REQUEST FOR PROPOSAL
Bid Number: RFP2026/34

Bid Description: Appointment of Service Provider for the replacement of the existing Avaya IP Telephony and Contact Centre solution for a period of five (5) years.

Closing Date: 27 November 2026

Closing Time: 12h00 PM

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1. Part 1 - Letter of Invitation

To the Service Provider:

Sasria SOC Limited hereby invites proposals from Microsoft-accredited service providers identified through the approved procurement process for the supply, implementation, migration, integration, support and maintenance of a Microsoft Teams Phone and Microsoft Dynamics 365 Contact Center solution as a replacement for the existing Avaya IP Telephony and Contact Centre environment for a period of five (5) years.

A service provider will be selected under the procedures described in this Request for Proposal (RFP) document.

The RFP consists of the following documents:

- Part 1 – Letter of Invitation
- Part 2 – Instructions
- Part 3 – RFP Requirements
- Part 4 – Financial Proposal
- Part 5 – Pre-Qualification and Evaluation Criteria
- Part 6 - Required Documents
    - Annexure A: Confidentiality and Non-disclosure Agreement;
    - Annexure B: Acceptance of Bid Conditions;
    - Annexure C: Shareholder Information
    - Annexure D: Bidder's Experience and proposed project team
    - Invitation to Bid (SBD 1);
    - Disclosure and Declaration (SBD 4);

Note: Failure to provide any one of the documents required in Part 6 may lead to an immediate disqualification of the service provider from the tender process.

Consent to Processing of Personal Information.

In submitting any information or documentation requested above or any other information that may be requested pursuant to this RFP, you are consenting to the processing by Sasria or its stakeholders of your personal information and all other personal information contained therein, as contemplated in the Protection of Personal Information Act, No.4 of 2013 and Regulations promulgated thereunder ("POPI Act"). Further, you declare that you have obtained all consents required by the POPI Act or any other law applicable. Thus, you hereby indemnify Sasria against any civil or criminal action, administrative fine or other penalty or loss that may arise as a result of the processing of any personal information that you submit.

2. Part 2 - Instructions

2.1 Sasria

Sasria SOC Ltd (Sasria) is the only short-term insurer that provides special risk cover to all individuals and businesses that own assets in South Africa, as well as government entities. This is a unique cover against risks such as civil commotion, public disorder, strikes, riots and terrorism, making South Africa one of the few countries in the world that provide this insurance, particularly at affordable premiums.

As a state-owned entity, Sasria has a legislative mandate that governs day-to-day business operations and a broader strategic mandate to make a positive contribution to transformation within the Insurance industry in South Africa. Sasria's core business is the provision of short-term insurance for riots, strikes, terrorism, civil commotion and public disorder to businesses, government entities and individuals.

The Government of the Republic of South Africa, and specifically the National Treasury through the Minister of Finance, is the sole shareholder of Sasria. As such, the company has to comply with a number of legal and regulatory requirements.

Bidders are encouraged to review Sasria's latest Integrated Report, available on its website, to get a better understanding of its business operations and functions.

2.2 Contractual commitment

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written agreement has been executed by or on behalf of Sasria. Any notification of preferred bidder status by Sasria shall not give rise to any enforceable rights by the Bidder. Sasria may cancel this RFP any time prior to the formal written agreement being executed by or on behalf of Sasria.

Sasria reserves the right at its sole discretion, and at any time, to amend, deviate from, postpone, discontinue or terminate the transaction/procurement process without incurring any liability whatsoever to any other party.

Sasria reserves the right not to award this tender to the highest ranked or highest scoring bidder, as it needs to align its procurement practices to governance practices that are in line with its own growth path. These may include but are not limited to: driving socio-economic development objectives that are enshrined in various government policies. Sasria is under no obligation to award the tender in full and may decide to award it in part to one or various tenderers.

2.3 Confidentiality

All bidders to this RFP will be required to sign the confidentiality and non-disclosure agreement outlined on Annexure A in this document.

2.4 Submission Format (Returnable Schedules)

Bidders are required to submit a comprehensively detailed bid responses in accordance with the submission format specified below:

2.4.1 Schedule 1:

- Executive Summary (explaining how you understand the requirements of this RFP, summary of your proposed solution and the summary of your experience relevant to the requirements of this RFP)
- Annexure B of this RFP document (See Part 6) (duly completed and signed)

2.4.2 Schedule 2

All documents (except Annexure B) listed on Part 6 of this RFP Document (duly completed and signed);

a) CSD number to verify tax compliance;

b) Valid B-BBEE verification certificate or Affidavit. An Exempted Micro Enterprises (EME) with an annual turnover less than R10 million, is only required to obtain a sworn affidavit confirming the annual total revenue and level of black ownership. A Qualifying Small Enterprise (QSE) that has 51% or more black beneficiaries may obtain a sworn affidavit confirming the annual total revenue and level of black ownership.

Submission Requirements to Claim Points Related to Specific Goals:

1. Consortium or Joint Venture – to submit a valid consolidated B-BBEE certificate or Affidavit and a signed Consortium or Joint Venture agreement.
2. Prime Contractor with Subcontractor(s)- Prime Contractor and Subcontractor(s) B-BBEE certificates or Affidavits are required and a signed subcontracting agreement
3. Individual bidder – must submit a valid B-BBEE certificate or Affidavit

2.4.3 Schedule 3:

a) Technical Proposal in line with the Technical Evaluation Criteria in Part 5 of this RFP document.

2.4.4 Schedule 4:

a) Financial/ Price Proposal in line with Part 4 of this RFP document.

2.5 Submission of Bids

The closing date and time for the submission of bids is **27 November 2026 at 12h00 pm**. Bidders should click on this link https://procurement.sasria.co.za/ to be able to register on the Sasria' Online Tender Portal on or before the closing date and time in order to submit their proposals. Bidders should follow the system prompts and submit all schedules to the Online

Tender Portal. All correspondence will be done via the Online Tender Portal. Should bidders not be able to register, they should send the email to Procurement@sasria.co.za for assistance. It is the bidders responsibility to familiarise with our Online Tender Portal well before the tender close.

It is the bidder's responsibility to ensure that the bid is submitted as directed above and that the submission is received by Sasria before the closing date and time. Therefore, bidders are advised to allow adequate time for submission of bids through Sasria Online Tender Portal to mitigate against any possible technical challenges, which may result in delays in submission of bid responses.

Please note that Sasria Online Tender Portal is configured to receive electronic documents of maximum size of 4MB per file and each Schedule is limited to 30MB. The bidder will not be able to submit a bid unless all four (4) Schedules are completed.

