

ANNEXURE “H”



Companies and Intellectual
Property Commission
a member of **the dtic** group

TERMS OF REFERENCE (“TOR”)

CIPC BID NUMBER: 18/2020/2021

DESCRIPTION: INVITATION TO SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR A CLOUD BASED CONTACT CENTRE SOLUTION AND AN END TO END CLOUD TELEPHONY SOLUTION FOR CIPC HEAD OFFICE AND ALL OF ITS CURRENT AND FUTURE BRANCHES

CONTRACT PERIOD: THREE MONTHS FOR IMPLEMENTATION AND TESTING FOLLOWED BY 3 YEARS SUPPORT AND MAINTENANCE

BID CLOSING DATE EXTENDED TO: 29 APRIL 2021

PLEASE NOTE: BID PROPOSALS MUST BE SUBMITTED TO CIPC OFFICES BEFORE OR ON THE BID CLOSING DATE AND TIME.

NON- COMPULSORY BRIEFING SESSION TOOK PLACE ON THE 19 MARCH 2021:

TABLE OF CONTENT

Table of Contents

- 3. **PURPOSE** 7
- 4. **BACKGROUND** 7
- 6. **CONTRACT DURATION** 12
 - 7. **Copyright:** 12
- 8. **SPECIAL CONDITIONS** 13
- 19. **EVALUATION PROCESS (Criteria)** 14
 - The evaluation process will be done in accordance with the following criteria: 14
 - 10. **Evaluation (Phases)** 14
 - The evaluation will be completed in 3 phases: 14
 - PHASE 1: COMPLIANCE TO MINIMUM REQUIREMENTS AND MANDATORY REQUIREMENTS** 14
 - All bidders that advance to Phase 2 will be evaluated by a panel to determine compliance to the functional requirements of the bid. The functional evaluation will be rated out of 100 points and will be determined as follows:
..... 16
- Preferential Procurement Policy** 18
 - Pricing** 18
- 13. **SUBMISSION OF PROPOSALS** 21
- 14. **ENQUIRIES** 21
 - A. **Supply Chain Enquiries** 21



1. TERMS AND CONDITIONS OF REQUEST FOR TENDER (RFP)

1. CIPC's standard conditions of purchase shall apply.
2. Late and incomplete submissions will not be accepted.
3. Any bidder who has reasons to believe that the RFP specification is based on a specific brand must inform CIPC before BID closing date.
4. Bidders are required to submit an original Tax Clearance Certificate for all price quotations exceeding the value of R30 000 (VAT included). Failure to submit the original and valid Tax Clearance Certificate will result in the invalidation of this RFP. Certified copies of the Tax Clearance Certificate will not be acceptable.
5. No services must be rendered or goods delivered before an official CIPC Purchase Order form has been received.
6. This RFP will be evaluated in terms of the **80/20** system prescribed by the Preferential Procurement Regulations, 2001.
7. The bidder must provide assurance/guarantee to the integrity and safe keeping of the information (that it will not amended/corrupted/distributed/permanently stored/copied by the service provider) for the duration of the contract and thereafter. Failure to submit will invalidate the bid proposal.
8. CIPC reserves the right to negotiate with the successful bidder on price.
9. The service provider must ensure that their work is confined to the scope as defined.
10. Travel between the consultant's home, place of work to the DTI (CIPC) vice versa will not be for the account of this organization, including any other disbursements.
11. The Government Procurement General Conditions of contractors (GCC) will apply in all instances.
12. As the commencement of this project is of critical importance, it is imperative that the services provided by the Service Provider are available immediately. Failing to commence with this project immediately from date of notification by CIPC would invalidate the prospective Service Provider's proposal.
13. No advance payment(s) will be made. CIPC will pay within the prescribed period as per the PFMA.
- 14. All prices quoted must be inclusive of Value Added Tax (VAT)**
- 15. All prices must be valid for 120 days**
16. The successful Service Provider must at all times comply with CIPC's policies and procedures as well as maintain a high level of confidentiality of information.
17. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner or his/her delegate.
18. The successful bidder must ensure that the information provided by CIPC during the contract period is not transferred/copied/corrupted/amended in whole or in part by or on behalf of another party.
19. Further, the successful bidder may not keep the provided information by way of storing/copy/transferring of such information internally or to another party in whole or part relating to companies and/or close corporation. As such all information, documents, programs and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner or his delegate.

