	☐	SBD 1: Invitation to Bid.
☐	☐	SBD 3.1: Pricing Schedule.
☐	☐	SBD 4: Declaration of Interest.
☐	☐	SBD 6.1: Preference Claim Forms in terms of Preferential Procurement Regulations, 2022.
☐	☐	General Conditions of Contract (All pages to be initialed and last page signed by the bidder).
☐	☐	Terms of Reference (All pages to be initialed and last page signed by the bidder).
☐	☐	The proposed Call Centre platform must hold current Microsoft Teams Connected Contact Center certification. As proof of certified status at the time of bid submission, bidders must submit a letter from the platform's OEM/software vendor confirming the platforms current certification with Microsoft Teams.
		Attendance of Compulsory Briefing Session.
☐	☐	Valid Safe to Occupy Certificate to be submitted upon submission of bid.

Sealed and clearly marked bids indicating the bid Reference No. i.e. PSiRA/2026/27/RFB/01 must be deposited in the PSiRA Head Office tender box located at **420 Witch Hazel Avenue, Eco Glades, Block B2, Eco Park, Centurion, Pretoria**- before the closing date and time.



The purpose of this document is to provide guidance to service providers on how to compile a compliant bid proposal.

Bids/Forms will be considered to be fully completed when signed and the following are specified/ reflected and submitted:

- ☐ **SBD 1: Invitation to Bid**
- Supplier information.
 - Signed on page 2.

- ☐ **SBD 3.1: - Pricing Schedule**
- Total bid price must be reflected on the form.
 - Company name reflected on the form.
 - Persons who will be involved in the project and rates applicable.
 - Phases according to which the project will be completed, cost per phase and man-days to be spent.
 - Period required for commencement with project after acceptance of bid.
 - An indication that the bid price is fixed or not, if not for the full period, provide details.
 - Estimated man-days for completion of project.

- ☐ **SBD 4: - Declaration of interest**
- All questionnaires must be answered on:
- Paragraph 2: 2.1 and 2.1.1.
 - Paragraph 2.2 and 2.2.1.
 - Paragraph 2.3 and 2.3.1
 - Paragraph 2.4 and 2.4.1
 - Paragraph 3
 - Signed, dated, position specified, and name of bidder specified.

- ☐ **SBD 6.1: Preference Claim Forms in terms of Preferential Procurement Regulations 2022**
- Paragraph 4.1: Completion of table 1.
 - Declaration with regards to company/firm (paragraph 4.2, 4.3 and 4.4).
 - Signature(s) of tenderer(s), surname and name, date and address.

- ☐ Terms of Reference (All pages to be initialed and last page signed by the bidder).

- ☐ The proposed Call Centre platform must hold current Microsoft Teams Connected Contact Center certification. As proof of certified status at the time of bid submission, bidders must submit a letter from the platform's OEM/software vendor confirming the platforms current certification with Microsoft Teams.

- ☐ General Conditions of Contract (All pages to be initialed and last page signed by the bidder)

- ☐ Attendance of Compulsory Briefing Session.

- ☐ Valid Safe to Occupy Certificate to be submitted upon submission of bid.



PSIRA
Private Security Industry Regulatory Authority

**TERMS OF REFERENCE
FOR
APPOINTMENT OF A SERVICE PROVIDER FOR THE DESIGN, SUPPLY,
IMPLEMENT
AND MAINTENANCE OF A CLOUD-BASED MICROSOFT TEAMS TELEPHONY
SYSTEM
AND CALL CENTER SOLUTION FOR A PERIOD OF 36 MONTHS
TENDER BOX
ADDRESS:**

420 Witch-Hazel Avenue, Block B – Eco Glades 2 Office Park, Highveld Ext 70



Private Security Industry Regulatory Authority

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1. PURPOSE

The objective of this bid is to appoint a competent and experienced service provider to design, supply, implement, and maintain a cloud-based Microsoft Teams telephony system and call center solution for the Private Security Industry Regulatory Authority (hereinafter referred to as "PSiRA") for a period of 36 months.

2. BACKGROUND

The Private Security Industry Regulatory Authority (PSiRA), established in 2002 under Section 2 of the Private Security Industry Regulation Act (56 of 2001), is mandated to regulate and oversee the private security industry in the interest of both the public and the industry itself. To enhance operations, PSiRA has fully migrated to Microsoft Teams, which now serves as the primary platform for communication, meetings, and document sharing. Furthermore, MS Teams Telephony has been adopted for internal and external calls, including the integrated Contact Center as a Service. The Authority seeks a service provider to implement advanced features for greater efficiency and modernisation.

3. SCOPE OF WORK

The scope of this project covers the design, supply, implementation, and maintenance of a cloud-based Microsoft Teams Telephony System and Call Centre Solution for the PSiRA for a period of 36 months.

The solution will include the following key deliverables:

3.1 Cloud-Based Microsoft Teams Telephony Solution

- Implementation across the following PSiRA sites: Port Elizabeth, Durban, Nelspruit, Polokwane, Arcadia, Suncardia, Bloemfontein, Mthatha, Johannesburg, Cape Town, Eco Park (Centurion), Upington (Northern Cape), Klerksdorp (Northwest), and Thohoyandou (Limpopo).
- Provision of end-to-end telephony functionality integrated into Microsoft Teams, including call routing, call handling, and unified communication features.
- 36 months of support and maintenance for the telephony solution and telephone management system.
- The successful bidder will be required to provide new telephone numbers for existing PSiRA offices or new PSiRA sites where additional numbers are required or where the existing number ranges have been exhausted.

