

REQUEST FOR QUOTATION

YOU ARE HEREBY INVITED TO SUBMIT QUOTATIONS FOR PABX AND TELEPHONE MANAGEMENT SYSTEMS	
RFQ REFERENCE:	RFQ- PABX AND TELEPHONE MANAGEMENT SYSTEMS
CLOSING DATE AND TIME:	28 February 2025 at (11:00) am
RFQ VALIDITY PERIOD	90 days (Commencing from the RFQ closing date)
DESCRIPTION	Specification Description: Attached below.
E-MAIL ADD. FOR SUBMISSION OF QUOTES	scm@gep.co.za
ENQUIRY	NAME: Mr. Terence Yeni TEL: 011 085 2001 E-MAIL: tyeni@gep.co.za
Name of Service Provider:	
CSD MA number:	
Signature:	
Date of submission of quotation:	

Notes:

1. Bidders must put Name of the bidder, CSD MA number, sign and put submission date on RFQ above.
2. Complete and submit the SBD documents (SBD 1, SBD 4, SBD 6,1) with the following supporting documentation,
 - Quotation
 - Valid Tax certification
 - BEE certificate / Sworn Affidavit signed by the Commissioner of Oath, failure to do so will result in the service providers disqualification.
3. Only bidders registered on the Central Supplier Database (CSD) will be considered for evaluation.
4. All quotation received after closing time and date will not be considered.

BIDDER: REGISTRATION NUMBER: ADDRESS:

CONTACT PERSON:.....
TEL:.....
FAX:.....

TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

1. GEP standard conditions of purchase shall apply.
2. GEP reserves the right not to procure the goods and/or services.
3. Late and incomplete submissions will not be accepted.
4. Any bidder who has reasons to believe that the RFQ specification is based on a specific brand must inform the GEP before RFQ closing date.
5. Bidders are required to submit BBBEE Certificate or SWORN Affidavit for all price quotations
6. It is the responsibility of the bidder to ensure that GEP is in possession of the bidder's valid BBBEE. The onus is on the bidder to ensure that the GEP receives a valid BBBEE as soon as the validity of the said certificate expires.
7. No services must be rendered or goods delivered before an official GEP Purchase Order form has been received, except in an emergency situation.
8. This RFQ will be evaluated in terms of the 80/20 system prescribed by the Preferential Procurement Regulations, 2022.
9. Bidders are required to complete all the Annexures, failure to do so will result in disqualification.
10. Bidders, where applicable, are required to attach all relevant qualifications, experiences in the public sector and references.

ANNEXURE A

I, the undersigned (NAME).....certify that :

- i. I have read and understood the conditions of this RFQ.
- ii. I have supplied the required information and the information submitted as part of this RFQ is true and correct.

ANNEXURE B:

PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (NAME OF DEPARTMENT/ PUBLIC ENTITY)					
BID NUMBER:		CLOSING DATE:		CLOSING TIME:	
DESCRIPTION					
BID RESPONSE DOCUMENTS TO BE EMAIL TO scm@gep.co.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON			CONTACT PERSON		
TELEPHONE NUMBER			TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS			E-MAIL ADDRESS		
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No	
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	

DOES THE ENTITY HAVE A BRANCH IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	<input type="checkbox"/> YES <input type="checkbox"/> NO
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.	

PART B

TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT EMAIL ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED-(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA .
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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

SIGNATURE OF BIDDER:

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

DATE:

.....
 Signature Date

.....
 Position Name of bidder

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.

2.2

Full Name	Identity Number	Name of State institution

Do you, or any

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

2.2.1 If so, furnish particulars:

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any

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.

interest in any other related enterprise whether or not they are bidding for this contract?
YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

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

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

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.