20. The service provider will therefore be required to sign a declaration of secrecy with CIPC. At the end of the contract period or termination of the contract, all information provided by CIPC will become the property of CIPC and the service provider may not keep any copy /store/reproduce/sell/distribute the whole or any part of the information provided by CIPC unless authorized in terms of the declaration of secrecy.
21. The Service Provider is restricted to the time frames as agreed with CIPC for the various phases that will be agreed to on signing of the Service Level Agreement.
22. CIPC will enter into Service Level Agreement with the successful Service Provider.
- 23. CIPC reserves the right not to award this bid to any prospective bidder or to split the award.**
- 24. Fraud and Corruption:**

The Service Provider selected through this Terms of Reference must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, CIPC Defines, that for such purposes, the terms set forth will be as follows:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of CIPC or any personnel of Service Provider(s) in contract executions.
- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to CIPC, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive CIPC of the benefits of free and open competition;
- iii. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work;
- iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract;
- v. CIPC shall reject a proposal for award, if it determines that the bidder recommended for award, has been engaged in corrupt, fraudulent or unfair trade practices;
- vi. CIPC also reserves the right to terminate this Agreement by giving 10 (ten) business days written notice to the service provider due to any perceived (by CIPC) undue reputational risk to CIPC which CIPC can be exposed to resulting from the service provider or its management/directors being found to be involved in unethical behaviour, whether in its dealings with CIPC or any other business dealings.**
Note: "Unethical behaviour" includes but not limited to an action that falls outside of what is considered morally right or proper for a person, a profession or an industry
- vii. CIPC shall declare a Service Provider ineligible, either indefinitely or for a stated period of time, for awarding the contract, if at any time it determines that the Service Provider has been engaged in corrupt, fraudulent and unfair trade practice including but not limited to the above in competing for, or in executing, the contract.
- viii. The service provider will sign a confidentiality agreement regarding the protection of CIPC information that is not in the public domain.



2. **COMPLUSORY BID REQUIREMENTS (FAILURE TO COMPLY WITH ALL REQUIREMENTS BELOW WILL IMMEDIATELY DISQUALIFY THE PROPOSAL)**

INSTRUCTIONS FOR THE SUBMISSIONS OF A PROPOSALS

2.1. **SUBMISSION OF ORIGINAL HARD COPY**

- a) Bidder's must submit **One (1) original copy (hard printed copy of the technical proposal)**
- b) The Bid Document must be marked with the Bidder's Name
- c) The Bid documents **must be signed in ink** by an authorized employee, agent or representative of the bidder and each and every page of the proposal shall contain the initials of same signatories
- d) All pages of the submitted proposal must be numbered.

2.2. **SUBMISSION OF USB**

- a) **NO DISC WILL BE ALLOWED**
- b) **ONE (1) USB must be submitted, including technical proposal as well as price proposal saved in separate folders;**
- c) The **USB must be marked with the bidder's name.**
- d) **The USB must have an index page/ table of contents listed all documents included in the proposal for easy referencing during evaluation (group information in separate folders)**
- e) The **USB** must contain the **exact** documents/ information submitted in the original copy
- f) The hard copy submitted will be used by CIPC for records purposes.
- g) Bidders to ensure that the information is properly copied in the USB prior submitting to CIPC and that there are no missing pages. Bidder's to please verify if all documents can open and are properly saved.
- h) **IMPORTANT: THE USB WILL BE USED FOR EVALUATION HENCE THE BIDDER IS REQUIRED TO ENSURE THAT THE USB CONTAINS ALL INFORMATION IN READABLE FORMAT**
- i) **CIPC WILL NOT BE HELD LIABLE FOR INCOMPLETE PROPOSALS/ INFORMATION SUBMITTED IN THE USB'S**
- j) **BIDDERS TO ENSURE THAT THE INFORMATION COPIES IN THE USB'S IS CLEAR**
- k) All pages must be signed; numbered and initial as per the Original copy
- l) The USB must be submitted in **PDF format ONLY** and must be **read ONLY**
- m) **IF THERE IS NO USB SUBMITTED THE BID PROPOSAL WILL NOT BE EVALUATED**