Sasria will not enter into any negotiations regarding bids that could not be submitted on time through the Sasria Online Tender Portal. Sasria will take no responsibility for failure by the bidder to submit their bid response on time due to technical challenges of any sort.

2.6 NB: Hand delivered, posted, emailed, or faxed proposals will NOT be accepted or considered for evaluation.

2.7 Queries and clarifications

For all queries and clarifications regarding this Request for Proposal, bidders should click on this link https://procurement.sasria.co.za/ and go to Queries on the portal.

2.8 Reasons for Disqualification or Non- Award

Sasria reserves the right to disqualify / not award a contract to a bidder for one or more of the following reasons, and such disqualification may occur without prior notice to the offending bidder:

- failed to provide proof that they are tax compliant with SARS;
- submitted incomplete information and documentation according to the requirements of this RFP document;
- submitted information which contains fraudulent, factually untrue or inaccurate information;
- received information not available to other potential bidders through fraudulent means;
- failed to comply with mandatory requirements if stipulated in the RFP document;
- misrepresented or altered material information in whatever way or manner;
- promised, offered or made gifts, benefits to any Sasria employee;

- canvassed, colluded or lobbied in order to gain unfair advantage;
- committed fraudulent acts;
- will cause perceived or actual reputational, financial or operational risk to Sasria;
- appears in National Treasury's list of restricted / defaulters register;
- prohibited to do business with state organs;
- the bidder is prohibited to do business with the State; and
- acted dishonestly and/or in bad faith etc.

2.9 Ethical Dealings

The Bidder confirms that it is not involved in any form of unethical business practices, and hereby warrants that it shall adhere to all ethical standards required of it by virtue of the professional nature of its business.

2.10 Sasria's Rights

Sasria reserves the right to:

- Amend any bid conditions, bid validity period, RFP specifications, or extend the bid closing date, all before the bid closing date. Such amendments will be posted on the Sasria's Tender Portal under Announcements. All prospective bidders should therefore ensure that they visit the website regularly before they submit their bid response to ensure that they are kept updated on any amendments in this regard.
- Award this bid as a whole or in part or not make an award at all.
- Award this bid to more than one bidder.
- Negotiate with all or some of the shortlisted bidders.
- Not accept the lowest priced bid or award the bid to a bidder other than the highest scoring bidder.
- Conduct site visits at bidder's offices and / or at client sites if so required.
- Request any relevant information and/ or documents to verify or clarify information supplied in the bid response in relation, but not limited, to the structure of the bidding entity, bidder's capacity, bidder's B-BBEE profile, Specific Goal, proposed solution, proposed timelines etc.
- Not release information of another bidder that may be considered proprietary, sensitive or confidential
- To restrict a company or person from doing business with the State for a period not exceeding 10 years.

By submitting a bid, the bidder hereby gives consent to Sasria to conduct any form of vetting or due diligence in relation to this tender on the bidding entity and/ or any of its directors / trustees / shareholders / members.

2.11 Proposal costs

All costs and expenses incurred by the bidder relating to their participation in, and preparation of this proposal process shall be borne by the bidder exclusively.

2.12 Validity period

The proposals should remain valid for at least 150 days after the closing date.

2.13 Important dates

Activity	Date
Release of RFP	03 November 2026
Last day of enquiries	23 November 2026
Responses to enquiries	25 November 2026
Closing date for submission of proposals	27 November 2026 at 12h00pm

Sasria reserves the right to amend any date specified above. Any changes will be communicated to the interested parties via our Tender Portal.

2.14 Transformation

Sasria promotes transformation in the financial services and other sectors of the South African economy and as such, bidders are encouraged to partner with majority black owned entities (51% black owned and controlled) and businesses that are small to medium sized. Such partnerships may include the formation of a Joint Venture and/ or subcontracting agreement etc., where a portion of the work under this tender would be undertaken by black owned entities. To give effect to this requirement, bidders are required to submit a partnership / subcontracting proposal detailing the portion of work to be outsourced, level of involvement of the black owned partner and where relevant, submit a consolidated B-BBEE scorecard.

3. Part 3 - RFP Requirements

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3.1 Special Instructions

Should a bidder have reason to believe that the Functional Requirements are not open / fair and/or are written for a particular service provider; the bidder must notify Sasria Procurement within five (5) days after publication of the RFP.

3.2 Background Information

Sasria seeks to appoint a capable, experienced and Microsoft-accredited service provider to implement a Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solution that supports business continuity, improves claims-related customer interactions, enables secure integration with Sasria's Guidewire Claims Centre Management System, and provides reliable voice, messaging, routing, recording, reporting and support capabilities.

Sasria currently operates an IP Telephony and Contact Centre environment that supports business communication and claims-related voice interactions. The current platform includes Avaya ACCS version 7.2, Avaya IX Workplace and Avaya Call Reporting (ACR) for reporting. The environment comprises approximately 188 user licences, 188 DID numbers, four (4) receptionist licences, five (5) supervisors and twenty-one (21) agents forming part of the contact centre. The environment is supported by one (1) SIP trunk providing 35 concurrent voice channels for inbound and outbound call routing through the PBX.

Sasria is currently utilising Guidewire enterprise insurance platform for claims management. This solution supports the end-to-end insurance value chain, including policy administration, claims management, customer service, workflow automation, reporting, analytics, and digital integration capabilities. The current Guidewire version is 10.3.2 running on Windows Server 2019.

Current IP Telephony environment and business need

Sasria requires a fit-for-purpose Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solution that enables users to communicate through voice and messaging channels, supports claims-related call handling, integrates securely with Guidewire Claims Centre, and provides management reporting for eligible users. The solution must be implemented in a manner that minimises operational disruption, protects sensitive information, and provides a scalable platform for future integration with cloud-based Guidewire capabilities.

- Provide an enterprise-grade solution based on Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone, including all Microsoft cloud services, licences, voice connectivity, certified components and implementation services required to meet Sasria's business requirements.
- Integrate the proposed solution with Sasria's on-premises Guidewire Claims Centre System, with an option to integrate with a future cloud-based Guidewire Claims environment using secure Microsoft-supported integration services environment.
- Enable internal, inbound and outbound call recording, including storing and retrieval of recordings against claims.
- Support claims-based call routing, hunt groups or call queues, voicemail handling, customer survey prompts and reporting.
- Provide secure authentication, access control, encryption, monitoring, logging, patching, support, service level management and auditability.
- Support Microsoft-aligned enterprise telephony and contact-centre capabilities, including Microsoft Teams Phone, approved PSTN connectivity through Operator Connect or Direct Routing, Microsoft-certified session border controllers where applicable, softphone/mobile access, web-based calling, omnichannel engagement, routing, dashboards, reporting, Microsoft Dataverse and Power Platform integration, APIs and secure call recording.
- The proposed Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solution must provide high availability and disaster recovery capabilities to ensure continuity of service. The solution must eliminate single points of failure through resilient architecture, including redundancy across critical components, SIP services, call routing, databases, integrations, and call recording services.