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

ANNEXURE D: SBD 6.1

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

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

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

1. GENERAL CONDITIONS

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

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

1.2 To be completed by the organ of state

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

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

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

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

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

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

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

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

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

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

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

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

Moulding Entrepreneurs

Growing Gauteng Together



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

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

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

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)	Evidence
Women (requirement is 51 % ownership)	16		Certified copy of ID document of owner(s)
People with disabilities (requirement is 51 % ownership)	4		Certified copy of ID document of owner(s) and Doctor's note confirming the disability

NB. Failure to submit the required evidence will result in forfeiting of claimed points.

DECLARATION WITH REGARD TO COMPANY/FIRM

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

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company

JOHANNESBURG OFFICE
7th Floor, 124 Main Street,
Johannesburg, 2107
Telephone: 011 085 2002
Fax: 011 834 6702

EKURHULENI OFFICE
Ground Floor,
188 Victoria Street,
Germiston, 1400
Telephone: 011 776 9079
Fax: 011 827 2886

SEDIBENG OFFICE
36 Merriman Avenue,
Vereeniging, 1930
Telephone: 016 910 1200
Fax: 016 910 1216

WEST RAND OFFICE
23 Eloff Street,
Krugersdorp, 1739
Telephone: 011 950 9870
Fax: 011 950 9886

TSHWANE OFFICE
1st Floor, Block G,
333 Grosvenor Street,
Hatfield Gardens, Hatfield
Telephone: 012 430 2359
Fax: 012 323 4205

- (Pty) Limited
- Non-Profit Company
- State Owned Company

[CIRCLE APPLICABLE]

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

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

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Hatfield Gardens, Hatfield
Telephone: 012 430 2359
Fax: 012 323 4205

Annexure G: POPIA ACT CONSENT FORM:

Consent form in terms of section 11 of the Protection of Personal Information Act No 4 of 2013 (POPIA)

In order for the Gauteng Enterprise Propeller (GEP) to consider the bidder’s response to the RFQ / RFP to become a service provider of the GEP, it will be necessary for the GEP to process certain personal information which the service provider may share with GEP for the purpose of the RFQ / RFP, including personal information, which may include special personal information (all hereafter referred to as “Personal Information”)

The GEP will process the Service Provider’s Personal Information in accordance with the GEP Privacy Policy.

Access to your Personal Information and purpose specification

Personal Information will be processed by GEP for purposes of assessing the service provider’s submission in relation to the RFQ / RFP i.e. the purposes of assessing current services required by the GEP. We may also share the service provider’s Personal Information with third parties, both within the Republic of South Africa and in other jurisdictions, including to carry out verification, background checks and Know Your Customer obligations in terms of the Financial Intelligence Centre Act, No. 38 of 2001 (“FICA”). In this regard, the service provider acknowledges that GEP’s authorized verification agent(s) and service providers will access Personal Information and conduct background screening.

Consent

By [ticking/clicking] “Yes” and signing below, you agree and voluntarily consent to the GEP’s processing of the service provider’s Personal Information for the purposes of evaluating its RFQ / RFP submission, including to confirm and verify any information provided in the submission and service provider gives GEP permission to do so. The service provider understands that it is free to withdraw its consent on written notice to GEP and the service provider agrees that the Personal Information may be disclosed by the GEP to third parties, including GEP’s affiliates, service providers and associates (some of which may be located outside of the Republic of South Africa). Please note that if you withdraw your consent at any stage, we may be unable to process your RFQ / RFP.

Yes

No

Supplier Name
Signature

Date

Authorized representative, who warrants that he/she is duly authorized.

TERM OF REFERENCE

IP PABX and TMS Solution

ANNEXURE A - Technical Specification

1. Technical Requirements Specification

Request for quotation (RFQ) for VoIP system that will be located at the GEP Regional and Satellite Offices listed below:

- 8 x IP Handsets & Ports for 188 Victoria Street, Germiston - GBN0606
- 8 x IP Handsets & Ports for 333 Grosvenor Street, Hatfield - GBN0604
- 9 x IP Handsets & Ports for 23 Eloff Street, Krugersdorp - GBN0605
- 3 x IP Handsets & Ports for 3521 Ralerata Street, Mohlakeng - GBN0556
- 3 x IP Handsets & Ports for 52 Voortrekker Road, Heidelberg - GBN0601
- 3 x IP Handsets & Ports for 43 Lanham Street, Bronkhorstspuit - GBN0607
- 2 x IP Handsets & Ports for 2121 Chris Hani Road, Soweto*, GBN0375