The table below sets out the number of users per site, followed by the physical address of each PSiRA office covered by this scope:



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Footprint	# of Users
(Gauteng) Eco Park Centurion (Head Office)	294 users
KwaZulu Natal (Durban)	46 users
Mpumalanga (Nelspruit)	9 users
Limpopo (Polokwane)	14 users
Eastern Cape (Port Elizabeth)	18 users
Gauteng (Arcadia)	5 users
Gauteng (Pretoria)	67 users
Free State (Bloemfontein)	11 users
Eastern Cape (Mthatha)	11 users
Gauteng (Johannesburg)	22 users
Western Cape (Cape Town)	28 users
Northwest (Klerksdorp)	5 users
Limpopo Province (Thohoyandou)	5 users
Northern Cape (Upington)	5 users

Addresses of PSIRA offices

Office	Address
Eco Park	420 Witch-Hazel Avenue, Eco Glades 2 Office Park, Centurion
Arcadia	420 belvedere street Arcadia
Suncardia	Sancardia shopping centre, corner Steve Biko and Stanza Bopape street
Durban	26 Mathew Meyiwa Street, Cnr Fynn and Methew Meyiwa
PE	Shop 211-D, 2nd Floor, Pier 14 Center, 444 Govan Mbeki
Polokwane	80 Hans van Rensburg, Polokwane
Nelspruit	21 Brander Street, Nelspruit
Mthatha	13 Cumberland Street, Mthatha



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Office	Address
Johannesburg	190 Commissioner Street, Johannesburg
Cape Town	3rd Floor Louwville Place, 23 Vrede Street, Bellville
Bloemfontein	53 St Andrews Street, Bloemfontein
Limpopo Province	Venda
Northern Cape	Upington
Northwest	Klerksdorp

3.2 Integrated Cloud-Based Call Centre System

- Deployment of a Call Centre Management System fully integrated with Microsoft Teams.
- Features to include call queuing, call recording (retention for 36 months), reporting, and management dashboards.
- 36 months of support and maintenance.
- Support available during working hours (Monday to Friday, 07:30 – 16:00).

3.3 Integration and User Enablement

- Full integration of telephony and contact centre functions within Microsoft Teams, enabling agents to manage all communications from a single platform.
- Provision of training and knowledge transfer to ensure PSiRA staff can effectively operate the system.
- Continuous monitoring, updates, and maintenance to ensure optimal performance and reliability throughout the contract period.

4. SUPPORT AND MAINTENANCE

4.1 The successful bidder must provide support and maintenance including upgrades for a period of thirty-six (36) months, with service level requirements as follows:

4.2 **Response times** for incidents:

- Priority 1 incidents shall be acknowledged within 15 minutes, with 24 x 7 support and continuous effort until service restoration. Priority 2, 3 and 4 items shall be acknowledged within the service hours and times defined in the SLA matrix.
- **Priority 1:** restore the affected service within four (4) hours and provide a documented root-cause analysis and corrective-action plan within five (5) business days.
- **Priority 2:** restore the affected service within eight (8) business hours, with progress updates at least every two (2) hours until restoration.



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- **Priority 3:** a low-impact incident affecting an individual user or a non-critical function, where a viable workaround is available — acknowledge within four (4) business hours and restore or resolve within one (1) business days.
- **Priority 4:** service requests, configuration changes, planned/scheduled maintenance and approved enhancements — acknowledge within three (3) business day and agree and record a target completion date with PSiRA; these items shall not be reported as resolved until acceptance evidence is provided.

4.3 Target SLA is 99% adherence to timelines as stipulated in Table 1 below.

4.4 SLA reporting must separately measure acknowledgement, restoration, final resolution, service availability and voice quality. Availability shall be measured monthly for each provider-managed component and for the end-to-end service.

4.5 The maximum penalties for poor performance and other non-compliance to the contract will be limited to 10% of the total monthly invoice fees, for Service Level Agreement target not been met.

4.6 Should the 10% limit be reached four (4) times during the contract period, PSiRA reserves the right to immediately enter into a service dispute that may result in the termination of the contract.

Table 1:

EVENT	DEFINITION	REQUIREMENTS	TARGET	PENALTIES
Priority Level 1	Complete system Failure affecting majority or all users	Meantime to response - 1 hour	99% adherence to timelines.	10% of the Total monthly Invoice per incident.
		Meantime to repair /resolve - 4 hours		
Priority Level 2	Partial system Failure affecting specific users or system is functional but in a degraded state	Meantime to response - 1 hour	99% adherence to timelines.	7% of the total monthly invoice (monthly target)
		Meantime to repair / resolve - 8 hours		
Priority Level 3	Low-impact incident affecting an individual user or a non-critical function, where a viable	Meantime to response - 1 hour	99% adherence to timelines.	5% of the Total monthly invoice per incident.



EVENT	DEFINITION	REQUIREMENTS	TARGET	PENALTIES
	workaround is available			
		Meantime to repair / resolve - 1 business days		
Priority Level 4	Service requests, configuration changes, planned/scheduled maintenance and approved enhancements	Meantime to response - 1 business day	99% adherence to agreed target dates.	2% of the Total monthly invoice per incident.
		Completion by the agreed target date		

5. TECHNICAL SPECIFICATIONS

5.1 TECHNICAL SPECIFICATIONS – TELEPHONY (MICROSOFT TEAMS TELEPHONY SOLUTION)

The appointed service provider shall **design, implement, and maintain a comprehensive cloud-based Microsoft Teams Telephony solution** for the Private Security Industry Regulatory Authority (PSiRA). The solution must meet the following requirements:

5.1.1. Service Delivery Model

- The solution must be delivered as a complete service, including devices, **redundant Session Border Controller (SBC)**, Telephone Management System (TMS), and telecommunication services.
- The solution must be fully compatible with Microsoft Teams and **Microsoft Teams-certified devices**.

5.1.2. Devices and Equipment

- Supply **30** certified Microsoft Teams premium-level desk phones.
- Supply **100** certified Microsoft Teams entry-level desk phones.
- Supply **400** certified Microsoft Teams headsets (with built-in microphones) for laptops and desktops.
- Additional devices may be requested as needed, subject to PSiRA's prior written approval, available budget and agreed unit prices.



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- PSiRA will pay only for devices ordered, delivered and accepted, while warranty replacements must be provided at no additional cost.