3.3 Scope of Work

The appointed service provider will be responsible for the design, supply, implementation, configuration, integration, testing, documentation, training, support and maintenance of the Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solution. The scope must cover the functional, non-functional, security, integration, reporting and service-management requirements set out below. The bidder must include all Microsoft licences, subscriptions, approved voice connectivity, Microsoft-certified components, professional services and third-party dependencies required for a complete and operational solution.

3.3.1 Functional requirements

- The solution must provide voice calling capability for Sasria users, including internal, inbound calls, local outbound calls and international outbound calls, where authorised

by Sasria.

- The solution must provide messaging or chat functionality supported by the proposed platform.
- The solution must support hunt groups and call distribution from a single user or telephone number to a person or group (Functional IVR capabilities).
- The solution must record internal, inbound and outbound calls with date, time and user stamp.
- Call recordings must be stored and retrievable against the relevant claim in Guidewire Claims Centre.
- Recorded files must be available in .wav format or another format approved by Sasria and compatible with generally available audio devices.
- The solution must support claims-based call routing using client voice prompts and, where available, the last six digits of the claim number.
- Where the claim number is captured, the call must be routed to the controller who worked on the claim, or to the next eligible controller in the hunt group if the first user is unavailable.
- The caller must only be transferred once before being given an option to leave a voicemail message.
- Voicemail messages must be saved against the relevant claim and must generate a notification in the Claims Centre system.
- Controllers must be able to view the voicemail message on the Microsoft Dynamics 365 Contact Center platform before accessing the Claims Centre system.
- Call records must remain available against the claim irrespective of which user attended to the call.
- The solution must enable a controller to route a client to a customer survey after the call, capture responses through voice prompt options, and make survey results available for reporting.
- The solution must provide enterprise telephony capabilities, including SIP trunking, PSTN breakout, IVR, auto attendants, call queues, softphone or mobile access and web-based calling.
- The contact centre functionality must support voice and digital customer engagement channels, including at minimum voice, email and web chat with the ability to extend to SMS, social media, enquiry forms, self-service, chatbots and other channels where required.

- The bidder must implement Microsoft Dynamics 365 Contact Center as the primary

omnichannel contact-centre platform and Microsoft Teams Phone as the enterprise telephony and user calling platform.

- The solution must integrate with Sasria's existing Microsoft 365 tenant and Microsoft Entra ID for identity, single sign-on, role-based access control, conditional access and multi-factor authentication.
- The bidder must provide a complete licensing bill of materials identifying existing Sasria entitlements, new licences and subscriptions, add-ons, usage-based charges, telephony consumption, Dataverse capacity, storage, recording, AI/Copilot services and third-party components.
- The bidder must describe whether PSTN connectivity will use Microsoft Operator Connect or Direct Routing. Where Direct Routing is proposed, only Microsoft-certified session border controllers and supported architectures may be used.
- Integrations with Guidewire Claims Centre must use secure, supportable APIs or middleware and must include full technical design, field mappings, authentication, audit trails, error handling, monitoring, retry processes, data-retention controls and support ownership.

3.3.2 Non-functional, security and integration requirements

- The proposed solution must be based on Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone and must meet Sasria's stated business, functional, integration, reporting, security and support requirements.
- The solution must integrate with Sasria's on-premises Guidewire Claims Centre System version 10.3.2, running on Windows Server 2019, and must provide an option for future integration with cloud-based Guidewire Claims.
- The appointed service provider must assess and reconfigure the relevant telephony, network, routing, security and integration components required to enable the proposed solution and ensure successful transition from the current environment.
- The service provider must apply software patches and upgrades when new stable releases become available, subject to Sasria's change management processes.
- The solution must be maintained and updated regularly to ensure security, stability and supportability.
- The solution must implement strong authentication and access control mechanisms, including password-based authentication and, where applicable, multi-factor authentication.
- The solution must encrypt sensitive information transmitted over the platform, including voice and messaging traffic where applicable.
- The solution must include monitoring and logging mechanisms to track user activity,

system events, faults and security-related events.

- The solution architecture must follow secure network design principles, including appropriate segmentation, firewalling and access controls.
- Any chatbot, self-service or automated input functionality must validate user input to prevent malicious commands or code.
- The solution must implement secure error handling to avoid information leakage while still providing meaningful operational feedback.
- The service provider must perform appropriate testing, quality assurance and code or configuration reviews to identify and address security vulnerabilities.
- All integration points must be designed with security, auditability, operational resilience and clear integration methods, including authentication, data fields, error handling, audit trails, data retention, implementation dependencies and any custom development required for Guidewire Claims Centre integration.
- The proposed architecture must use Microsoft cloud services and integrate with Sasria's Microsoft 365 tenant, Microsoft Teams, Microsoft Entra ID, Microsoft Dataverse and approved Microsoft Power Platform services. The bidder must clearly state the licensing, PSTN connectivity, session border controller, identity, provisioning, security, data residency, availability, interoperability and support implications.
- The proposed Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solution must provide high availability and disaster recovery capabilities to ensure continuity of inbound, outbound and internal telephone services in the event of a disaster, site outage or business continuity invocation. The solution must eliminate single points of failure through a resilient architecture, including redundancy across critical components, SIP services, call routing, databases, integrations and call recording services, and must be extended to Sasria's Disaster Recovery environment where required by Sasria's business continuity arrangements.

3.3.3 Support, SLA and maintenance requirements

- The appointed service provider must attend to and resolve incidents logged against Sasria's IP Telephony infrastructure and, where necessary, escalate incidents to the OEM or platform provider for resolution.
- The service provider must resolve Sasria IP Telephony system faults within agreed service levels.
- The minimum response time to a logged call must be fifteen (15) minutes.
- The maximum resolution time for applicable incidents must be eight (8) hours, with penalties for failure to meet agreed service levels where applicable.
- Sasria requires an 8x5x4 service level agreement for software-related incidents and

an 8x5xNBD service level for hardware-related incidents.

- The solution must achieve a minimum system availability of 98%.
- The service provider must provide support and maintenance services for five (5) years from contract commencement, including service availability commitments, monitoring, backup and recovery, disaster recovery, failover design and support arrangements appropriate to the proposed deployment model.

