



OFFICE OF THE CHIEF REGISTRAR OF DEEDS

Directorate: Supply Chain and Facilities Management Services

Private Bag X918, PRETORIA, 0001; TEL: (012) 337 9337 FAX: (012) 338 7277 WEB: www.dalrrd.gov.za

YOU ARE HEREBY INVITED TO BID TO THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT

RFQ NO: (CRD-016) 2024/25 **CLOSING TIME:** 11:00 **CLOSING DATE:** 23 AUGUST 2024

BIDS RECEIVED AFTER THE CLOSING TIME AND DATE ARE LATE AND WILL AS A RULE NOT BE ACCEPTED FOR CONSIDERATION.

1. Kindly furnish us with a bid for services shown on the attached forms.
2. Attached please find:

2.1	RFQ Description	Page 2
2.2	Pricing Schedule (Services) – SBD 3.3	Page 3-5
2.3	Declaration of Interest – SBD 4	Page 6-8
2.4	Preference Points Claim Form – SBD 6.1	Page 9- 15
2.5	Supplier Maintenance (Bank Details) Form	Page 16- 17
2.6	Terms of Reference	Page 18 - 33
3. If you are a sole agent or sole supplier you should indicate your market price after discount to your other clients or if that is not possible your percentage net profit before tax, in order to decide whether the price quoted is fair and reasonable.
4. The attached forms must be completed in detail and returned with your bid. Failure to comply may disqualify your proposal. Bid document must be submitted in a sealed envelope stipulating the following information: Name and Address of the bidder, Bid number and closing date of bid.

Quotations proposals must be deposited into the Into the Quotation Box situated at Department of Agriculture, Land Reform and Rural Development; 20 Steve Biko Street, Agricultural Place Building, Arcadia, Pretoria 0002 by not later than the closing date and time indicated above. Bid proposals which are not inside the Tender/ Bid Box on the closing date and time will not be considered

Yours faithfully

SIGNED

MR B MATJILA

(A) DEPUTY DIRECTOR : DEMAND AND ACQUISITION MANAGEMENT

DATE: 31 JULY 2024

(CRD- 016) 2024/25

THE THE APPOINTMENT OF A SERVICE PROVIDER(S) TO LEASE TELEPHONE MANAGEMENT AND SWITCHBOARD SYSTEMS TO THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT AT THE OFFICE OF THE REGISTRAR OF DEEDS: BLOEMFONTEIN, VRYBURG AND KIMBERLEY, RESPECTIVELY FOR A PERIOD OF 12 MONTHS.

KINDLY TAKE NOTE THAT THERE WILL BE NO BRIEFING SESSION TO BE CONDUCTED, HOWEVER, ARRANGEMENTS TO VIEW THE SITES MAY BE ORGANIZED WITH THE FOLLOWING OFFICIALS FOR DIFFERENT OFFICES:

Bloemfontein Deeds	Mr. Fusi Mekgwe	079 975 4621/ 051 403 0379 Fusi.mekgwe@dalrrd.gov.za
Vryburg Deeds	Mr. Aaron Nkosi	072 604 0699/ 053 928 1500 Aaron.nkosi@dalrrd.gov.za
Kimberley Deeds	Ms. Keamogetse Mocwagole	079 9725191 Keamogetse.mocwagole@dalrrd.gov.za

For Overall General Technical Enquiries:

Mr. Giddeon Phokane

Tel: 081 043 1892

E-mail: Giddeon.Phokane@dalrrd.gov.za

For SCM Administration Enquiries

Mr. Buti Matjila

Tel: 082 385 4570

E-mail: Buti.Matjila@dalrrd.gov.za

**PRICING SCHEDULE:
FOR THE APPOINTMENT OF A
SERVICE PROVIDER TO LEASE
TELEPHONE SYSTEM FOR THE
DEPARTMENT OF AGRICULTURE
LAND REFORM AND RURAL
DEVELOPMENT AT THE OFFICE
OF THE REGISTRAR OF DEEDS:
BLOEMFONTEIN, VRYBURG AND
KIMBERLEY DEEDS REGISTRIES
FOR A PERIOD OF 12 MONTHS.**

Bid Initials

Bid's Signature.....

Date:.....

Name of Bidder:

FOR THE APPOINTMENT OF A SERVICE PROVIDER TO LEASE TELEPHONE SYSTEM FOR THE DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT AT THE OFFICE OF THE REGISTRAR OF DEEDS: BLOEMFONTEIN, VRYBURG AND KIMBERLEY DEEDS REGISTRIES FOR A PERIOD OF 12 MONTHS.

