

REQUEST FOR QUOTATION

YOU ARE HEREBY INVITED TO SUBMIT QUOTATIONS FOR THE REQUIREMENTS OF: APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF A HOSTED PBX TELEPHONE SYSTEM	
RFQ REFERENCE:	RFQ – GEP PBX Telephone Management System 2025
CLOSING DATE AND TIME:	19 th June 2025 at (11:00) am
RFQ VALIDITY PERIOD	30 days (Commencing from the RFQ closing date)
DESCRIPTION	Specification Description: Gauteng Enterprise Propeller (GEP) seeks to appoint a suitably qualified and capable service provider to provide, deliver, install, and support a hosted PBX telephone system, including IP telephony Refer to Terms of Reference NB: No physical bids will be accepted
E-MAIL ADD. FOR SUBMISSION OF QUOTES	scm@gep.co.za
ENQUIRY	scm@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 supporting SBD documents and submit required with their response and BEE certificate / Sworn Affidavit signed by Commissioner of Oath.
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:.....

TERMS AND CONDITIONS OF REQUEST FOR QUOTATION (RFQ)

1. GEP standard conditions of purchase shall apply.
2. GEP reserves the right to negotiate with service providers
3. GEP reserves the right not to procure the goods and/or services.
4. Late and incomplete submissions will not be accepted.
5. 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.
6. Bidders are required to submit BBBEE Certificate or SWORN Affidavit for all price quotations
7. 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.
8. No services must be rendered or goods delivered before an official GEP Purchase Order form has been received, except in an emergency situation.
9. This RFQ will be evaluated in terms of the 80/20 system prescribed by the Preferential Procurement Regulations, 2022.
10. Bidders are required to complete all the Annexures
11. Bidders, where applicable, are required to attach all relevant qualifications, experiences in the public sector and references.

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

<p>1. BID SUBMISSION:</p> <p>1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT EMAIL ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.</p> <p>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.</p> <p>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.</p> <p>1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).</p>
<p>2. TAX COMPLIANCE REQUIREMENTS</p> <p>2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.</p> <p>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.</p> <p>2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.</p> <p>2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.</p> <p>2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.</p> <p>2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.</p> <p>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."</p>

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:

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state¹, or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-
 - the bidder is employed by the state; and/or
 - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.
2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**
 - 2.1 Full Name of bidder or his or her representative:

 - 2.2 Identity
 Number:.....
 - 2.3 Position occupied in the Company (director, trustee, shareholder², member):

 - 2.4 Registration number of company, enterprise, close corporation, partnership
 agreement or trust:

 - 2.5 Tax Reference Number:

 - 2.6 VAT Registration Number:

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers must be indicated in paragraph 3 below.

¹“State” means –

- (a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
- (b) any municipality or municipal entity;
- (c) provincial legislature;
- (d) national Assembly or the national Council of provinces; or
- (e) Parliament.

² “Shareholder” means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder **YES / NO**
presently employed by the state?

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person
connected to the bidder is employed:

.....

Position occupied in the state institution:

.....

Any other particulars:

.....
.....
.....

2.7.2 If you are presently employed by the state, did you obtain **YES / NO**
the appropriate authority to undertake remunerative
work outside employment in the public sector?

2.7.2.1 If yes, did you attach proof of such authority to the bid **YES / NO**
document?

(Note: Failure to submit proof of such authority, where
applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....
.....
.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months?

2.8.1 If so, furnish particulars:

.....
.....
.....

2.9 Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid?

YES / NO

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid?

YES/NO

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract?

YES/NO

2.11.1 If so, furnish particulars:

.....
.....
.....

3 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Number	Income Reference	State Employee Number / Persal Number

4 DECLARATION

I, THE UNDERSIGNED (NAME).....

certify that the information furnished in paragraphs 2 and 3 above is correct.

i accept that the state may reject the bid or act against me 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

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:

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

Where

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

4. POINTS AWARDED FOR SPECIFIC GOALS

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

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

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

Note to tenderers: REFER TO TERMS OF REFERENCE

DECLARATION WITH REGARD TO COMPANY/FIRM

- 4.3. Name of company/firm.....
- 4.4. Company registration number:
- 4.5. TYPE OF COMPANY/ FIRM
 - Partnership/Joint Venture / Consortium
 - One-person business/sole propriety
 - Close corporation
 - Public Company
 - Personal Liability Company
 - (Pty) Limited
 - Non-Profit Company
 - State Owned Company

[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:

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

- 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 *audialteram 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:

.....

.....

.....

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

Annexure E: 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 authorised 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

Date

Signature

Authorised representative, who warrants that he/she is duly authorised.