3.4 Reporting

- The solution must provide real-time and historical management call reporting for eligible claims users.
- Authorised users must be able to generate call reports when required, provided the required data is available.
- Report data must include user name and surname, group, report generation date and time, call reference number, external contact number or caller ID, call time interval, call date, call duration, claim number and call timestamp.
- The solution must provide cradle-to-grave reporting that enables users to view call details in chronological order.
- The solution must provide real-time dashboards, wallboards, historical and SLA reporting, queue and agent performance, call volumes, abandoned calls, average speed of answer, call duration, first contact resolution indicators and channel-level reporting.
- Reporting must support claim-linked and customer journey reporting where the required data is available, including call records, recordings, voicemails, interaction history and cradle-to-grave claim-level visibility.
- The supplier must provide monthly service performance reports against contracted performance metrics, incident trends, availability, SLA performance and call/reporting usage within five (5) days after the end of the month under review.
- Service reports must be formally presented at quarterly service review meetings, no later than fourteen (14) days after the end of the relevant month under review.
- Reporting may provide AI-enabled analytics and insights capabilities, including interaction summarisation, sentiment and trend analysis, conversation intelligence, customer journey insights, knowledge recommendations, and operational performance analysis. Where supported, the solution should enable secure integration with Microsoft Copilot, Microsoft 365 and other approved analytics platforms to enhance reporting, decision-making, productivity, service quality and customer experience, while maintaining compliance with Sasria's security, privacy and governance requirements.

3.5 Contract Duration

- The appointed service provider will be required to start immediately after signing the contract and provide the required services for a period of five (5) years.

4. Part 4 - Financial Proposal

1 Bidders are required to provide a detailed and comprehensive price proposal i.e. all costs associated the bidder's proposal must be clearly specified and included in the Total Bid Price.

2 All prices must be VAT exclusive and must be quoted in South African Rand (ZAR).

Is the proposed bid price linked to the exchange rate?	Yes	No
If yes, the bidder must indicate CLEARLY which portion of the bid price is linked to the exchange rate:		

3

Payments will be linked to specified deliverables after such deliverables have been approved by Sasria.	Comply	Not Comply

4

Sasria reserves the right to consider the guidelines on consultancy rates as set out in the **National Treasury Instruction 01 of 2024/2025: Cost Containment Measures**, where relevant. he bidder must indicate if their proposed rates are in line with the provisions f the referenced National Treasury Instruction: Cost Containment Measures.	Comply	Not Comply
Substantiate / Comments		

5. PRICING MODEL

Bidders must provide price for the complete Microsoft solution over the full five-year contract term. Pricing must separately identify once-off implementation and migration costs; Implementation, Licences & Subscriptions, Hardware (if applicable) and Support & Maintenance.

5.1.1 Installation and Implementation Costs

Activity/ Deliverable	Resource(s)	Rate/ Hour per resource	Number of hours	Total Cost (VAT Excl.)
Implementation				
Once-off implementation and migration costs				
Sub-Total (5.1.1) (VAT Excl.)				

5.1.2 Hardware and Equipment, if applicable

Deliverable	Quantity	Unit Price (VAT Excl.)	Rate per hour Total Cost (Vat Excl.)
Managed Services, Support and Maintenance			
5.1.2 Sub-total (Vat excl.			

5.1.3 Licenses and Subscriptions costs

Deliverable	Years	Annual Cost (VAT Excl.)	Total Cost (Vat Excl.)
Licences and subscriptions	Year 1		
	Year 2		
	Year 3		
	Year 4		
	Year 5		
5.1.3 Sub-total (Vat Excl.)			

5.1.4 Managed Services, Support and Maintenance

Deliverable	Years	Estimated hours per annum	Rate per hour	Total Cost (Vat Excl.)
Managed Services, Support and Maintenance	Year 1	250		
	Year 2	150		
	Year 3	150		
	Year 4	150		
	Year 5	150		
5.1.4 Sub-total (Vat excl.				

Total Bid price

5.1.1 Sub-total (Vat Excl.)	
5.1.2 Sub-total (Vat Excl.)	
5.1.3 Sub-total (Vat Excl.)	
5.1.4 Sub-total (Vat Excl.)	
Total Bid price (Vat Excl.)	

Note: The above cost will be used to evaluate the tender

Price Declaration Form

Dear Sir,

Having read through and examined the requirements of this RFP No. 2026/34, and its related conditions, we offer to provide a replacement of the existing Avaya IP Telephony and Contact Centre solution that meets Sasria's business requirements, including implementation, integration, support and maintenance for a period of five (5) years, as outlined in the scope of work, for the following total amount:

R..... (Excluding VAT)

In words

R..... (Excluding VAT)

We confirm that this price covers all activities associated with the scope of work, as called for in the RFP document. We confirm that Sasria will incur no additional costs whatsoever, over and above this amount in connection with the delivery of the required services.

We undertake to hold this offer open for acceptance for a period of 150 days from the date of submission of offers. We further undertake that upon final acceptance of our offer, we will commence the scope of work when required to do so by the Sasria.

We understand that you are not bound to accept the lowest or any offer, and that we must bear all costs which we have incurred in connection with preparing and submitting this bid.

We hereby undertake for the period during which this bid remains open for acceptance, not to divulge to any persons, other than the persons to whom the bid is submitted, any information relating to the submission of this bid or the details therein except where such is necessary for the submission of this bid.

SIGNED _____ **DATE** _____

(Print name of signatory) _____

Designation _____

FOR AND ON BEHALF OF: COMPANY NAME _____

Tel No _____

Fax No _____

Cell No _____

5. Part 5: Qualification and Evaluation Criteria

5.1 Evaluation of proposals

The purpose of the RFP is to obtain a complete set of salient information pertaining to the bidding parties. The proposals will accordingly be used to evaluate whether, at Sasria's discretion, an interested party qualifies to proceed to the next stage of this procurement process. All bidding parties will be advised in writing of Sasria's decision, which will be final. No correspondence will be entered into pertaining to the evaluation process, the decisions taken and reasons thereof.

5.2 Evaluation Criteria

Level 1- Governance Verification

The evaluation during this stage is to review bid responses for purposes of assessing compliance with RFP requirements, which requirements include the following:

- Proof of registration with CSD confirming tax compliance status as referenced in Part 2 above.
- Valid B-BBEE certificate or Affidavit as referenced in Part 2 above.
- Duly completed Standard Bidding Document(s) and other requirements, in line with Part 6 of this RFP.
- Technical Proposal in line with the Technical Evaluation Criteria in Part 5 of this RFP document
- Financial/ Price Proposal in line with Part 4 of this RFP document

Note: Failure to comply with the requirements assessed in Level 1 (governance), may lead to disqualification of bids.