SBD 3.3

PRICING SCHEDULE

NAME OF SERVICE PROVIDER:		
RFQ NO.: CRD (016) 2024/25	CLOSING DATE: 23 August 2024	CLOSING TIME: 11H00

NOTE: All prices must be VAT inclusive and must be quoted in South African Rand. Bid offers must be valid for the period of **90** days after the closing date.

TOTAL BID PRICE: R..... (VAT Incl.)

1. BREAKDOWN OF PRICE FOR BLOEMFONTIEN

Description	Unit Cost	Frequency / Quantity	Total Cost	
Testing and Re-configuration	R	Once-off	R	
Training on the use/operation of the system	R	Once Off	R	
Leasing of the fully functional Telephone system	Year 1	R	12 Months	R
Vat @ 15%			R	
Total (VAT Incl.)			R	

2. BREAKDOWN OF PRICE FOR VRYBURG

Description	Unit Cost	Frequency / Quantity	Total Cost	
Testing and Re-configuration	R	Once-off	R	
Training on the use/operation of the system	R	Once Off	R	
Leasing of the fully functional Telephone system.	Year 1	R	12 Months	R
Vat @ 15%			R	
Total (VAT Incl.)			R	

Bid Initials
 Bid's Signature.....
 Date:.....

Name of Bidder:

FOR THE APPOINTMENT OF A SERVICE PROVIDER TO LEASE TELEPHONE SYSTEM FOR THE DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT AT THE OFFICE OF THE REGISTRAR OF DEEDS: BLOEMFONTEIN, VRYBURG AND KIMBERLEY DEEDS REGISTRIES FOR A PERIOD OF 12 MONTHS.

3. BREAKDOWN OF PRICE FOR KIMBERLEY

Description		Unit Cost	Frequency / Quantity	Total Cost
Testing and Re-configuration		R	Once-off	R
Training on the use/operation of the system		R	Once Off	R
Leasing of the fully functional Telephone system	Year 1	R	12 Months	R
Vat @ 15%				R
Total (VAT Incl.)				R

4. SUMMARY OF THE TOTAL COST

Description	Total Cost Including VAT
Grand total cost for Bloemfontein Deeds Registry	R
Grand total cost for Vryburg Deeds Registry	R
Grand Total cost for Kimberley Deeds Registry	R
TOTAL	R

Fixed Rate for Telephone Handsets (additions) when a need arise	R
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Bid Initials

Bid's Signature.....

Date:.....

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

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

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

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

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.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

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

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

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

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

.....
Signature Date

.....
Position Name of bidder

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

PRICE QUOTATION PROCESS (UP TO R 1 MILLION)

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. 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 tender 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;
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000); and
- (f) "Historically Disadvantaged individuals" means a person historically disadvantaged by unfair discrimination on the basis of race: Provided that a person historically disadvantaged on the basis of race refers to Africans, Coloureds, Indians and people of Chinese descent who are South African citizens by birth or descent; or who became citizens of the Republic of South Africa by Naturalisation -
- Before 27 April 1994; or
 - On or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalization prior to that date.

2. GENERAL CONDITIONS

2.1 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

2.2 To be completed by the organ of state

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

2.3 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.

2.4 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

2.5 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.

2.6 Tenderers that fail to claim points for specific goals or that fail to fully complete the table in paragraph 2.12 below, will not be awarded points for specific goals.

2.7 Tenderers that make a calculation error when claiming points as per the table in paragraph 2.12 below, will not be awarded points for specific goals. Please take note of the examples on how to calculate points for specific goals as per paragraph 2.12 below.

2.8 Tenderers that fail to submit the correct SBD 6.1 form as issued by the Department of Agriculture, Land Reform and Rural Development, will not be awarded points for specific goals.

2.9 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.

2.10 Tenderers who wish to claim points in terms of the table in paragraph 2.12 below need to provide proof for each point claimed as guided below:

2.10.1 Historically Disadvantaged individuals (HDI):

- **Attach a copy of Identity Document (ID) and company registration document.**

2.10.2 Who is female:

- **Attach a copy of Identity Document (ID) and company registration document.**

2.10.3 Who has a disability:

- **Attach a certified copy or original doctor’s letter confirming the disability.**

2.10.4 Who is youth (a person that is not older than 35 years on the closing date of a bid):

- **Attach a copy of Identity Document (ID) and company registration document.**

2.11 The Department will use the Central Supplier Database and documents submitted by the tenderer to verify the points claimed for specific goals.