FAILURE TO COMPLY WITH ALL THE ABOVE MENTIONED REQUIREMENTS WILL IMMEDIATELY INVALIDATE THE BID

2.3. SUBMISSION OF PRICE PROPOSAL

- a) Prospective Bidders must submit a printed hard copy of the Price Proposal in a separate **SEALED** envelope. It is important to separate price from the Technical proposal as Price is evaluated at the last phase of the Evaluation.
- b) The price envelop must be marked with the bidder’s name
- c) **Bidders to complete Pricing Schedule SBD 3.3 (Annexure “C”)**
- d) **The total Price (Ceiling price)** must be carried over to **BOTH SBD 3.3 (Pricing Schedule) and SBD FORM 1:** (Invitation for Bids).
- e) The Total Bid Amount will be used for the evaluation of bids therefore it must be inclusive of all costs for the duration of the contract.
- f) All prices must be VAT inclusive and quoted in South African Rand (ZAR).
- g) All prices must be valid for 120 days

2.4. PLEASE NOTE THAT IT IS COMPULSORY THAT BIDDERS SUBMIT PROPOSAL AS PER THE FOLLOWING

- 1. **1 (ONE) ORIGINAL HARD OR PRINTED COPY**
- 2. **1 (ONE) USB FOR TECHNICAL PROPOSAL AND PRICE MUST BE INCLUDED IN THE SAME USB BUT SAVED IN A SEPARATE FOLDER (“MARKED PRICE PROPOSAL”)**
- 3. **ONE SEALED ENVELOPE FOR PRICE PROPOSAL (INSIDE THERE MUST BE)**
 - ❖ PRICE SCHEDULE – SBD.33
 - ❖ SBD1 - INVITATION TO BIDS
 - ❖ PRICE BREAKDOWN PREFERABLE IN THE BIDDERS LETTERHEAD SIGNED BY AN AUTHORISED REPRESENTATIVE

NB: Bidders must also refer to page 15 of 16 of the Terms of reference under Mandatory Requirements

FAILURE TO COMPLY WITH ALL THE ABOVE MENTIONED REQUIREMENTS WILL IMMEDIATELY INVALIDATE THE BID.

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

I have read and understood the conditions of this tender.

I have supplied the required information and the information submitted as part of this tender is true and correct.

.....
Signature

.....
Date



Companies and Intellectual
Property Commission

a member of the dtic group

3. PURPOSE

Customer service is very important to the Companies and Intellectual Property Commission (CIPC). To ensure exceptional customer service, the necessary contact centre tools, systems and integration are required to help achieve CIPC's goals. In addition, CIPC also requires an end-to-end cloud telephony system for its Head Office and all its current and future branches.

The purpose of this document is to indicate the user requirements for a Cloud Based CIPC Contact Centre solution as well as a complete cloud based telephony solution for all employees and/or contractors within CIPC. The system must function irrespective of device or locality of an assigned individual. The solution should also cater for integration into MS Teams and based on the type of call should route appropriately.

4. BACKGROUND

CIPC came into existence in May 2011 after being established by the Companies Act, 2008 (Act 71 of 2008), herein after referred to as the Companies Act, as a juristic person to function as an organ of state within the public administration, but as an institution outside the public service.

The functions of the CIPC are the following:

- Registration of Companies, Co-operatives and Intellectual Property Rights (Trade Marks, Patents, Designs and Copyright) and maintenance thereof
- Disclosure of Information on its business registers
- Promotion of education and awareness of Company and Intellectual Property Law
- Promotion of compliance with relevant legislation
- Efficient and effective enforcement of relevant legislation
- Monitoring compliance with and contraventions of financial reporting standards, and making recommendations thereto to Financial Reporting Standards Council (FRSC)
- Licensing of Business rescue practitioners
- Report, research and advise Minister on matters of national policy relating to company and intellectual property law

5. SCOPE OF WORK AND OBJECTIVE

NB: Part of the listed scope below will apply to the Contact Center and/or the rest of the organisation including its current and future branches.