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

TERMS OF REFERENCE

Hosted Private Branch Exchange (PBX)

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

1. PURPOSE

The purpose of this bid is to appoint a suitable independent service provider for the provision of a hosted PBX telephone system.

2. BACKGROUND

The Gauteng Enterprise Propeller (GEP) is a Provincial Government Agency established under the Gauteng Enterprise Propeller Act (No. 5 of 2005) and operates under the mandate of the Gauteng Department of Economic Development (GDED). Its mission is to facilitate the development of sustainable SMMEs and co-operatives that are integrated into the mainstream economy of Gauteng. In support of this, GEP's five-year vision is to "propel entrepreneurs into sustainable enterprises that contribute meaningfully to inclusive economic growth and job creation." GEP has a presence across the five economic corridors of Gauteng, with regional and satellite offices throughout the province, enabling it to effectively deliver on its mandate.

3. SCOPE OF WORK

Gauteng Enterprise Propeller (GEP) seeks to appoint a suitably qualified and capable service provider to provide, deliver, install, and support a hosted PBX telephone system, including IP telephony. The scope includes end-user training and ongoing maintenance over a twenty-four-month period. The solution must ensure 99.9% uptime and availability across all GEP facilities.

Objectives

The primary objective is to deliver, install, and support a hosted PBX telephone system, that provides cost-effective telephony, secured managed data hosting services and voice solution:

- Provide any necessary design, planning, installation, Network analysis, training and post-installation support for the project
- Monitoring and recording all incoming and outgoing calls (landline and mobile).
- Provide a complete, end-to-end, solution for the proposed installation.
- Allocates call costs to respective users, departments, or cost centers.
- Provide real-time and historical usage reports.
- Enables alerting on unusual or unauthorized call activity.
- Conduct a full assessment of the current telephone system/network.
- Supports policy enforcement and budgeting for telecommunications expenses.

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

3. Scope of Services

The appointed service provider will be expected to deliver the following services:

3.1. Supply and Installation

- Supply and configure hosted PBX Telephone System compatible with GEP's current telephony infrastructure.
- Integrate the TMS with GEP's hosted telephone system.
- Ensure secure deployment on GEP's internal network or provide a cloud-based alternative with appropriate security measures.

3.2. System Capabilities

The TMS solution must be able to:

- Track and log all call details: time, duration, number dialed/received, call type (local, national, mobile, international), and associated cost.
- Allocate call costs to individual users, departments, or projects.
- Generate customizable reports (daily, weekly, monthly, ad hoc).
- Provide threshold-based alerts and notifications for call usage anomalies or policy breaches.
- Monitor mobile usage (if required, via integration with mobile service provider billing feeds or APIs).
- Allow for user authentication and access control based on role or level.
- Be scalable to support future expansions or additional users/sites.
- Comply with POPIA and other relevant data protection and security regulations.

3.3. Training and Support

- Provide comprehensive user and administrator training post-implementation.
- Supply user manuals and system documentation.
- Offer post-implementation support for a minimum of 24 months, including maintenance, troubleshooting, updates, and upgrades.

3.4. Reporting and Analytics

- Deliver standard and custom report templates (e.g., per user, department, site, call type, call cost).
- Include dashboard capabilities for real-time insights.
- Enable export to Excel, PDF, and other common formats.
- Support audit trails for call activities.

3.5. Compliance and Controls

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

- Enforce user-based restrictions (e.g., limit international dialing to specific users).
- Provide a policy engine or framework to define and apply call usage rules.
- Ensure auditability of telephone usage for internal and external auditing purposes.

3.6. Project Management

- Assign a project manager responsible for coordinating the implementation.
- Submit a project plan with clear milestones, timelines, and deliverables.
- Provide weekly status updates to the GEP project team.

4. Deliverables

The service provider will be expected to deliver the following:

1. Project implementation plan and schedule.
2. Installed and configured host PBX with Telephone Management System.
3. Integration with existing telephony infrastructure.
4. User and administrator training sessions.
5. System documentation and user manuals.
6. Go-live support and system handover.
7. Maintenance and support plan.

Duration

The full implementation must be completed within **8 weeks** from the date of the appointment. Post-implementation support shall be rendered for a period of **24 months**. **PLEASE NOTE:** Service provider will be appointed on a 24-month Service level agreement for supply and installation including a 2-year support and maintenance requirement between the successful bidder and GEP

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

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
- 9 x IP Handsets & New Lines for 23 Eloff Street, Krugersdorp - GBN0605
- 8 x IP Handsets & New Lines for 333 Grosvenor Street, Hatfield - GBN0604
- 3 x IP Handsets & New Lines 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 & New Lines for 2121 Chris Hani Road, Soweto*, GBN0375
- 4 x IP Handsets & New Lines for 124 Main Street, Marshalltown*, GBN 0448

Total = 40, of which 6 are advanced features for site switchboards functionality

*No switchboard required for Soweto & Marshalltown

PLEASE NOTE: All the quantities subject to confirmation with the successful bidder

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.