Total = 36, including 6 with advanced features for site switchboards functionality

*No switchboard required for Soweto

Further requirements:

- SIP trunking capability
- Voicemail capability for all users
- Number porting – 34 numbers to be ported
- New lines – 2 lines for Soweto
- Service providers to provide their own links

Telephone Management System (TMS)	For TMS with Budget Barring and connect up to 40 Officials TMS should also have the capability to bar outbound calls when a limit is reached, also cost management per pin code, account as per day/week/month usage; provision of group reports; and with management console (front-end accessible and managed by GEP).
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2. Costs

1 st year – implementation project management
1 st year - support and maintenance
2 nd year - support and maintenance
Training – schedule for both support staff and end-user training
Ongoing specialised skills transfer to ICT staff around system administration, reporting, etc.

3. PBX Features

At a minimum, the quotation must be based on the following features or the latest industry standard features:

Basic call	Call Pickup	Caller ID on call waiting
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Call forward all	Extension Mobility	Caller ID
Call forward busy	Do Not Disturb	PIN based dialing
Call forward cancel	Immediate Divert	Call waiting
Call forward no answer	Presence	Conference call
Call hold or resume	Quality Report Tool	Meet-me conference call
Call pickup group	Phone Login	Single Number Reach
Call pickup local	Active Directory Integration	Call transfer blind
Music on Hold (MoH)	Message Waiting Indicator	Speed dial
Call transfer consultative	Redial	Directed call park
Call Park and Directed Call Park	Directed call pickup of ringing extension	Directed call pickup

4. Evaluation Criteria

Sub-Criteria	Description	Weight	Score
Proposal Technical Proposal for the company based on GEP's PABX and TMS requirements	<ul style="list-style-type: none"> • PBX as per required features above as follow: 1 Mark allocated per feature (total is 33 points) • TMS as per required features above: i.e. Cloud/Web-based Application; Management Console; Customized Reports; Reporting Dashboard (Daily, Weekly, Monthly and Quarterly per user and groups); Cost Management Per Pin; Barring of Outbound Calls when limit reached; and Permission levels to restrict access, and unique logins to ensure user security: 1 Mark allocated per feature (total is 7 points) 	40	
Project Delivery Project Management Methodology to be used; and Project Plan with Phases, Milestones, Deliverables, Timelines	<ul style="list-style-type: none"> • Project Methodology (5) • Project Plan with Gant Chart (15) • Project Resource Management Plan (5) • Quality Assurance Plan (5) • Project Risk Plan (5) • Project Monitoring and Control Plan (5) 	40	
Experience Experience for Resources in delivering similar project (CVs to be attached)	<ul style="list-style-type: none"> • 5 Resources with PBX and TMS Implementation experience (10) • 4 Resources with PBX and TMS Implementation experience (8) • 3 Resources with PBX and TMS Implementation experience (6) • 2 Resources with PBX and TMS Implementation experience (4) • 1 Resources with PBX and TMS Implementation experience (2) 	10	
References Provide references for implementing PBX and TMS as follow: Referee Company Letterhead,	<ul style="list-style-type: none"> • 5 Reference Letters (10) • 4 Reference Letters (8) • 3 Reference Letters (6) • 2 Reference Letters (4) 	10	

Sub-Criteria	Description	Weight	Score
Contact Details, Email Address, Person Responsible	<ul style="list-style-type: none"> 1 Reference Letters (2) 		
Total		100	
THRESHOLD – Bidders must achieve 75 points to move to the next evaluation stage		75 points	

PLEASE NOTE:

A 2-year support and maintenance agreement will be entered into between the successful bidder and GEP.