5.2.1 Level 2- Technical Evaluation

The evaluation during this level is based on technical criteria (functionality). The technical evaluation will be conducted in 1 phase, as follows:

Phase 1: Mandatory Technical Requirements

The bidder must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement. The Mandatory Technical Requirements are as follows:

Mandatory Requirement		Comply	Not Comply
1	**BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS** The bidder must be currently accredited by Microsoft and authorised to design, implement, integrate, license, support and		

	maintain Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solutions. **The bidder must provide a valid certificate or letter from the OEM indicating that the bidder is accredited to provide installation, maintenance and support for the proposed Telephony and Contact Centre solution.**		
Substantiation:			

Note: - The bidder must comply with ALL the requirements as per the Mandatory Requirements by providing substantiating evidence in the form of documentation, failing which the bidder will be disqualified automatically.

Phase 2: Technical Evaluation Criteria

The bidder's proposal should respond comprehensively to the technical evaluation criteria set out below. Only bidders achieving a minimum score of 70 points will be evaluated further in the next stage i.e., Solution Demonstration.

Item	Criteria	**Scoring Guidelines**	Points
1	**BIDDER'S PROPOSED SUPPORT SOLUTION** The bidder's proposed solution must meet the specified business requirements. **The bidder must specify how the proposed solution will meet Sasria's business requirements. Please refer to Annexure E: Detailed Requirements List and complete it accordingly.**	**The bidder must respond as directed on Annexure E Response:** • Detailed compliant response and meets all functional requirements (FRQ) and all non-functional requirements (NFR) = **(50 points).** • Non-compliant: The bidder only meets less than 40 FRQ requirements and NFQ requirements = **(0 points)**	50
2	**BIDDER'S EXPERIENCE** The bidder must demonstrate relevant experience in successfully implementing Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solutions, including integration, support and maintenance services. The bidder must provide client reference letters for successful	**The points will be allocated as below:** • 5 relevant written reference letters provided = **(30 points)** • 3-4 relevant written reference letters provided = **(21 points)** • 1-2 relevant written reference letter provided = **(9 points)** • No reference letters provided = **(0 points)**	30

	implementation of Microsoft Dynamics 365 Contact Center and Microsoft Teams Phone solutions within the past five (5) years. **NB: Letters must be on the client's letterhead, signed and dated, and must clearly identify the Microsoft workloads implemented.**		
3	**TEAM EXPERIENCE** The bidder must provide CVs of the proposed technical team showing relevant experience in Microsoft Dynamics 365 Contact Center, Microsoft Teams Phone, Microsoft Azure, Microsoft Entra ID, Microsoft Power Platform, enterprise voice, integration, security, support and maintenance. **The technical lead** must hold current Microsoft certification relevant to the proposed solution architecture.	**The points will be allocated as below:** • Above 5 or more years of experience with relevant certificate. = **(20 points**) • 4 years' experience with relevant certificate = **(14 points)** • 2-3 years' experience with relevant certificate = **(6 points)** • Below 2 years with no with relevant certificate = (**0 points)**	20
	Total		**100**
	Threshold		**70**

Note: Bidders must achieve a minimum score of (70%) points in Phase 2 of the technical criteria, to be considered for the next level (Phase 3- Solution Demonstration) of the evaluation process.

Phase 3 – Solution demonstration Evaluation Criteria

The shortlisted bidders will be required to demonstrate their proposed solution to Sasria Soc Ltd. Bidders will be given a maximum of 5-day notice for the demonstrations.

Item	Criteria		Points
1	**Adherence to requirements:** The service provider must clearly demonstrate the proposed solution and the	**Scoring will be allocated as follows:** • 90-100% of the Requirements (100 points) 100% • 80-89% of Requirement met (80 points) 80%	100

	compliance to the deliverables and scope of the RFP as described in 3.3 and detailed requirements in **ANNEXURE E. The Service provider must present a Demo on the actual solution so to illustrate the solution's functionality.**	• 70-79% of Requirement met (70 points) 70% • Below 70% of Requirement met (0 points) 0%	
Total			**100**

Note: Bidders that achieved 70 points and above for solution demonstration will be considered for the next level of the evaluation process i.e., Price and Specific goals.

5.2.2 Level 3 – Preference Point System

Bidders that achieved a minimum score of 70 points in (phase 2) of technical evaluation will progress to this level (level 3) and will be evaluated in accordance with the preference point system in line with PPPF Act and Procurement Policy of Sasria.

The following preference points system will be used for this tender:

Criteria	Points
Price	80
Specific Goals	20
TOTAL	**100 points**

Criteria for Specific Goals

Below is the specific goal(s) allocated for this RFP. Bidders are required to provide valid and sufficient proof as indicated in the table below to claim the preference points indicated.

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)**	**Proof required to allocate points.**
The company is owned by Black people. • 100% company owned by people who are Black = 10 points • 51% - 99% company owned by people who are Black = 5 points • 0-50% company owned by people who are Black = 0 points	10 points	B-BBEE Certificate / Sworn-Affidavit / CIPC B-BBEE Certificate (in case of JV, a consolidate scorecard will be accept) as per DTIC guidelines

The company is owned by Black Women. • 30% -100% company owned by people who are black women = 5 points • 0 - 29% company owned by people who are black women = 0 points	5 points	B-BBEE Certificate / Sworn-Affidavit / CIPC B-BBEE Certificate (in case of JV, a consolidate scorecard will be accept) as per DTIC guidelines
The Company that is: An Exempted Micro Enterprise (EME) or A Qualifying Small Enterprise (QSE) that is at least 51% Black Owned	5 points	B-BBEE Certificate / Sworn-Affidavit / CIPC B-BBEE Certificate (in case of JV, a consolidate scorecard will be accept) as per DTIC guidelines

Please note the following:

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

6 Part 6 – Required Documents

STANDARD BIDDING DOCUMENTS

In addition to the Annexures listed below, the following documents must be completed, signed and submitted together with the bid response:

- Disclosure and Declarations Form (SBD 4)
- Preferential Points Claim Form (SBD 6.1);

Note: Failure to submit these documents may lead to disqualification of the bid or preference points not being awarded to the tenderer.