2.12 **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)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
I. HDI	10		
II. Who is female	5		
III. Who has a disability	2		
IV. Specific goal: Who is youth	3		

The number of points claimed for specific goals, are calculated as follow:

- (I) A maximum of 10 points may be allocated to tenderers who had no franchise in national elections before the 1983 and 1993 Constitution, on the following basis:
 - **Percentage ownership equity** x 10 ÷ 100 = number of points claimed.
- (II) A maximum of 5 points may be allocated for to tenderers who is female, on the following basis:
 - **Percentage ownership equity** x 5 ÷ 100 = number of points claimed.
- (III) A maximum of 2 points may be allocated to tenderers who has a disability, on the following basis:
 - **Percentage ownership equity** x 2 ÷ 100 = number of points claimed.
- (IV) A maximum of 3 points may be allocated to tenderers who are youth, on the following basis:
 - **Percentage ownership equity** x 3 ÷ 100 = number of points claimed.

2.13 It is important to note that failure by a tenderer to complete the table in paragraph 2.12 in full, will result in points for specific goals not to be allocated.

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

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

80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

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 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right)$$

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 the table in paragraph 2.12 above 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.

4.3 A consortium or joint venture may, based on the percentage of the contract value managed or executed by their members, be entitled to claim points in respect of specific contract participation goals.

4.4 A tenderer will not be awarded points for HDI if it is indicated in the tender documents that such a tenderer intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for the same number or more points for equity ownership.

4.5 A tenderer awarded a contract as a result of preference for contracting with, or providing equity ownership to a HDI, may not subcontract more than 25% of the value of the contract to a tenderer who is not a HDI or does not qualify for the same number or more preference for equity ownership.

5. SUB-CONTRACTING

5.1 Will any portion of the contract be sub-contracted?
(*Tick applicable box*)

YES		NO	
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5.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted:%
- ii) The name of the sub-contractor:
- iii) Points claimed for HDI by the sub-contractor:

6. DECLARATION WITH REGARD TO COMPANY/FIRM

6.1. Name of company/firm:

6.2. Company registration number:

6.3. 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]

6.4. 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:

BAS

LOGIS

Office

System User Only	
Captured By:	-----
Captured Date:	-----
Authorized By:	-----
Date Authorized:	-----
Safety Web Verification	
<input type="checkbox"/> YES	<input type="checkbox"/> NO

The Director General: Department of Agriculture, Land Reform and Rural Development

I/We hereby request and authorize you to pay any amounts, which may accrue to me/us to the credit of my/our account with the mentioned bank.

I/we understand that the credit transfers hereby authorized will be processed by computer through a system known as "ACB - Electronic Fund Transfer Service", and I/we understand that not additional advice of payment will be provided by my/our bank, but that the details of each payment will be printed on my/our bank statement or any accompanying voucher. (This does not apply where it is not customary for banks to furnish bank statements).

I/we understand that the Department will supply a payment advice in the normal way, and that it will indicate the date on which the funds will be made available on my/our account.

This authority may be cancelled by me/us by giving thirty days' notice by prepaid registered post. Please ensure information is valid as per required bank screens.

I/We understand that bank details provided should be exactly as per the records held by the bank.

I/We understand that the Department will not assume responsibility for any delayed payments, as a result of incorrect information supplied.

Company / Personal Details	
Registered Name	
Trading Name	
Tax number	
Vat Number	
Title	
Initials	
First Names (as per id)	
Surname	

Address Detail	
Postal Address Line 1	
Postal Address Line 2	
Physical Address Line 1	
Physical Address Line 2	
Postal Code	

<input type="checkbox"/> New Supplier Information		<input type="checkbox"/> Update Supplier Information	
Supplier Type	<input type="checkbox"/> Individual	<input type="checkbox"/> Department	Department Number <input type="text"/>
	<input type="checkbox"/> Company	<input type="checkbox"/> Trust	
	<input type="checkbox"/> CC	<input type="checkbox"/> Other	Other Specify <input type="text"/>
	<input type="checkbox"/> Partnership		

Supplier Account Details

(This field is compulsory and should be completed by a bank official from the relevant bank).

Account Name			
Account Number			
Branch Name Branch			
Number			
Account Type	<input type="checkbox"/>	Cheque/Current Account	
	<input type="checkbox"/>	Savings Account Transmission	
	<input type="checkbox"/>	Account Bond Account	
	<input type="checkbox"/>	Other (Please Specify)	
ID Number	<input type="checkbox"/>	<input type="text"/>	
Passport Number			
Company Registration Number			
*CC Registration			
* Please include CC/CK where applicable			
Practise Number			
When the bank stamps this entity maintenance form they confirm that all the information completed by the entity is correct.			
	<p>Bank stamp</p> <p>It is hereby confirmed that this detail have been verified against the following screens ABSA-CIF screen FNB-Hogan's system on the CIS4 STD Bank-Look-up-screen Nedbank- Banking Platform under the Client Details Tab</p>		