Bidders are required to complete the table below with a detailed, itemized cost breakdown. All costs must be inclusive of VAT and presented in South African Rands (ZAR). Prices must be firm and binding for the duration of the contract.

Pricing Assumptions & Notes (To be completed by bidder):

- Is the proposed solution on-premises, cloud-based, or hybrid?
- Duration of software license and support coverage.
- Any third-party software or service dependencies included?
- Any items explicitly excluded or optional?
- Price validity period (minimum 90 days).

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

Item No.	Cost Component	Description	Quantity / Unit	Unit Price (R)	Total Price (R)
1	Software Licensing	License fees for TMS (per user/seat/site as applicable)			
2	System Installation and Configuration	Setup, configuration, and integration with existing telephony infrastructure			
3	User Access Licenses	Named or concurrent user licenses for reporting and administration			
4	Hardware (if applicable)	Any required server, gateway, or appliance hardware			
5	Cloud Hosting (if applicable)	Monthly or annual cloud service hosting cost			
6	Customization / Integration Costs	Customizations aligned with cost centres, usage policies, and reporting			
7	Training	End-user and administrator training sessions			
8	User Manuals and Documentation	Printed or electronic documentation and guides			
9	Maintenance and Support (Year 1)	System support, bug fixes, patches, and version upgrades			
10	Maintenance and Support (Year 2)	System support, bug fixes, patches, and version upgrades			
11	Reporting and Dashboard Features	Custom dashboards and advanced reporting templates			
12	Travel and Disbursements (if applicable)	Travel costs for onsite support/implementation (if any)			
13	Contingency (Optional)	Suggested 10% for unforeseen project costs			
TOTAL COST (VAT Inclusive)					R

3. PBX Features

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

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

Basic call	Ring Groups / Hunt Groups	AES encryption
Call Forwarding (All types)	Music on Hold	Secure boot
Call Transfer (Blind & Attended)	Caller ID (Name & Number)	PIN based dialing
Call Waiting	Smart Noise Filtering	SRTP for voice
Call Hold	Low-delay audio packet transmission	GARP (Generic Attribute Registration Protocol)
Call Park and Pickup	Multiple Call Handling	Call server redundancy
Three-Way Calling / Conference	Soft Key Programmability	Supports TLS encryption
Do Not Disturb (DND)	Large Display Screen	Call Logs (Missed, Dialed, Received)
Voicemail with Email Delivery	Message Waiting Indicator	Remote Management via Web Interface
Remote Voicemail Access	Supports SIP protocol	
Voicemail Notification	Time-based Call Routing (e.g., business hours)	
Speed Dial / Internal Directory	Call Recording (on demand or automatic)	

4. Preference Point System

Table 1: Specific goals for the tender and points claimed are indicated per the table below. The 80/20 preference point system is applicable, corresponding points

The specific goals allocated points in terms of this tender	Number of points allocated(80/20 system) (To be completed by the organof state)
Bidder must also submit the following Proof of evidence to claim the allocated points: Youth Ownership – certified copy of B-BBEE certificate or valid Sworn Affidavit/ CIPC documents/ ID copy Woman Ownership – certified copy of B-BBEE certificate or valid Sworn Affidavit/ CIPC documents/ ID copy Black Owned certified copy of B-BBEE certificate or valid Sworn Affidavit/ CIPC documents/ ID copy NOTE: Submitted information will be verified through various platforms.	
Black owned (requirement is 51 %+ ownership)	12
Women owned (requirement is 51 %+ ownership)	4
Youth owned (requirement is 51 %+ ownership)	4

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za

5. Evaluation Criteria

Sub-Criteria	Description	Weight
Proposal: Detailed presentation/Brochure with functionality of the proposed solution based on GEP's hosted PBX 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 Chat (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, Contact Details, Email Address, Person Responsible	<ul style="list-style-type: none"> • 5 Reference Letters (10) • 4 Reference Letters (8) • 3 Reference Letters (6) • 2 Reference Letters (4) • 1 Reference Letters (2) 	10
Total		100
THRESHOLD – Bidders must achieve 70% points to move to the next stage price and preference points		70%

Enquiries: scm@gep.co.za

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

HEAD OFFICE 6th Floor, 124 Main Street, Johannesburg, 2107 | Telephone: 011 085 2001 | Fax: 011 388 4010 | Website: www.gep.co.za