ANNEXURE A: CONFIDENTIALITY AND NON DISCLOSURE AGREEMENT

MEMORANDUM OF AGREEMENT

Entered into between:

Sasria SOC Ltd

A company duly incorporated under the laws of *Republic of South Africa*, having its main place of business at 36 Fricker Road, Illovo, Sandton Johannesburg, with registration number: 1979/000287/30

(Hereinafter referred to as "the Discloser")

And

…….

A company duly incorporated under the laws of Republic of South Africa, having its main place of business
at……, with

registration number:……..

(Hereinafter referred to as "the Recipient")

PREAMBLE

Whereas the Discloser will disclose certain confidential information to the Recipient, for purposes
of_____
____;

And whereas the Recipient wishes to receive confidential information on the condition that the Recipient will not disclose the same to any third party or make use thereof in any manner except as set out below.

The Discloser and the Recipient hereby agree to the following:

1. Definitions

Unless the contrary is clearly indicated, the following words and/or phrases, when used in this Agreement, shall have the following meaning:

1.1 **"Agreement"** shall mean this written document together with all written appendices, annexures, exhibits or amendments attached to it from time to time;

1.2 **"Commencement Date"** shall mean the date of last signature of this agreement;

1.3 **"Confidential Information"** shall mean all information which:

1.3.1 pertains to the Disclosing Purpose, disclosed, revealed or exchanged by the Discloser to the Recipient, and which pertains to, but is not limited to all intellectual property rights, all trade secrets, all agreements (whether in writing or not) which exist at the time of revealing the content thereof to the Recipient, the content of all possible future agreements which the Discloser intends to enter into with any other party, all knowledge obtained by way of research and development, irrespective of whether the aforementioned information that is revealed is applicable to technical, business or financial aspects of the Discloser; and/or

1.3.2 any information of whatever nature, which has been or may be submitted by the Discloser to the Recipient, whether in writing or in electronic form or pursuant to discussions between the Parties, or which can be obtained by

examination, testing, visual inspection or analysis, including, without limitation, business or financial data, know-how, formulae, processes, specifications, sample reports, models, customer lists, computer software, inventions or ideas; and/or

1.3.3 Any dispute between the Parties resulting from this Agreement; and/or

1.3.4 Any fault or defect in any aspect of the business of the Discloser, irrespective of whether the Discloser knows about such a fault or defect;

1.4 **"Notice"** shall mean a written document;

1.5 "**Parties"** shall mean both the Discloser **(Sasria SOC Ltd)** and the Recipient.

1.6 **"Board"** shall mean Board of Directors of the Discloser.

1.7 "**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;

1.8 **"Specific Goals"** means specific goals as contemplated in section 2(1)(d) of the Act which may include contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability including the implementation of programmes of the Reconstruction and Development Programme as published in Government Gazette No. 16085 dated 23 November 1994;

2. Obligations of the Recipient

The Recipient shall:

2.1 use the confidential information disclosed to it solely for the purposes of ……
……
……..and for no other purpose whatsoever ("Disclosing Purpose");

2.2 treat and safeguard the Confidential Information as private and confidential;

2.3 ensure proper and secure storage of all Confidential Information;

2.4 not at any time without the prior written consent of the Discloser or another

employee of the disclosure from which he received the information,

2.4.1 disclose or reveal to any person or party either the fact that discussions or negotiations are taking, or have taken place between the Board, employee and another employee or the content of any such discussions or other facts relating to the Disclosing Purpose, except where required by law or any governmental, or regulatory body;

2.5 not create the impression with or lead any third party to interpret or construe any

a) condition contained in this Agreement, that this Agreement is an Agency Agreement and/or Partnership Agreement and/or a Joint Venture and/or any other similar arrangement;

2.6 not allege that this Agreement grants it, either directly, or by implication, or by estoppel or otherwise a license under any patent or patent application, or that it is entitled to utilize the Confidential Information in any way contrary to the stipulations contained in this Agreement;

2.7 on termination of this Agreement act with the Confidential Information in accordance with a Notice delivered to it by the Discloser and if no such Notice was delivered, the Recipient shall destroy the Confidential Information in a similar manner to which it would destroy information that it would consider to be its own Confidential Information.

3. Obligations of the Discloser

Subject to clause 2, the Discloser shall:

3.1 disclose to the Recipient, in writing any relevant information in their possession or under their care; and

3.2 furnish the Recipient at least 7 (seven) calendar days prior to this Agreement being terminated, for whatever reason, with a Notice instructing the Recipient about what it should do with the Confidential Information once the Agreement has been terminated.

4. Exclusions

The provisions of **Clause 3** above will not apply to any Confidential Information which:

4.1 is at the time of disclosure to the Recipient, within the public domain and could be obtained by any person with no more than reasonable diligence;

4.2 come into the public domain and could be obtained after such disclosure, otherwise than by reason of a breach of any of the undertakings contained in this Agreement;

4.3 is subsequently provided to the Recipient by a person who has not obtained such

information from the Discloser, provided that, in any such case, such information was not obtained illegally or disclosed by any person in breach of any undertaking or duty as to confidentiality whether expressed or implied;

4.4 is disclosed with the written approval of the Discloser;

4.5 is or becomes available to a third party from the Discloser on an unrestricted basis;

4.6 is obliged to be reproduced under an order of court or government agency of competent jurisdiction.

5. Commencement

This Agreement shall commence on the Commencement Date.

6. Cancellation

6.1 The Agreement shall not terminate automatically. Either party must be able to terminate on written notice to the other party once the Disclosing Purpose is completed. The obligations of confidentiality under this Agreement shall continue to apply after assignment or termination of this Agreement.

6.2 The Parties further agree that either Party shall have the right at any time to give notice in writing to terminate this Agreement forthwith in the event of a material breach of any of the terms and conditions of the Agreement. If the breach in question is one which can effectively be remedied, the Parties shall endeavour to jointly try to remedy such breach, failing which, the Agreement shall be terminated.

7. Interpretation

7.1 The clause headings in this Agreement have been inserted for convenience only and will not be taken into consideration in the interpretation of this Agreement;

7.2 Any reference in this Agreement to the singular includes the plural and *vice versa*;

7.3 Any reference in this Agreement to natural persons includes legal persons and references to any gender include references to the other genders and *vice versa*.

8. Dispute Resolution

8.1 A dispute concerning or arising out of this Agreement exists once a party notifies the others in writing of the nature of the dispute and requires it to be resolved under this clause. The parties must refer any dispute to be resolved by -

- negotiation; failing which
- mediation; failing which
- arbitration

8.2 Within ten (10) Business Days of notification, the parties must seek an amicable resolution to the dispute by referring it to designated and authorized representatives of each of the parties to negotiate and resolve it by the parties signing an agreement resolving it within fifteen (15) Business Days

8.3 If negotiation fails, the parties must refer the dispute for resolution by mediation under the rules of the Arbitration Foundation of Southern Africa (or its successor or body nominated in writing by it in its stead)(”AFSA“).