Contact Details

Business			
Home Fax	<i>Area Code</i>	<i>Telephone Number</i>	<i>Extension</i>
Cell	<i>Area Code</i>	<i>Telephone Number</i>	<i>Extension</i>
	<i>Area Code</i>	<i>Telephone Number</i>	
	<i>Cell Code</i>	<i>Cell Number</i>	
E-mail Address			
Contact Person			

	Supplier details	Departmental sender details	Address of Agriculture, Land Reform and Rural Development Office where form is submitted from:
Signature			
Print Name			
Rank			
Date (dd/mm/yyyy)			



OFFICE OF THE CHIEF REGISTRAR OF DEEDS

Directorate: Supply Chain and Facilities Management Services

Private Bag X 918, PRETORIA, 0001; Tel: 012 - 337 9337; FAX: 012 338 7277; Web: www.dalrrd.gov.za

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER(S)
TO LEASE TELEPHONE MANAGEMENT AND SWITCHBOARD SYSTEMS TO THE
DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT
AT THE OFFICE OF THE REGISTRAR OF DEEDS: BLOEMFONTEIN, VRYBURG
AND KIMBERLEY, RESPECTIVELY FOR A PERIOD OF 12 MONTHS.**

PHYSICAL ADDRESSES:

BLOEMFONTEIN DEED REGISTRY

C/O Aliwal Street and Nelson Mandela
BLOEMFONTEIN,
9300

VRYBURG DEEDS REGISTRY

NO: 26 De Kock Street
VRYBURG,
8600

AND

KIMBERLEY DEEDS REGISTRY

C/O Knight and Stead Street
New Public Building
KIMBERLEY
8301

1. INTRODUCTION AND BACKGROUND

The Office of the Chief Registrar of Deeds under the Department of Agriculture, Land Reform and Rural Development is inviting potential service providers with suitable technical skills and experience to supply, install, commission and maintain an effective and reliable Telephone Management and switchboard systems, on a lease basis for the above-mentioned respective offices.



TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER(S) TO LEASE TELEPHONE MANAGEMENT AND SWITCHBOARD SYSTEMS TO THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT AT THE OFFICE OF THE REGISTRAR OF DEEDS: BLOEMFONTEIN, VRYBURG AND KIMBERLEY, RESPECTIVELY FOR A PERIOD OF 12 MONTHS.

2. OBJECTIVES

2.1 To appoint reliable service provider(s) with suitable technical skills and experience to supply, install, commission, and maintain an effective and reliable Telephone Management and Switchboard Systems for the Deeds Registries: Bloemfontein, Vryburg, and Kimberley, respectively for a period of 12 months (on a lease basis).

3. OFFICE TELEPHONE REQUIREMENTS

3.1 The table below entails important information pertaining to the telephone requirements per office:

NO	OFFICE:	SYSTEMS' OVERVIEW AND REQUIREMENTS
1.	Bloemfontein Deeds Registry	<ol style="list-style-type: none"> 1. Telephone network point available:95 2. Telephone handset required:90 <ul style="list-style-type: none"> ✓ Instruments – common users 80: Mid-Range ✓ Instruments – Senior Managers 10: High End 3. Digital Operator's Terminal:02 4. Number of faxes (included in the extension range):3 5. Cordless telephones:5 6. Service Provider to ensure availability of cordless phone signal coverage Basement, Ground Floor and 1st Floor. 7. Number of Operators:1 8. Bloemfontein Deeds Registry office currently has ISDN Primary Rate Interface (PRI) Line of which the PABX System must be connected to. 9. PC based attendant software license. 10. Cordless headset:1 11. Uninterrupted Power Supply Back-up.



TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER(S) TO LEASE TELEPHONE MANAGEMENT AND SWITCHBOARD SYSTEMS TO THE DEPARTMENT OF AGRICULTURE, LAND REFORM AND RURAL DEVELOPMENT AT THE OFFICE OF THE REGISTRAR OF DEEDS: BLOEMFONTEIN, VRYBURG AND KIMBERLEY, RESPECTIVELY FOR A PERIOD OF 12 MONTHS.