5.1.3. Licensing and Call Management

- Provide a **call management system** with least-cost routing for **600** licensed users.
- Provide Teams Phone, PSTN connectivity, voice applications/resource accounts, reporting, SBC/TMS and support.
- The solution must leverage existing Microsoft Teams licenses where applicable.

5.1.4. Session Border Controller (SBC)

- Deploy and maintain a **Microsoft-certified cloud-based SBC with redundancy** and diverse routing to ensure continuous operation.
- The design shall use separate failure domains and redundant carrier, certificate, DNS and network paths, with no single point of failure under the bidder's control.
- Configure **PSTN trunks**, E.164 number normalisation, dial plans, caller-ID policies, voice routes and PSTN usages, codec/media settings, certificate lifecycle controls, fraud controls, emergency dial strings and tested active/backup routing.
- SBC must deliver an uptime of **99%**, with a **Mean Time to Repair (MTTR) of 4 hours** for severity 1 incidents.
- Enable telephony trunk connectivity, including full PSTN trunk configuration.

5.1.5. Telephone Management System (TMS)

- Deploy and maintain a cloud-based TMS fully compatible with Microsoft Teams and the SBC.
- Provide centralised visibility of call usage, costs and billing by user, extension, department.
- Monitor the monthly allocation of minutes per user, including bundle and out-of-bundle usage.
- Provide configurable usage thresholds and alerts for users approaching or exceeding allocated limits.
- Provide schedule and on-demand reporting, with export capability to excel, csv or pdf.
- Support integration via API with relevant voice, billing and telecommunications platform.

5.1.6. Network Assessment and Optimization

- Perform and document pre-implementation and post-implementation network assessments for every site, covering LAN, WAN, internet, Wi-Fi, VPN, firewall/proxy



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paths, DNS, Microsoft 365 endpoints, QoS, power resilience, bandwidth and forecast concurrent voice sessions.

- During acceptance and representative load, demonstrate end-to-end round trip latency below 300ms, average jitter below 30ms and packet loss below 1%.
- Ensure optimal network traffic flow for voice quality and reliability.

5.1.7. Configuration and Direct Routing

- Configure Direct Routing as the compliant baseline, including certified SBC pairing, voice routing, number translation, media bypass where justified, high availability, monitoring and rollback. Also disclose whether Microsoft Calling Plan or Operator Connect can meet the same outcomes in South Africa and provide any alternative as a separately priced option without weakening the baseline response.

5.1.8. Porting of Numbers

- All PSiRA inbound and outbound calls must route through the Microsoft Telephony Solution.
- Before porting, reconcile all number ranges, owners, services, sites, emergency routes and dependencies. Submit ICASA/carrier-compliant authorisations, a phased porting schedule, test scripts, interim routing, rollback and business-continuity arrangements, and obtain PSiRA sign-off for each completed batch.

5.1.9. Billing

- Microsoft Calling Plans are currently listed as available in South Africa. Bidders shall not assume a single PSTN model: price the compliant Direct Routing baseline and, where offered, or Operator Connect options. State number availability, porting, emergency-calling responsibilities, support boundaries, included minutes, out-of-bundle rates and full 36-month total cost of ownership.
- Business calls placed through the Teams client on mobile devices shall present an approved PSiRA caller identity and be captured in corporate call records. Bidders must distinguish PSTN charges from mobile-data, roaming and fair-use charges; no call shall be described as free unless every applicable cost and limit is contractually included.
- **Billing model:** the solution shall be billed on a fixed monthly bundle rate per licensed user, based on the following allocation:
 - **400 users** with **50 voice minutes** per user per month;
 - **100 users** with **100 voice minutes** per user per month;
 - **50 users** with **200 voice minutes** per user per month;
 - **25 users** with **300 voice minutes** per user per month;



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- **25 users with 500 voice minutes** per user per month.
- Where an individual user exceeds their monthly allocation, additional usage shall be charged at pre-agreed out-of-bundle per-minute rate. The fixed monthly user charge and out-of-bundle rate shall be fully disclosed in the pricing schedule and shall remain fixed for the 36-month contract term unless PSiRA approves a CPI-linked adjustment subject to a disclosed annual cap.
- **Invoicing and reconciliation:** invoices shall be issued monthly in arrears based on reconciled actual usage and itemised at call-detail-record level (date, time, duration, destination/type and cost) sufficient to support the business/private call split and the cost-per-call reporting required elsewhere in this TOR.
- **Overage notification threshold:** the service provider must proactively notify PSiRA in writing (or via the reporting dashboard) once cumulative usage in a billing period reaches an agreed threshold — a minimum of 80% of the included bundle — before it crosses into overage, so that out-of-bundle charges are never a surprise on the invoice. The exact threshold and notification method shall be proposed by the bidder and agreed with PSiRA prior to go-live.
- **Billing dispute and credit-note process:** the service provider shall maintain a documented billing dispute process with defined turnaround times — disputes to be logged by PSiRA within 10 business days of invoice receipt and investigated and either resolved or credited by the provider within 20 business days of the dispute being logged. Confirmed billing errors shall be corrected by way of a credit note issued within the same period, with no suspension of service pending resolution of a dispute raised in good faith.
- **Itemised cost categories:** each cost category priced under this TOR (Telephone Management System, Session Border Controller, headsets, rental desk phones, voice bundles, support and maintenance, and insurance) shall appear as a separate, clearly labelled line item on the monthly invoice rather than a single consolidated amount, so that each cost stream can be audited independently.

5.1.10. Emergency Support

- Emergency calling shall support PSiRA-approved South African emergency dial strings, correct carrier routing, callback number presentation, site/network-location mapping and security-desk notification. The bidder shall configure the applicable Teams emergency calling and Direct Routing emergency call-routing policies, test each site and agreed remote-work scenario, and document behavior during carrier, SBC and internet failures.