8.4 If mediation fails, the parties must refer the dispute within fifteen (15) Business Days for resolution by arbitration (including any appeal against the arbitrator’s decision) by one arbitrator (appointed by agreement between the parties) as an expedited arbitration in Sandton under the then current rules for expedited arbitration of AFSA.

8.5 If the parties cannot agree on any arbitrator within a period of ten Business Days after the referral, the arbitrator will be appointed by the Secretariat of AFSA.

8.6 The periods for negotiation or mediation may be shortened or lengthened by written agreement between the parties.

8.7 This clause will not preclude any party from access to an appropriate court of law for interim relief in respect of urgent matters by way of an interdict, or mandamus pending finalisation of this dispute resolution process, for which purpose the parties irrevocably submit to the jurisdiction of a division of the High Court of the Republic of South Africa.

8.8 This clause is a separate, divisible agreement from the rest of this Agreement and must remain in effect even if the Agreement terminates, is nullified, or cancelled for any reason or cause.

9. Domicilium and Notices

The Parties elect the following addresses as their respective *domicilium citandi et executandi,* at which all notices and other communications must be delivered for the purposes of this Agreement:

9.1 Discloser:

9.1.1 by hand at 36 Fricker Road, Illovo, S*andton, Johannesburg*

Marked for the attention of: …….

9.1.2 by post at: **P.O. Box 653367, Benmore, 2010**

Marked for the attention of …….

9.1.3 by telefax at (011) 447 8624

Marked for the attention of **…….**

9.2 Recipient:

9.2.1 by hand at ……..

Marked for the attention of…….

9.2.2 by post to: _____

Marked for the attention of: ……

9.2.3 by telefax at ……Marked for the attention of:

……

9.3 Any notice or communication required or permitted to be given in terms of this agreement shall only be valid and effective if it is in writing.

9.4 Any notice addressed to either of the Parties and contained in a correctly addressed envelope and sent by registered post to it at its chosen address or delivered by hand at its chosen address to a responsible person on any day of the week between 09h00 and 16h00, excluding Saturdays, Sundays and South African public holidays, shall be deemed to have been received, unless the contrary is proved, if sent by registered post, on the 14th (fourteenth) calendar day after posting and, in the case of hand delivery, on the day of delivery.

9.5 Any notice sent by telefax to either of the Parties at its telefax number shall be deemed, unless the contrary is proved, to have been received:

9.5.1 if it is transmitted on any day of the week between 09h00 and 16h00, excluding

Saturdays, Sundays and South African public holidays, within 2 (two) hours of transmission;

9.5.2 if it is transmitted outside of these times, within 2 (two) hours of the commencement any day of the week between 09h00 and 16h00, excluding Saturdays, Sundays and South African public holidays, after it has been transmitted.

10. Entire Agreement and Variations

10.1 This Agreement constitutes the whole agreement between the Parties and supersedes all prior verbal or written agreements or understandings or representations by or between the Parties regarding the subject matter of this Agreement, and the Parties will not be entitled to rely, in any dispute regarding this Agreement, on any terms, conditions or representations not expressly contained in this Agreement.

10.2 No variation of or addition to this Agreement will be of any force or effect unless reduced to writing and signed by or on behalf of the Parties.

10.3 Neither party to this Agreement has given any warranty or made any representation to the other party, other than any warranty or representation which may be expressly set out in this Agreement.

11. Data Security

11.1. The Recipient shall, at all times, ensure compliance with any local and international laws, regulations, policies or codes that may be enacted from time to time and put in place and maintain sufficient measures, policies and systems to manage and secure against all forms of risk to any information that may be shared or accessed through a computer or any other form of electronic communication pursuant to the Agreement. For purposes of this clause 0,

"Information" shall mean, but not be limited to:

11.1.1. all cyber related information, including data; a computer program; output of a computer program; a computer system; article; data message; a computer data storage medium; output of a computer program and output of data;

b)

11.1.2. Personal Information as defined in section 1 of the Protection of Personal Information Act No. 4 OF 2013 ("POPIA") read with Section 1 of the Promotion of Access to Information Act No. 2 of 2000; and

11.1.3. Any other information that may be shared or accessed pursuant to the Agreement.

11.2. The Recipient shall notify the Discloser in writing of any cybercrimes or any suspected cybercrimes in its knowledge and to report such crimes or suspected crimes to the relevant authorities in accordance with applicable laws, within 10 days of becoming aware of such crime or suspected crime.

12. Protection Of Personal Information

12.1. For purposes of this clause 112 -

12.1.1. the following terms shall bear meanings contemplated in Section 1 of the POPIA: **consent; data subject; electronic communication; information officer; operator; person; personal information; processing; record; Regulator; responsible party; special information**; as well as any terms derived from these terms.

12.1.2. **"binding corporate rules"** means personal information processing policies, within a group of undertakings, which are adhered to by a responsible party or operator within that group of undertakings when transferring personal information to a responsible party or operator within that same group of undertakings in a foreign country; and **"group of undertakings"** means a controlling undertaking and its controlled undertakings.

12.2. The Parties acknowledge and agree that, in relation to personal information that may be processed pursuant to the Agreement, the Discloser is the responsible party and the

Recipient is the operator.

12.3. The Recipient must process such personal information only with the knowledge or authorisation of the Discloser and treat personal information which comes to its knowledge as confidential and must not disclose it, unless so required by law.

12.4. The Recipient must secure the integrity and confidentiality of personal information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent loss of, damage to or unauthorised destruction of personal information and unlawful access to or processing of personal information.

12.5. In order to give effect to the obligations set out in this clause 112, the Recipient must take reasonable measures to-

12.5.1. identify all reasonably foreseeable internal and external risks to personal information in its possession or under its control;

12.5.2. establish and maintain appropriate safeguards against the risks identified;

12.5.3. regularly verify that the safeguards are effectively implemented; and

12.5.4. ensure that the safeguards are continually updated in response to new risks or deficiencies in previously implemented safeguards.

12.6. The Recipient shall have due regard to generally accepted information security practices and procedures which may apply to it generally or be required in terms of specific industry or professional rules and regulations.

12.7. The Recipient shall notify the Discloser immediately where there are reasonable grounds to believe that the personal information of a data subject has been accessed or acquired by any unauthorised person.