2.	Vryburg Deeds Registry	<ol style="list-style-type: none"> 1. Telephone network point available: 40 2. Telephone handset required:40 <ul style="list-style-type: none"> ✓ Instruments – common users 35: Mid-Range ✓ Instruments – Senior Managers 05: High End 3. Digital Operator’s Terminal: 02 4. Cordless telephones: 03 5. Telephone System must provide Dial Direct incoming and Dial Direct Outgoing 6. Service Provider to ensure availability of cordless phone signal coverage Ground and 1st Floor. 7. Number of Operators: 02 8. Vryburg Deeds Registry office currently has 2 ISDN lines. 9. PC based attendant software license. 10.Cordless headset: 02 11.Uninterrupted Power Supply Back-up. 12.Service provider to repair 6 RJ11 wall Jack
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3.	Kimberley Deeds Registry	<ol style="list-style-type: none"> 1. Telephone network point available: 68 2. Telephone handset required: 68 – <ul style="list-style-type: none"> ✓ Instruments – common users 60: Mid-Range ✓ Instruments – Senior Managers 8: High End 3. Digital Operator’s Terminal: 02 4. Cordless telephones: 01 5. Telephone System must provide Dial Direct incoming and Dial Direct Outgoing 6. Service Provider to ensure availability of cordless phone signal coverage (Base station/DECT-repeaters) throughout the building 7. Number of Operators: 02 8. Kimberley Deeds Registry office currently have 02 ISDN Primary Rate Interface (PRI) Line of which the PABX System must be connected to. 9. PC based attendant software license 10. Cordless headset: 02 11. Uninterrupted Power Supply Back-up. 12. Service provider to revive (RJ 11 Jack) and allocate extension numbers: 04
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4. SCOPE OF WORK

The appointed service provider will be expected to supply a fully functional system that can at least perform the following:

4.1 TELEPHONE MANAGEMENT SYSTEM

- 4.1.1 Record all traffic of incoming and outgoing calls (not conversation audio)
- 4.1.2 Manage individual accounts with limited monthly allowance;



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- 4.1.3 Able to download, print and electronically send reports and telephone accounts for users.
- 4.1.4 Bar unpaid accounts (Automatically by the system);
- 4.1.5 Manage monthly limits; and
- 4.1.6 System Administration setup:
- 4.1.7 The required software programming and associated interface equipment to monitor calls on the PABX System continuously.
- 4.1.8 The required software to generate reports and accounts for calls in a typical PABX environment.
- 4.1.9 The solution should allow for printing of reports and accounts on a regular basis.

4.2. TELEPHONE INSTRUMENTS AND NETWORK/PATCH LEADS.

- 4.2.1 The service provider should provide the required amount of telephone instruments line with table of quantities above.
- 4.2.2 Telephone network / patch leads per telephone instruments

4.3 DIGITAL CONSOLE FOR SWITCHBOARD OPERATORS

- 4.3.1 This is the main console for the switchboard operation.
- 4.3.2 The software package should simulate an enhanced attendant console on a PC's screen. All features should be activated and executed via the PC keyboard and mouse.

4.4 DDI AND DDO.

- 4.4.1 The solution should provide Dial Direct inward.
- 4.4.2 The solution should provide Dial Direct outgoing.

4.5 FASCIMILE

- 4.5.1 The solution should be able to accommodate facsimile functionality as part of the bid proposal.

4.6 PC BASED ATTENDANT AND SOFTWARE LICENSE

- 4.6.1 The service provider shall provide the licensed software, install and configure it.
- 4.6.2 The service provider shall provide the Department with the PC specification.
- 4.6.3 The service provider shall install software on the PCs provided by the Department according to the specification.
- 4.6.4 The service provider shall update, repair and renew telecommunications



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software and licenses for the duration of the lease contract.

4.7 CORDLESS HEADSET FOR OPERATORS TO BE CONNECTED TO PC

4.7.1 The cordless headset should be connected to the computer to allow the operator not to lift the handset but speak into the headset.

4.8 CORDLESS TELEPHONES

4.8.1 The service provider to ensure the availability of wireless network (Base stations / repeaters) in the areas specified within the buildings in order to allow specified users to move around with the cordless telephone instruments and be able to answer and make calls.

4.8.2 The solution must provide portable Telephone instruments.

4.9 UNINTERRUPTED POWER SUPPLY (UPS)- BATTERY BACK UP

4.9.1 The solution should provide preventative and remedial measures to be taken in sustaining the telephone system communication operation during enterprise-wide system power failure.

4.9.2 This is the Uninterrupted Power Supply that ups when the power goes off. It needs to be attached to the PABX system, so that if the power goes off, the PABX will still be operated. The UPS-Battery Back-Up must last for at least 180 minutes/ (3) Three Hours.

4.9.3 Battery backup must ensure that calls are not terminated, and that telephone system communication is not disrupted when the electrical main power supply is disrupted.

4.10 PRESERVATION AND PROTECTION OF DATABASE BETWEEN BACKUP

4.10.1 The solution should be able to preserve and protect customer database between backup either through a buffer box or similar feature which should also be able to give email notification/ audio/ light signal to the operator when full or faulty.