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5.1.11. Core Calling Features

- Safe Transfer (Consultative): Transfer with confirmation of recipient availability.
- Call Forwarding: Redirect calls to another number, desk phone, or mobile.
- Call Queues: Manage multiple incoming calls in sequence.
- Call Blocking: Prevent unwanted or spam calls.
- Do Not Disturb: Temporarily block calls and notifications.
- Multi-Call Handling: Manage multiple concurrent calls.
- Call Park: Place calls on hold and retrieve from another device/location.
- Group Call Pickup: Answer calls on behalf of team members.
- Hunting Capability: Automatically route calls to available extensions when the intended recipient is busy.
- Return-to-Switchboard: Calls return to the main switchboard if unanswered.

5.1.12. Mobility & Accessibility

- Simultaneous Ringing: Ring both desk phone and Teams client.
- Outbound/Inbound Transfers: Enable blind and consultative transfers across all Teams users.
- Call Forwarding to Mobile: Seamless redirection when users are out of the office.
- Regional Connectivity: Internal calls between regional offices (single unified system) at no cost.
- Shortest Call Routing: Optimize routing for call quality and reduced latency.

5.1.13. Directory & Contact Management

- Speed Dial: Quick access to frequently used numbers.
- Phonebook Integration: Upload and synchronize existing contacts.
- Contact Groups: Create groups for clients, suppliers, and teams.
- Auto-Attendant: Automated switchboard assistance configuration.

5.1.14. User Experience & Collaboration

- Voicemail: Record, store, and configure voicemail with custom settings.
- Call History: Track incoming/outgoing calls with name, number, date, duration.
- Out-of-Office Support: Redirect or manage calls during absence.
- Teams Calling Integration: Make, receive, and manage calls from Teams client.

5.1.15. System Configuration & Policies

- Dial Plans: Configure voice calling policies and PSTN usage.
- Internal Connectivity: Regional offices operate as a single unified system.



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5.1.16. Security, Administration & Governance

- PSiRA shall retain ownership and administrative control of the Microsoft 365 tenant, phone numbers, domains, resource accounts, routing policies, configuration records and service data. No supplier dependency may prevent PSiRA or a replacement provider from administering the service.
- Use named administrator accounts, multifactor authentication, Conditional Access and least-privilege Microsoft Entra and Teams roles. Standing Global Administrator access is prohibited except for approved break-glass use, and privileged access shall be reviewed at least quarterly.
- Export Teams, SBC, carrier and CCaaS audit, health and security logs to PSiRA's approved monitoring/SIEM platform where technically supported. Logs and reports shall use synchronized time and be retained according to PSiRA policy.
- Protect signaling and media using supported TLS and SRTP controls; harden and patch SBC/TMS/CCaaS components; manage certificates proactively; and provide vulnerability remediation, anti-fraud controls, backups and tested configuration recovery.

5.1.17. Implementation & Training

- Submit discovery findings, high-level and low-level designs, a licence baseline, configuration workbooks, security and data-flow diagrams, a RACI, project schedule and risk/issue register for PSiRA approval before build.
- Complete a controlled pilot, user acceptance testing, number-porting rehearsal, emergency-call tests, failover tests, call-quality tests, security/privacy sign-off and a documented go-live/rollback decision before production cutover.
- Provide as-built documentation, exported configurations, inventories, operations and troubleshooting runbooks, administrator and user training, knowledge-transfer evidence and a hyper care period of at least ten (10) business days.
- **Training Plan:** Provide a comprehensive training and adoption strategy for smooth transition and sustainable use.

5.2 CONTACT CENTRE MANAGEMENT SYSTEM

The appointed service provider shall supply, install, integrate, and maintain a cloud-based Contact Centre Management System for the Private Security Industry Regulatory Authority (PSiRA). The system must include advanced queuing capabilities and comprehensive reporting functionality.



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5.2.1. Licensing and Equipment

- The solution shall **leverage existing Microsoft Teams licenses** held by PSiRA.
- The bidder shall itemise Microsoft Teams Phone, voice application/resource-account, common-area device, 18 CCaaS agent, 2 supervisor, compliance-recording, reporting, storage and integration licences.
- PSiRA's existing Teams licences must be validated and may not be represented as including third-party CCaaS or recording licences without documentary proof.

5.2.2. System Integration

- The proposed contact-centre/call centre product and version must hold current Microsoft Teams contact-centre/call centre certification at bid submission.
- Fully integrated with Microsoft Teams Direct Routing solution.
- Capable of integration with a Customer Relationship Management (CRM) solution if required.

5.2.3. Operational Requirements

- Office hours: Monday – Friday, 07:30 – 16:00.
- Size the service for a minimum of **700 inbound calls per day** and for the measured busy-hour arrival rate, peak concurrent calls, IVR ports, recording channels, agents and supervisors.
- The bidder shall disclose all platform limits, oversubscription assumptions and the scale-up method for the 36-month term.
- Agents must have immediate access to caller information and integrated voice/data technologies.
- Calls must be automatically routed to the appropriate person or skill group.

5.2.4. Interactive Voice Response (IVR) and Call Handling

- Queueing solution to provide customizable IVR per PSiRA requirements:
 - Announcements or delay treatments configurable per caller.
 - Auto-attended IVR allowing callers to reach extensions without operator intervention.
- IVR menu options:
 - **Individual Enquiries (Press 1):** Individual registration
 - **Business Enquiries (Press 2):** Accounts, Letters of Good Standing, Business registration, other business queries
 - **Training (Press 3):** Online assessments, Individual training, Course reports
 - **General Enquiries (Press 4).**



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- Call hunting, the system shall automatically search across agents in a hunt group and route the call to the first available agent.
- Call back, the system shall offer callers the option to request a call back instead of remaining on hold in the queue and shall automatically place the callback call once an agent becomes available.
- Re-queue calls when agents are unavailable.
- Support configurable business hours, holidays, overflow, maximum wait, queue-full, no-agent and disaster-routing treatments with recorded announcements and approved fallback destinations.