PHASE 1

3.1 A Cloud based Contact centre solution

Currently, the CIPC makes use of the AVAYA Contact Centre Solution, provided by the DTI and is utilising the DTI network. However, CIPC needs to establish its own, independent cloud based contact centre, which will enable staff to work from home. In addition, this solution must cater for all employees even those that are not part of the Contact Centre, but must be able to receive and make calls at any location and at any time.

3.2 Inbound call handling.

- **The current telephone number in use is 086 100 2472. The call centre number 086 100 2472 must be ported.**
- **Then bidder to provide a maximum of 550 new numbers, since CIPC cannot port any of the 012 394 XXXX numbers as they belong to the DTIC. Although CIPC will not use all the numbers since the employee count is below 550. We are making sure that there is capacity if we require additional numbers.**

Kindly note that no handsets are required. However, the software for 550 (50 Call Centre and 500 back office) softphone licenses is required, as CIPC will make use of softphones.

3.3 After Call Distribution (ACD) (exclusive to Contact Centre)

Calls to be automatically routed based to certain agents or according to certain skillsets.

3.4 Interactive Voice Recording (IVR) (exclusive to Contact Centre)

- Must be easy to manage IVR routing options
- IVR to make provision for self-help by customer.
- The Service Provider must configuring the voice announcements when implementing the system. Set-up must be done according to CIPC needs.
- The system must have an emergency skillset feature. Closing and opening of the contact centre on an ad hoc bases when emergencies occur.

3.5 Reporting

- Recordings to track performance with different reporting options
- Reports need to include agent performance, service levels, application and skillset performance.
- Historical reporting
- Real-time reporting
- Type of stats required: (service level, calls offered, answered, abandoned, calls waiting, ave talk time, list and status of agent etc).



3.6 Call queue management system (exclusive to Contact Centre)

- Contact centre system to provide users, queues and skillset management that can be managed by CIPC.
- Remote monitoring of calls (accessible from mobile devices, not CIPC network).
- Dashboards/Wallboards to display real time reports according to requirements.

3.7 Call Recordings (exclusive to Contact Centre)

- All calls need to be recorded and stored in a database.
- Contact centre management must be able to retrieve the required call recording based on different search criteria like call reference number, date, time of call, number from which call was received, agent name to etc.
- Information like name or ext no of agent, duration of call, skillset etc need to be displayed when calls are selected for quality control.
- It must be possible to export and email the recordings.
- All records should be kept according to data retention policy.
- All records should be written within the CIPC's Oracle data store, also implying that the systems should integrate at data level with other systems at the CIPC.

3.8 Quality Management

- Listen to agents and customer interactions for training purposes and to ensure quality standards are met.
- Silent, barge and whisper functionality
- Rate agent interactions
- Ability to provide call quality scorings

3.9 Omnichannel integration (exclusive to Contact Centre)

- The following must be integrated and accessible via a single interface/platform: voice, webchat, SMS and Social media (Facebook and Twitter)
- All interactions to be routed, reported and recorded.

3.10 Reliability and Security

- Data centre(s) for cloud-based systems must be located in South Africa.
- Public cloud solution with flexibility to change the hosting must be provided.
- System to ensure the highest standards for security, availability and reliability. (Proper login details verification, keeping audit trail).
- Cloud solution providers should also ensure that the following measures are in place:
 - Secure cloud networks and data hosting
 - Appropriate data encryption levels and firewall protection

- Strong user authentication

3.11 Up-time guarantee

- There should be an uptime guarantee of at least 99%.

3.12 Licenses

- Quotation should be based on 50 licenses for Contact Centre and 500 licenses for the other employees and/or contractors;
- Scalability must be allowed based on capacity and the need. i.e. pay per usage.
- A pricing schedule need to be provided – refer to Pricing Schedule (Annexure A).