4.10.2 Buffer memory to house archived live telephone user data of at least 6 months and more. Earlier backup telephone user data to be archived on suitable storage device at regular intervals in conjunction with departmental PABX system administrator.

4.11 VOICE AUTO ATTENDANT AND NIGHT SERVICE.



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4.11.1 This allows callers to be automatically transferred to a dedicated extension without the intervention of an Operator.

4.11.2 Night service should notify our clientele about trading hours.

4.12 VOICE MAIL AND CALL FORWARDING.

4.12.1 This is for voicemail at all extensions for when lines are busy/unanswered, callers can leave messages, users can listen or retrieve to messages later.

4.12.2 The solution should allow users to forward their calls to other extensions when not able to take calls.

4.13 TELEPHONE CONFERENCING

4.13.1 The system should be able to handle multi-party (Audio) conferencing facility whereby 10 or more staff members can hold a meeting. Internal staff members can also hold a meeting with external clients.

4.14 CALL HUNTING FACILITIES

4.14.1 The solution should be able to conduct call hunting in large groups. If a member of a certain group is not answering the call, the call should hunt for the next available member in the same group.

4.15 INSTALLATION

4.15.1 Amongst other features:

- ICASA approved Hardware(s) and Software Licenses to cover the duration of the contract.
- PABX Infrastructure.
- Reliability and high performance.
- Easy management and configuration
- Liaise with Telkom for lines, licenses and any other requirement deemed necessary for this solution.
- The bidder must bid for the installation of a complete operational system.
- Cordless headset.
- Telephone handset.
- Cordless Telephone.
- Base station/Dect-repeaters.



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4.16 TRAINING

- 4.16.1 One operator and supervisor working on the system must be sufficiently trained on procedures and operating the PABX, Switchboard and Telephone Management system software to be implemented.
- 4.16.2 Orientation on the use/operation of the implemented system should be provided to all users.
- 4.16.3 The service provider must develop and offer customer specific end-user training plan.
- 4.16.4 Training material and on-site training support to be provided by the service provider and on-going training support after the end user induction training programmed for system including software upgrades.

4.17 AUTHENTICATION

- 4.17.1 All switchboard operators must use an individual username and password to authenticate to the system.
- 4.17.2 The system must enforce strong passwords
- 4.17.3 Users must be able to dial calls at any phone in the building using his/her PIN code irrespective of location.

4.18 RISK VULNERABILITY MANAGEMENT

- 4.18.1 The system must be able to manage risks effectively, considering controls to mitigate these risks, risk weights and probabilities.
- 4.18.2 The system must enable users to utilize all information for analysis purposes during the query and search process.

4.19 PRE-INSPECTION OF THE SYSTEM AND HARDWARE

- 4.19.1 The required system must be pre-inspected (Pre-inspection checklist to be compiled and signed-off by both parties) by the client before final implementation and acceptance.
- 4.19.2 The client must be satisfied that the system is up to standard and in accordance with stipulated client requirements.
- 4.19.3 A certificate of acceptance to be provided by the service provider.
- 4.19.4 If any discrepancies have been identified, corrective steps/actions must be implemented within the agreed time specified.
- 4.19.5 An inventory of all items supplied/received to be completed and signed-off for record purposes.



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4.19.5 The service provider to check compatibility of current cabling and infrastructure including testing of legacy telephone network points. Service provider will be required to replace faulty/broken infrastructure.

4.20. TESTING AND COMMISSIONING OF THE SYSTEM

4.20.1 The service provider must initiate a testing and commissioning phase of the system until it is fully operational before the contract commences. All expenses including losses and damages resulting from the malfunctioning of the system during the testing and commissioning phase will be to the account of the service provider.

4.20.2 The client must be satisfied that the system is 100% ICASA compliant, fully functional and in accordance with the agreed bid proposal response/tele-communication solution requirements stipulated.

4.20.3 This include an interface with PABX systems

4.21. SUPPORT, MAINTENANCE AND WARRANTY

4.21.1 The service provider must provide warranty on all equipment for the duration of the contract.

4.21.2 A detailed maintenance plan covering all hardware and software for the duration of the contract shall be provided by the service provider, with all applicable schedules and costing.

4.21.3 The service provider shall maintain the entire system for the duration of the contract.

4.21.4 Maintenance shall include regular preventative maintenance, corrective maintenance, as well as breakdown maintenance on all components of the system. Clear turnaround times must be indicated.

4.21.5 The service provider shall, as part of its maintenance responsibilities repair or replace faulty equipment upon logging of a breakdown, within the specified downtime period at the service provider's cost. The service provider shall rectify any faulty condition of which he becomes aware of, even if it has not been logged.