5.2.5. Agent and Supervisor Features

- Agents sign in/out; system monitors idle status.
- Provide configurable agent presence, reason codes, wrap-up states and supervisor controls. Any presence synchronization with Microsoft Teams must use a supported method and be demonstrated for the proposed integration model.
- Where silent monitoring, whisper coaching or barge-in is proposed, enforce role-based access, approved recording/monitoring notices, auditable activation and PSiRA policies for privacy, labour relations and quality assurance.
- Calls routed to available agents; multiple calls per agent not allowed.
- Supervisors have real-time visibility of queue status, including longest waiting calls and number of callers in queue.
- Supervisors can move calls between queues and answer calls regardless of queue position.



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5.2.6. Call Handling and Routing

- Screen incoming calls and provide options via proposed queuing solution.
- Redirect calls based on caller selection.
- The system must be configured so that all calls are answered within three (3) rings.
- The system must log calls disconnected before answer as abandoned, recording the time and queue position, and report their number and percentage queue.
- When all agents are engaged, calls must automatically route to a PSiRA approved overflow queue, callback service or voicemail.
- All calls must go through the queue.

5.2.7. Information Protection and Recording Governance

- Provide a POPIA-compliant processing schedule and operator/sub-operator terms covering purpose limitation, confidentiality, security safeguards, assistance with data-subject and regulator obligations, deletion/return on termination and immediate notification to PSiRA of a security compromise.
- Document the location of recordings, metadata, backups, analytics and support access. Any cross-border transfer must meet section 72 of POPIA and PSiRA's approved risk and contractual requirements; South African-only hosting shall not be asserted as a POPIA requirement unless PSiRA separately mandates it.
- Apply encryption, multifactor authentication, role-based access, immutable audit trails, legal hold, authorised export, retention/disposal automation and secure deletion. Demonstrate search, playback, export, access review and deletion evidence.

5.2.8. Quality Assurance and Customer Feedback

- Record all in-scope inbound and outbound contact-centre calls automatically through policy, including transfers and queue scenarios. Where Teams compliance-recording APIs are used, the proposed solution must be Microsoft-certified. Retain recordings for thirty-six (36) months unless PSiRA's approved records/privacy schedule specifies otherwise, with legal hold, authorised export and defensible deletion.
- Customer satisfaction surveys to be implemented using reporting tool **or integrated tools**.
- Provide training manuals and training for all agents and supervisors.
- The successful bidder must provide a monthly telephone reports that indicates private and business calls for the organization.



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6. GENERAL SPECIFICATION

- The solution must be an easily updatable and manageable and should not hinder the Authority from integrating with other standards-based telephony solutions.
- PSiRA will provide Microsoft Teams phone system licenses for all PSiRA employees.
- The bidder must provide licenses for Telephone Management System and Session Board Controller.
- All Microsoft Teams compliant devices are to be owned and maintained by the successful bidder. All desktop phones and headsets provided must be replaced in the event of damage, theft or any act of God (replacement must be done within three (3) business days. Switchboard phones should be replaced within 8 hours.
- The successful bidder will be required to port existing numbers.
- The successful bidder to supply a detailed description, approach, and methodology for managing project and client relationships. Supply a detailed breakdown of all deliverables identified in the scope of work including methods, tools, and timelines to complete project.
- A comprehensive change management plan is required to maximize the opportunity for staff to operationalize these tools in their day-to-day work activities and cover the below requirements:
 - a. Enabling staff to use Microsoft Teams Telephony solution
 - b. Training
 - c. Workshops
 - d. Communications initiatives

7. DELIVERABLES

- Successful deployment of a Cloud-based Microsoft Teams Telephony solution as per the requirements.
- Successful monitoring of a Cloud-based Microsoft Teams Telephony solution for the duration of the contract.
- Implementation and utilization of Telephone Management System (TMS) as indicated under scope.
- Successful implementation of the project plan, change management and migration plans.
- Monthly business-level reports must be provided for both the Microsoft Teams Telephony and Call Centre solutions to support PSiRA's organisational monitoring and continuous improvement. The reports must provide PSiRA with appropriate visibility of the performance, usage and operation of both solutions for the duration of the contract.



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8. EVALUATION CRITERIA

8.1 CRITERION 1 – COMPULSORY REQUIREMENTS

Bidders will first be evaluated in terms of the minimum requirements / gatekeepers. Bidders who do not fulfil all the requirements or do not submit the required documents will be disqualified. Those who fulfil all the minimum requirements or have submitted the required documents will be further evaluated on criterion 2 which is the functionality/technical specification.

COMPULSORY/ MANDATORY REQUIREMENTS

The tender must be submitted in the prescribed format. Standard bidding documents should be filled in. These standard-bidding documents include the following:

- a. SBD1 Invitation to Bid.
- b. SBD 3.1 Pricing Schedule.
- c. SBD 4 Declaration of Interest.
- d. SBD 6.1 Preference Points Claim Form.
- e. *General Conditions of Contract (ALL pages to be initialed and last page must be signed by the bidder).*
- f. *Terms of reference (ALL pages to be initialled and last page must be signed by the bidder).*
- g. *The proposed Call Centre platform must hold current Microsoft Teams Connected Contact Center certification. As proof of certified status at the time of bid submission, bidders must submit a letter from the platform's OEM/software vendor confirming the platforms current certification with Microsoft Teams.*
- h. *Compulsory briefing session.*

NB: All forms must be completed and signed. Incomplete forms will lead to disqualified.