3.13 Installation and configuration of the system

- Service provider to install and configure system as per contact centre requirements as well as the expanded cloud telephony system for the rest of the organisation and its current and future branches .The system should be hosted by the service provider and the services provided to CIPC via the cloud.
- The service should not be tied to a location, so that if the organisation needs to relocate to new premises, there should be no costs involved with cancelling the old contract and paying for a new contract.
- The system must be site agnostic (i.e. any site, or work from home).
- The application should be accessible via different end-user devices (computer, mobile phones, tablets and any end-user access tool)
- The system should be highly available, cost effective and hosted and managed by the service provider.

3.14 Support

- Unlimited support must be provided.
- Support and Maintenance for a three year period.

3.15 Training

- Technical training for CIPC staff members. (Approx 50 users) (ICT staff training. Names to be provided by CIPC.)
- Training must include user training relating to the system.
- In-depth contact centre training (including standard and customised reports) for five staff members – Call Centre Management.
- Manuals to be provided relating to system, as well as reporting.

3.16 Integration

- Service provider to assess the current CIPC bandwidth and advice on suitable changes.
- The proposed should interface with the CIPC systems via Application Programme Interface (APIs)



- The system should be able to integrate seamlessly with existing solutions, for example MS Teams, without sacrificing performance, reliability or security.
- Enquiries system
- K2 system
- Computron/Erms
- Ptolemy
- The current DB's (Oracle, Informix and SQL)
- Note: new developments may require new API integration.

3.17 ICT Infrastructure

- The CIPC requires detailed technical and architectural documentation with a diagram clearly indicating the required CIPC infrastructure equipment. Requirements to be indicated to enable CIPC ICT to cater for the solution (i.e. what type of switches, bandwidth spectrum size and other hardware are required.)
- Service provider must provide a diagram of the interconnectivity between CIPC, its current branches, its future branches and the service provider.
- The service provider must advise how much bandwidth to provide, CIPC will provide the bandwidth to meet this requirement.
- CIPC currently has a MPLS for connectivity between all branches and its Head Office.

3.18 Project Management

- Service provider should include costs for a project management service.
- The resource will report to the CIPC PMO office.

3.19 Documents and Handover

- The service provider needs to deliver all solution specification documents to CIPC.
- There should be a handover to both business and technical CIPC resources.

PHASE 2

3.20 After call surveys

- After call surveys must be easy to set up, draw reports from and to upload revised surveys.
- The system must have a reporting functionality.

3.21 Speech Analytics (exclusive to Contact Centre)

- SA speech analytics tool to organise and analyse interactions.
- The supplier should explain how the analytics work, and the capabilities of the analytic tools.

3.22 External CRM integration (exclusive to Contact Centre)

- The system must allow for future integration with an external CRM system (e.g. Salesforce, Zendesk or similar).

3.23 Whatsapp integration (exclusive to Contact Centre)

- It must allow for future integration into WhatsApp for business.

6. CONTRACT DURATION

- a. **THREE MONTHS FOR IMPLEMENTATION AND TESTING FOLLOWED BY A 3 YEAR SUPPORT AND MAINTENANCE CONTRACT.**
- b. A Service Level Agreement (SLA) will be entered into with the successful bidder.

7. Copyright:

Copyright of all documentation, electronic data, programme source codes, manuals, videos and documents produced or prepared for CIPC in respect of this Bid, (including training material) by or on behalf of the Bidder or emanating from this Contract shall vest in CIPC, which shall have the right to adopt such for other projects. Any base systems, programme source codes, technical manuals or adaptations developed by the Bidder or its supplier prior to this Contract will be excluded. The Bidder shall not, without written consent of CIPC granted by a duly authorised official, use copy or communicate to any person such documents or information, except as strictly necessary for the purposes of the Contract. In addition, and without limiting the foregoing, the Bidder shall deliver such documentation to CIPC, immediately upon expiry or termination of the Contract.