4.21.6 The service provider shall provide for services, repair and replacement of all items/consumables, etc. with all applicable schedules and costing for the duration of the contract.

4.21.7 On site support turnaround time should be between 12 and 24 hours but for system blackout should be less than 4 hours.

5. PROJECT MANAGEMENT



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The service provider shall provide a clear project plan with deliverables and timeframes for this project. Installation and commissioning should be completed within a period of three weeks in one office at most after receiving an official appointment letter/ purchase order.

6. MANDATORY REQUIREMENTS

Bidders must comply with the requirements and submit all required document(s) indicated hereunder with the bid documents at the closing date and time of bid. This phase is not scored and bidders who fail to comply with all the mandatory criteria will be disqualified.

- 6.1 Bidders are required to be registered on the Central Supplier Database and the Department of Rural Development and Land Reform shall verify the bidder's tax compliance status through the Central Supplier Database. Where Consortia / Joint Ventures / Sub-contractors are involved, each party must be registered on the Central Supplier Database and their tax compliance status will be verified through the Central Supplier Database. It is therefore a condition of this bid that the tax matters of the bidder be in order at any point in time from the closing date of the bid. This bid will only be awarded to a bidder(s) whose tax status on Central Supplier Database is compliant.
- 6.2 Valid copy of Telecommunication Equipment Type Approval Certificate Issued by ICASA under the Electronic Communications Act 36 of 2005 ("the ECA").

7. EVALUATION CRITERIA

- 7.1 Only bidders who have complied with mandatory requirements will be evaluated for functionality. Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated hereunder. The Bid Evaluation Committee (BEC) responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

The value scored for each criterion will be multiplied with the specified weighting for the relevant criterion to obtain the marks scored for each criterion. These marks will be added and expressed as a fraction of the best possible score for all criteria.

Functionality will be evaluated on the basis of the supporting documentation supplied by the bidders in accordance with the below functionality criteria and values.



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The applicable values that will be utilized when scoring each criteria ranges from: **1 being Poor, 2 = Average 3 = Good, 4 = Very Good & 5 = Excellent.**

EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
ABILITY AND CAPABILITY	Company experience: Experience of the firm in a Telephone system (PABX) (Reference letter / testimonials from client-company that the company is managing or has previously managed must be attached.) The bidder must submit minimum of 2 reference letters. The letter must strictly be from the client company and must contain address of the Premises, contact details and must be signed. NB: Letter not including the above will not be considered.	25
	Project team to be utilized in the execution of the contract (personnel skills and experience in the maintenance of the PABX system) – please attach personnel CVs with skill(s)/ experience/ qualification(s) relating to PABX maintenance.	20
	Flexibility in customer service in terms of turnaround times with regard to solving problems which may arise during the execution of the contract i.e contingency plan.	15
	Bidder’s catalogue clearly identifying items to be supplied.	10
METHODOLOGY	Bidders should provide comprehensive project execution plan covering the entire scope of work including maintenance and support plan as well as proposed work schedule/ training, duty sheet/ work plan with clear deliverables and timeframes for each task to be completed.	30
TOTAL POINTS ON FUNCTIONALITY MUST ADD TO 100		100



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Scoring Criterion	1 Poor	2 Average	3 Good	4 Very Good	5 Excellent
Company experience	0 to 1 year of experience in Telephone system (PABX)	Over 1 to 2 years of experience in Telephone system (PABX)	Over 2 to 3 years of experience in Telephone system (PABX)	Over 3 to 4 years of experience in Telephone system (PABX)	Over 4 years of experience in Telephone system (PABX)
Project team	0 to 1 year of similar experience	Over 1 to 2 years of similar experience	Over 2 to 3 years of similar experience	Over 3 to 4 years of similar experience	Over 4 years of similar experience
Flexibility in customer service	No Plan or irrelevant	Plan that only addresses turnaround time over 48 hours.	Plan indicating turnaround time of 24 hours	Plan indicating turnaround time of less than 24 hours	Plan indicating turnaround time of less than 24 hours and any other interventions.
Proposed Equipment	No catalogue of the proposed Equipment	Equipment that does not meet the minimum specification requirement as per scope of work	Equipment that meets the minimum specifications as per scope of work.	Compliance to items under rating 3 and fully meets the maximum specifications as per scope of work	Over and above requirements on rating 4 and also provide additional features which are omitted on the scope of work but are required.
Methodology	No Plan or irrelevant plan	Plan that only addresses the scope of work.	Plan indicating scope of work, proposed work schedule/ duty sheet and training to be provided.	Plan indicating scope of work, proposed work schedule/ duty sheet/ work plan and training to be provided with clear deliverables.	Detailed Plan indicating scope of work, proposed work schedule/ duty sheet/ work plan and training to be provided with clear deliverables and timeframes for each task to be completed



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6.2 All Service Providers who will score less than **sixty (60)** out of hundred (100) points for functionality, will not be considered further and will be regarded as submitting a non-responsive proposal and will be disqualified.