8.2 CRITERION 2 – FUNCTIONALITY / TECHNICAL SPECIFICATION

Bidders will be evaluated out of **70** points. The minimum threshold is **60** points. Bidders who score less than **60** points on functionality will therefore be disqualified. Those who score more than **60** points will be further evaluated in terms of the presentation of the solution. The functionality evaluation is broken down as follows:



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Functionality / Technical Criteria	Weight
PROJECT TEAM MEMBERS	10
• 4 points for a project manager with a minimum experience of five (5) years as a project manager in an IT environment and holding a recognized three-year qualification, supported by the project manager's CV. • 6 points for a minimum of two (2) technical specialists each with at least three years (3) years' experience in an IT environment, and each holding a recognized three-year qualification, supported by each technical specialists CV. • 0 points for no submission.	
MICROSOFT PARTNERSHIP	10
• 10 points for bidders holding the Solution Partner for Modern Work designation with the Calling for Microsoft Teams specialization. • The bidder must provide official, verifiable documentation from Microsoft confirming the designation and specialization applicable to the South African region. • 0 points for no submission.	
REFERENCE LETTERS	10
Bidders are requested to provide the following: Three (3) reference letters on a letterhead from their clients where Cloud-based Microsoft Teams Telephony and Contact Centre Management Solution has been successfully designed, implemented and maintained. The reference letters and the projects implemented must not be older than 3 years from the date of the RFP submission. Bidders must make sure that the reference letters are signed and the contact details are fully completed. The contact details must include the contact number and e-mail address of the referee. • 10 points for 3 reference letters • 6 points for 2 reference letters • 3 points for 1 reference letter • 0 points for no reference letters NB: PSiRA may verify the information provided; and if your referee does not confirm the information provided the reference will not be considered.	
REPORTING	5
Bidders must provide a comprehensive reporting template including: • 1 point for reporting all calls made. • 1 point for reporting that clearly distinguishes between business and private calls • 1 point for reporting that reflects the duration of each call. • 1 point for reporting that provides the total number of inbound and outbound calls, including the cost per call.	



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Functionality / Technical Criteria	Weight
• 1 point for the bundle/OOB monitoring and threshold alerts. • Evidence must be generated from the proposed solution or a live reference environment; marketing-only screenshots will not be accepted	
INSURANCE	5
Bidders must provide the following: Bidders must be able to provide proof of insurance for the devices to cover fourteen (14) PSiRA offices as stipulated in this TOR for a period of 36 months. • 5 points for proof of insurance. • 0 points for no submission of proof of insurance. NB: The proof of insurance provided will serve as a commitment that the devices will be insured.	
PROJECT MANAGEMENT PLAN	10
Bidders must provide full details of proposed project plan for the provision of a Cloud-based Microsoft Teams Telephony and Contact Centre solution for PSiRA • 10 points for a detailed Project Management Plan that highlights tasks, timeframes and milestones and delivery within 8 weeks • 5 points for a detailed Project Management Plan that highlights tasks, timeframes and milestones and delivery between 9 and 12 weeks • 3 points for a detailed Project Management Plan that highlights tasks, timeframes and milestones and delivery between 13 - 15 weeks • 0 points for incomplete project plan or implementation timeline exceeding 15 weeks	
INTEGRATION PLAN	10
Bidder/s must provide full details of proposed plan for integrating the CCaaS with Microsoft Teams • 5 points for a detailed plan demonstrating how the certified CCaaS platform integrates natively with Microsoft Teams, including agent workspace within the Teams client, call routing flows between CCaaS platform. • 5 points for Comprehensive architectural diagram and narrative showing how the queueing solution (CCaaS platform) and reporting tool operate as a unified system, including data flows, failover paths, and user experience. • 0 points for incomplete migration plan	
SERVICE LEVEL AGREEMENT	10
Bidders must submit an actual Service Level Agreement (SLA) indicating the following: • 3 points for a penalty clause aligned with the SLA table in this TOR	



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Functionality / Technical Criteria	Weight
• 3 points for a technical support commitment meeting the response and resolution times specified • 4 points for the full deliverables schedule found in this TOR • 0 points for not submitting an SLA.	
	70

8.3. CRITERIA 3 - LIVE PRESENTATION

Bidders will be evaluated out of 30 points and are required to achieve threshold of 20 points out of 30 points. The overall combined score must be equal or above 80 points out of 100 points in order to proceed to Criteria 4: Specific goals. Bidders who score less than 80 points out of 100 points on functionality and presentation will therefore be disqualified.

The live presentation must be a live demonstration of the bidder's **proposed system** itself, using the actual solution being offered to PSiRA (not a slideshow, video recording or a generic/unrelated environment), so that the panel can directly observe the functionality being scored below.

The presentation may, at the bidder's option, be conducted **virtually via a Microsoft Teams meeting**. Whether conducted in person or virtually, the demonstration must be delivered **live and interactively via screen-share of the bidder's actual system** – pre-recorded video, rehearsed screen recordings and narrated slides are not permitted. The evaluation panel may, at any point, ask the presenter to repeat a step, perform it in a different order, or take an alternative action, to confirm the demonstration is live and not staged. Where a step requires viewing a physical device (for example a desk phone or mobile handset), the bidder must show this via a live camera feed of the device.

LIVE PRESENTATION	30
• 2 points for placing a live test call into the proposed system and demonstrating automatic routing to the correct agent/skill group based on the configured routing rules.	
• 2 points for displaying, live and in real time, a supervisor dashboard/wallboard within the proposed solution showing calls waiting, calls answered, calls missed, and current agent status (available, on a call, or away).	
• 2 points for displaying, from the proposed solution's reporting module, calls-per-agent, Average Handle Time and SLA compliance reporting, using data generated during the presentation or historical data from an existing reference implementation of the same platform.	