12.8. The Recipient shall appoint an information officer and an appropriate number of deputy information officers as may be required by the POPIA, and must provide the Discloser with the details of such officers, whose responsibilities shall include-

12.8.1. the encouragement of compliance, by the Recipient, with the conditions for the lawful processing of personal information;

12.8.2. dealing with requests made to the Recipient pursuant to the POPIA;

12.8.3. working with the Regulator in relation to investigations conducted under the POPIA;

12.8.4. otherwise ensuring compliance by the Recipient with the provisions of the POPIA; and

12.8.5. as may be prescribed by the POPIA.

12.9. The Recipient shall not transfer personal information about a data subject to a third party who is in a foreign country without Prior written consent of the Discloser. The Discloser will not grant such consent unless-

12.9.1. the third party who is the recipient of the information is subject to a law, binding corporate rules or binding agreement which provide an adequate level of protection that-

12.9.1.1. effectively upholds principles for reasonable processing of the information that are substantially similar to the conditions for the lawful processing of personal information relating to a data subject who is a natural person and, where applicable, a juristic person; and

12.9.1.2. includes provisions, that are substantially similar to this section, relating to the further transfer of personal information from the recipient to third parties who are in a foreign country;

12.9.2. the data subject consents to the transfer;

12.9.3. the transfer is necessary for the performance of a contract between the data subject

and the responsible party, or for the implementation of pre-contractual measures taken in response to the data subject's request;

12.9.4. the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject between the responsible party and a third party; or

12.9.5. the transfer is for the benefit of the data subject, and-

12.9.5.1. it is not reasonably practicable to obtain the consent of the data subject to that transfer; and

12.9.5.2. if it were reasonably practicable to obtain such consent, the data subject would be likely to give it.

12.10. The Recipient shall process personal information of data subjects in accordance with the conditions for the lawful processing of personal information as contemplated in the POPIA, and shall at all times put sufficient measures in place to ensure compliance with the POPIA, including compliance with any compliance notices and information notices served on the Recipient under the POPIA.

13. Assignment, Cession and Delegation

Neither of the Parties shall be entitled to assign, cede, delegate or transfer any rights, obligations, share or interest acquired in terms of this Agreement, in whole or in part, to any other party or person without the prior written consent of the other, which consent shall not unreasonably be withheld or delayed.

14. Relaxation

No indulgence, leniency or extension of a right, which either of the Parties may have in terms of this Agreement, and which either party ("the grantor") may grant or show to the other party, shall in any way prejudice the grantor, or preclude the grantor from exercising any of the rights that it has derived from this Agreement, or be construed as a waiver by the grantor of that right.

15. Waiver

No waiver on the part of either party to this Agreement of any rights arising from a breach of any provision of this Agreement will constitute a waiver of rights in respect of any subsequent breach of the same or any other provision.

16. Severability

In the event that any of the terms of this Agreement are found to be invalid, unlawful or unenforceable, such terms will be severable from the remaining terms, which will

continue to be valid and enforceable.

17. Governing Law

The validity and interpretation of this Agreement will be governed by the laws of the Republic of South Africa.

SIGNATURES

I, the undersigned, **……** , herewith confirms that my position within the Recipient is that of **……** and state that I am duly authorised to enter into this Agreement, which I herewith do, on this the **…….**day, of **……..,** for and on behalf of the Recipient.

I, the undersigned **……**, herewith confirms that my position within the Discloser is that of Executive Manager: …….. and state that I am duly authorised to enter into this Agreement, which I herewith do, on this the _____ day, of …….. by signing this Agreement, for and on behalf of the Discloser.

_____

Signature for and on behalf of Discloser

_____

Signature for and on behalf of Recipient

ANNEXURE B: ACCEPTANCE OF BID CONDITIONS AND BIDDER'S DETAILS

RFP No:

Name of Bidder: _____

Authorised signatory: _____

Name of Authorised Signatory _____

Position of Authorised Signatory _____

By signing above the bidder hereby accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this RFP.

[*Note to the Bidder: The Bidder must complete all relevant information set out below*.]

CENTRAL SUPPLIER DATABASE (CSD) INFORMATION

Bidders are required to be registered on the Central Supplier Database (CSD) of National Treasury. Failure to submit the requested information may lead to disqualification. Bidders are therefore required to submit as part of this proposal both their CSD supplier number and CSD unique registration reference numbers below:	
Supplier Number	
Unique registration reference number	

BIDDING STRUCTURE

Indicate the type of Bidding Structure by marking with an 'X':	
Individual Bidder	
Joint Venture/ Consortium	
Prime Contractor with Sub Contractor(s)	
Other	

REQUIRED INFORMATION

If Individual Bidder:	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	

If Individual Bidder:	
Cell phone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	

If Joint Venture or Consortium, indicate the following for each partner:	
Partner 1	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	
Scope of work and the value as a % of the total value of the contract	
Partner 2	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	
Scope of work and the value as a % of the total value of the contract	

If bidder is a Prime Contractor using Sub-contractors, indicate the following:	
Prime Contractor	
Name of Company	
Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	
Sub-contractors	
Name of Company	
Company Registration Number	
Vat registration Number	
Contact Person	
Telephone Number	
Cell phone Number	
Fax Number	
Email address	
Postal Address	
Physical Address	
Subcontracted work as a % of the total value of the contract	

ANNEXURE C: SHAREHOLDER INFORMATION

[*Note: the bidder must complete the information set out below. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with Returnable Schedule 2.*]

1 Shareholders/ Members

Name of the shareholder	ID Number	Race	Gender	% Shares

Note: The bidder must also attach the detailed Company/ Group Structure where relevant.

2 Black Shareholders/ Members as per the B-BBEE Certificate

Name of the shareholder	ID Number	Race	Gender	% Shares
Total Black Shareholding % as per the current and valid B-BBEE Certificate or Affidavit				

ANNEXURE D: BIDDER'S EXPERIENCE AND PROPOSED PROJECT TEAM

[*Note: the bidder must complete the information set out below. If the bidder requires more space than is provided below it must prepare a document in substantially the same format setting out all the information referred to below and return it with Returnable Schedule 3.*]

Table (a): Details of the bidder's current and previous experience in the replacement of the existing Avaya IP Telephony and Contact Centre solution.

Client' Name	Project description	Project Cost	Project period (Start and End Dates)	Description of service performed and extent of Bidder's responsibilities	Name, title and telephone contact of client

Table (b): Details of the key personnel of the bidders' proposed team:

Name	Position	Role / Duties in this Project	Relevant Project Experience	
			Project description, Client, Project period	Project Cost