6.3 Second Stage –Evaluation in terms of 80/20 preference points System

Only bids that were compliant during the first phase will be evaluated further in accordance with the 80/20 preference points system

6.4 Stipulation of the Specific Goals

No.	The Specific goals allocated	Number of points allocated
1	A person historically disadvantaged by unfair discrimination on the basis of race (Africans, Coloureds, Indians and People of Chinese descent who are South African Citizens by birth or descent; or who became citizens of the Republic of South Africa by Naturalization)- (a) Before 27 April 1994 (b) On or after 27 April 1994 and who would have been entitled to acquire citizenship by naturalization prior to that date.	10
2	Who is female	5
3	Who has disability	2
4	Specific goal: Youth	3
Total points for price and HDIs must not exceed		100

6.5 Bidders are required to complete the preference claim form (SBD 6.1), and submit proof or documentation required in terms of this tender to claim points for specific goals.

6.6 The points scored by a bidder in respect of the specific goals will be added to the points scored for price. The points scored will be rounded off to the nearest 2 decimals.

6.7 Should two or more tenderers score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals.

6.8 Should two or more tenderers score equal total points in all respects; the award must be decided by the drawing of lots.



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6.9 A contract may, on reasonable and justifiable grounds, be awarded to a bid that did not score the highest number of points.

7. SUB-CONTRACTING

7.1 The successful bidder is expected to inform the Department of the sub-contracting arrangements and access to the sub-contracted entities for purposes of quality, compliance check, security and tax issues

8. SECURITY AND CONFIDENTIALITY OF INFORMATION

8.1 The successful Bidders must undertake to disclose information relating to the contract only in terms of the SLA and only to the parties stipulated in the SLA, both during the contract period and subsequently. Information may only be disclosed to outside sources with the prior, written approval from the DALRRD.

9. TERMS AND CONDITIONS OF THE PROPOSAL

9.1 Awarding of the proposal will be subject to the Service Provider's expressing acceptance of the DALRRD Supply Chain Management general contract conditions.

9.2 The Service Provider should not qualify the proposal with his/her own conditions. Any proposal submitted with own terms and conditions will result in bid disqualification.

9.3 Any short coming in this term of reference must be identified by the service provider prior the awarding of contract. Any short coming identified by the service provider after the contract has been awarded and that would have an impact on the contract price will be for the account of the service provider.

9.4 Should the service provider not comply with any of the conditions contained in this term of reference during the contract period the DALRRD may cancel the contract within one-month notice.

9.5 Provide Management report on a monthly basis. The report shall be based on different services and shall cover all work performed and completed during the



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month.

9.6 The pricing must be fixed for the duration of the contract.

9.7 All equipment to be supplied must be durable and SANS approved.

9.8 The company and its employees may be subjected to positive security vetting and screening.

9.9 **The Department of Agriculture Land Reform and Rural Development Shall:**

- Conduct business in a courteous and professional manner with the Service Provider.
- Not accept responsibility/liability of accounts/ expenses incurred by the Service Provider that was not agreed upon by the contracting parties.
- Not accept responsibility/liability of any damages suffered by the Service Provider or the personnel for the duration of the project.
- The DALRRD will enter into a Service Level Agreement upon appointment of the suitable Service Provider. These terms and Conditions will also form part of the service level agreement.

10. REQUEST FOR FURTHER INFORMATION

All enquiries regarding the bid may be directed to the following:

Technical Enquiries

Overall general technical enquiries should be addressed to Mr. Gideon Phokane on 081 043 1892 or emailed to: Gideon.Phokane@dalrrd.gov.za.

Specific office queries can be directed to the following officials per respective office:

No.	Office	Contact person	Contact details
1	Bloemfontein Deeds	Mr. Fusi Mekgwe	079 975 4621/ 051 403 0379 Fusi.mekgwe@dalrrd.gov.za



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2	Vryburg Deeds	Mr. Aaron Nkosi	072 604 0699/ 053 928 1500 Aaron.nkosi@dalrrd.gov.za
3	Kimberley Deeds	Ms. Keamogetse Mocwagole	079 9725191 Keamogetse.mocwagole@dalrrd.gov.za

For Supply Chain Management enquiries, please contact:

Mr. Buti Matjila
Buti.matjila@dalrrd.gov.za

Tel: 082 385 4570

11. BRIEFING AND SITE INSPECTION

No briefing session will be conducted; however, arrangements to view the sites may be organized.