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LIVE PRESENTATION	30
• 4 points for demonstrating the queueing/contact-centre solution operating natively inside the Microsoft Teams client. The bidder must show the agent's full workflow taking place within Teams itself, not a separate stand-alone application — including the call ringing and being answered (reflecting correctly in the agent's Teams call history), placing an active call on hold, pausing the agent's own status (e.g. break/not-ready), entering a call disposition/wrap-up code after the call, and the agent logging in and out — all performed from within the native Teams client, with no window switch to a separate application.	
• 2 points for placing a live test call and demonstrating blind transfer, consultative transfer, call park and retrieval, and call hunting/hunt-group routing.	
• 2 points for placing a live test call and demonstrating call forwarding to both a mobile number and an internal extension, with the forwarded call shown ringing/received on the target device via a live camera feed.	
• 3 points for placing a live test call and showing the call-recording indicator/consent notification, then playing back the resulting recording from the proposed solution to confirm recording and retention functionality.	
• 3 points for demonstrating a supervisor's ability to silently monitor (listen-in), whisper-coach, or barge into a live test call from the supervisor dashboard, with the panel able to direct which action is performed and when.	
• 2 points for placing a live test call and showing the caller navigating a self-service IVR menu before being routed to the correct queue/agent.	
Bidders must demonstrate the monitoring and reporting functionality of the proposed solution during the live presentation. The demonstration must include the following: • 2 points for demonstrating a detailed KPI/agent performance reporting showing calls answered, missed and transferred, including total calls and applicable ratios per agent. • 1 point for demonstrating an agent login and logout times against scheduled shifts. • 1 point for demonstrating Average Handle Time (AHT). • 1 point for demonstrating the percentage of resolved queries forwarded to other divisions. • 2 points for demonstrating real-time and historical dashboards. • 1 point for demonstrating business-level reports that are clear and auditable and support organisational monitoring and continuous improvement.	



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8.4 CRITERIA 4 - PREFERENCE POINTS SYSTEM

- i. All service providers who achieve a minimum qualifying score on criteria 3: live presentation will further be evaluated in terms of price and specific goals as specified below:

CRITERIA	POINTS
Price	80
Specific Goals	20
Total points	100

- ii. Specific goals for this tender and points that maybe claimed are specified below:



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SPECIFIC GOALS	POINTS
Black ownership	4
4 points for 75% - 100% black owned. 3 points for 51% - 74% black owned. 1 point for 1% - 50% black-owned. 0 points for 0% black owned.	
Youth ownership	4
4 points for 50% - 100% youth ownership 3 Points for 1% - 49% youth ownership 0 points for 0% youth ownership	
Women Ownership	4
4 points for 50% - 100% women ownership 3 Points for 1% - 49% women ownership 0 points for 0% women ownership	
Enterprise type (EME or QSE or GE)	4
Size of the company as per the CSD report 4 points for EME 3 points for QSE 1 point for GE	
Total	20

iii. 80/20 preference points

The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender with a rand value of equal to or below R50 Million, inclusive of all applicable taxes.

$$Ps = 80 (1 - (Pt - Pmin)) / Pmin$$

Where:

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of lowest acceptable bid

9. COSTS AND COMPLIANCE

The bidders must provide the Authority with the following information:

- Costs for Telephone Management System.



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- Costs for Session Board controller.
- Costs of headsets
- Costs of rental desk phones.
- Costs for voice bundles.
- Costs for support and maintenance for 36 months.
- Costs for insurance (desk phones and headsets).
- *Monthly invoices must be itemised per the cost categories above and comply with the billing model, invoicing, overage-notification and billing dispute/credit-note requirements set out under clause 5.1.9 (Billing).*
- The proposal must either conform to the minimum requirements as set out in this document, or it must be stated clearly, how it deviates from these requirements and why. Proposals strictly sticking to specifications are preferred.
- This document will form the basis of a binding contract between the bidder and the Authority.
- Pricing proposal must be firm, include all costs inclusive of VAT.

10. GENERAL INFORMATION

- a. Bid documentation will be made available from National Treasury E-Tender Website, ready to be downloaded by bidders;
- b. All compulsory forms contained in the bid documentation must be completed and signed in full.
- c. Proof of Registration with the National Treasury Central Supplier Database (CSD) must be provided.
- d. Received bids will be opened in public on the closing date at 11h00.
- e. Bids should be submitted at the correct address, before or on the closing date and time. No late bids will be accepted under any circumstance.
- f. PSiRA will enter into a Service Level Agreement with the successful bidder/bidders. The Service Level Agreement will among others, govern the relationship between the parties; ensure that services are provided according to specified standards and within stipulated timeframes; and to provide for remedies for under/poor performance and non-compliance with terms and conditions of the Service Level Agreement.
- g. The evaluation will only be done on the basis of information that was requested and provided.



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- h. The evaluation process does not obligate PSiRA to make use of any proposed services. Acceptance of any proposal shall only indicate a willingness to include the information into an analysis or to commence negotiations and shall not place any other duties or liabilities on PSiRA. PSiRA shall have no obligation to furnish any formal acceptance or non-acceptance of any information presented.
- i. PSiRA will treat all proposals as confidential until a contract is awarded or the process is completed. Thereafter, proposals and related documentation may be made available for inspection at PSiRA's sole discretion, except for material that is proprietary or confidential. PSiRA will not disclose or make public any information, which the bidder and its partner has marked "proprietary" or "confidential".
- j. Only original bid documents will be accepted. No e-mailed or posted copies will be accepted (one original and three copies will be sufficient).
- k. Bidders may make use of courier services and have to confirm bid acknowledgement with SCM office.
- l. Sealed and clearly marked bids indicating the Bid Reference No. i.e. PSiRA/2026/27/RFB/08 must be deposited in the PSiRA Head Office tender situated at 420 Witch Hazel Avenue, Eco Glades, Block B2-Eco Park, Centurion, Pretoria.
- m. Failure to comply with the above-mentioned conditions may invalidate your bid.
- n. All due care has been taken in connection with the preparation of this bid, however, in the event that the information provided to bidders during the bidding process is ambiguous, erroneous, obsolete, incomplete or inconsistent with any other information provided, PSiRA will endeavor to take the necessary and most economic corrective action.

11. PSiRA RIGHT

Notwithstanding anything else in this Request for Proposal (RFP), and without limiting its rights at law or otherwise, PSiRA reserves the right, in its absolute discretion at any time:

- a. Cancel or call for new Tenders.
- b. To appoint more than one bidder or contractor.
- c. Reject any Tender received after the Closing Time.
- d. Consider and accept or reject any alternative tender.
- e. Alter the structure and/or the timing of this RFP or the Tendering Process.
- f. Reject any Tender that does not comply with the requirements of this RFP.



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- g. Terminate the participation of any Bidder or any other person in the Tendering Process.
- h. Vary or extend any time or date specified in this RFP for all or any Bidder or other persons.
- i. Cease to proceed with, or suspend the Tendering Process prior to the execution of a formal written contract.
- j. Require additional information or clarification from any Bidder or any other person or provide additional information or clarification.
- k. **PSiRA is not obliged to accept the lowest or any bid thereof and reserves the right to withdraw this bid.**

12. INSTRUCTIONS TO BIDDERS

- o. The bidder is required to confirm that it will hold its proposal valid for 120 days from the closing date of the tender, during which time it will maintain without change, their proposed rates and prices.
- p. Bidders are required to submit **2 indexed hard copies of bids (one original and 1 copy) and a USB (bidders must ensure that the documentation on the USB are exactly the same as the one submitted as hard copy document).**

13. CONTACT PERSONS

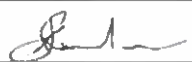
The contact person for this assignment (Technical Enquiries):

Ms. Pheladi Mafolo | 012 003 0686 | Email: bids@psira.co.za

Bidding Procedures Enquiries

Ms. Nomathemba Mendu | Tel: 012 003 0686 | Email: bids@psira.co.za

Mr Kaylin Govender

(Chairperson)	21/10/2026
Bid Specification Committee	Signature 

Name of bidder	Bidder's Signature	Date

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:	PSIRA/2026/27/RFB/08	CLOSING DATE:	26 NOVEMBER 2026	CLOSING TIME:	11:00
DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE DESIGN, SUPPLY, IMPLEMENT AND MAINTENANCE OF A CLOUD-BASED MICROSOFT TEAMS TELEPHONY SYSTEM AND CALL CENTER SOLUTION FOR A PERIOD OF 36 MONTHS.				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
PSIRA HEAD OFFICE: 420 WITCH HAZEL AVENUE					
BLOCK B – ECO GLADES 2 OFFICE PARK					
HIGHVELD EXT 70					
CENTURION					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Ms. Nomathemba Mendu Mr. Kutlwano Mokoro Ms. Nkhuliseni Masikhwa		CONTACT PERSON	Ms. Pheladi Mafalo	
TELEPHONE NUMBER	012 003 0524/0519		TELEPHONE NUMBER	067 594 7755/ 012 003 0595	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	bids@psira.co.za		E-MAIL ADDRESS	bids@psira.co.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?		☐ Yes ☐ No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				☐ YES ☐ NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				☐ YES ☐ NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				☐ YES ☐ NO	
IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

PART B TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

**PRICING SCHEDULE – FIRM PRICES
(PURCHASES)**

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE 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

Name of bidder.....	Bid number: PSiRA/2026/27/RFB/08
Closing Time 11:00	Closing date: 26 November 2026

OFFER TO BE VALID FOR 120 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
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R.....

APPOINTMENT OF A SERVICE PROVIDER FOR THE DESIGN, SUPPLY, IMPLEMENT AND MAINTENANCE OF A CLOUD-BASED MICROSOFT TEAMS TELEPHONY SYSTEM AND CALL CENTER SOLUTION FOR A PERIOD OF 36 MONTHS.

- Required by: **PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY (PSiRA)**
- At: **PSiRA Head Office**
- City
- Country of origin
- Does the offer comply with the specification(s)? *YES/NO
- If not to specification, indicate deviation(s)

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1 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, 1996 (Constitution), and further expressed in the various applicable legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2 If a person is 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. DECLARATION ON EMPLOYMENT BY ORGAN OF STATE

- 2.1 Is the bidder, or any of the directors / trustees / shareholders / members / partners of the bidder employed by an organ of state, as defined in section 239 of the Constitution? **YES/NO**
- 2.2 If YES, furnish particulars of the names, individual identity numbers, in the table below:

Full Name	Identity Number	Name of organ of state

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

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

2.3.1 If so, furnish particulars:

.....

2.4 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**

2.4.1 If so, indicate all companies registered in the CSD in the table below:

Supplier registration number (MAAA)	Status (active/inactive/deleted)

Failure to disclose all CSD-registered active companies linked to all Directors will lead to disqualification.

3 GENERAL DECLARATION

I, ..., the undersigned, 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 to be false.

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor.

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.

- 3.5 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.
- 3.6 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.
- 3.7 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, 1998 (Act No. 89 of 1998) and or may be referred to law enforcement agencies for criminal investigation and or may be restricted from conducting business with the state for a period not exceeding 10 years in terms of the Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004) or any other applicable legislation.

I CERTIFY THAT THE ABOVE IS CORRECT.

I ACCEPT THAT THE PROCURING INSTITUTION MAY REJECT THE BID OR TAKE APPROPRIATE ACTION AGAINST ME IF THIS DECLARATION IS FALSE.

.....

Signature

.....

Date

.....

Designation

.....

Name of bidder

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

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

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

1. GENERAL CONDITIONS

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

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

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

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

1.3 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
$Ps = 80 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right) \text{ or } Ps = 90 \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$		

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

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 (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
100% Black ownership	7	
>75% Women ownership	5	
Enterprise size (EME)	5	
People with disabilities	3	

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:

.....

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

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General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

- 16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.
- 16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.
- 16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.
- 16.4 Payment will be made in Rand unless otherwise stipulated in SCC.

17. Prices

- 17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

18. Contract amendments

- 18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. Assignment

- 19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

- 20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

- 21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.
- 21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.
- 21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.
- 21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. Anti-dumping and countervailing duties and rights

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

25. Force Majeure

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

26. Termination for insolvency

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

28. Limitation of liability

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

	(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
29. Governing language	29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
30. Applicable law	30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
31. Notices	31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
32. Taxes and duties	32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country. 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser. 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
33. National Industrial Participation Programme (NIP)	33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
34 Prohibition of Restrictive practices	34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging). 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

34.3

If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

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Signature

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Date

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Position

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Name of bidder