Companies and Intellectual
Property Commission
a member of the dti group

8. SPECIAL CONDITIONS

- I. The bidder must provide assurance/guarantee to the integrity and safe keeping of the information (that it will not amended/corrupted/distributed/permanently stored/copied by the service provider) for the duration of the contract and thereafter;
- II. **CIPC reserves the right to negotiate with the successful bidder on price;**
- III. The service provider must ensure that their work is confined to the scope as defined;
- IV. Travel between the consultants home, place of work to the **dti Campus** (CIPC) will not be for the account of CIPC, including any other disbursements unless agreed to in writing by CIPC prior to the expense being incurred;
- V. Government Procurement General Conditions of Contract (GCC) as issued by National Treasury will be applicable on all instances. The general conditions are available on the National Treasury website (www.treasury.gov.za);
- VI. No advance payment will be made. Payment would be made in terms of the deliverables or other unless otherwise agreed upon by CIPC and the successful bidder. CIPC will pay within the prescribed period according to PFMA;
- VII. The price quoted by the prospective service provider must include Value Added Tax (VAT);
- VIII. The successful bidder must at all times comply with CIPC's policies and procedures as well as maintain a high level of confidentiality of information;
- IX. The successful bidder must ensure that the information provided by CIPC during the contract period is not transferred/copied/corrupted/amended in whole or in part by or on behalf of another party;
- X. Further, the successful bidder may not keep the provided information by way of storing/copy/transferring of such information internally or to another party in whole or part relating to companies and/or close corporation;
- XI. As such all information, documents, programs and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner and/or his/her delegate;
- XII. The service provider will therefore be required to sign a Declaration of Secrecy with CIPC. At the end of the contract period or termination of the contract, all information provided by CIPC will become the property of CIPC and the service provider may not keep any copy /store/reproduce/sell/distribute the whole or any part of the information provided by CIPC unless authorized in terms of the Declaration of Secrecy;
- XIII. The Service Provider (successful bidder) will be required to sign a Service Level Agreement with CIPC prior to the commencement of the contract; and
- XIV. Compliance with PFMA regulations in terms of the safeguarding of assets and adequate access control must be guaranteed. Assets include all infrastructure, software, documents, backup media and information that will be hosted at the Offsite ICT Recovery Site. These security measures must be specified in the SLA.
- XV. As the commencement of this contract is of critical importance, it is imperative that the prospective Service Provider has resources that are available immediately. Failure to commence with this contract immediately from date of notification by CIPC could invalidate the prospective Service Provider's proposal.

9. EVALUATION PROCESS (Criteria)

The evaluation process will be done in accordance with the following criteria:

Bids will be evaluated in accordance with the **80/20** preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

10. Evaluation (Phases)

The evaluation will be completed in 3 phases:

Phase 1: Compliance to minimum requirements

Phase 2: Functional Evaluation

Phase 3: Pricing and Preferential Procurement policy

PHASE 1: COMPLIANCE TO MINIMUM REQUIREMENTS AND MANDATORY REQUIREMENTS

During Phase 1 all bidders will be evaluated to ensure compliance to minimum document requirements. Without limiting the generality of the CIPC 'S other critical requirements for this Bid, bidder(s) **must submit the documents** listed in the **Table** below. All documents must be completed and signed by the duly authorized representative of the prospective bidder(s). During this phase Bidders' response will be evaluated based on compliance with the listed administration and mandatory bid requirements. All bidders that comply with the minimum requirements will advance to Phase 2. The bidder(s) proposal *may* be disqualified for non-submission of any of the documents. **Proof accreditation letter as stated below -failure to comply with this requirement shall immediately disqualify a bidder.**

Item No	Document that must be submitted	Compliance provide ANSWER: Yes /No	Non-submission may result in disqualification
1.	Invitation to Bid – SBD 1		Complete and sign the supplied pro forma document.
2.	Tax Status – SBD1		a) Bidders must submit Tax Clearance Certificate (TCC) PIN b) The TCS PIN will be used for the verification of tax compliance status a Bidder
3.	Declaration of Interest –SBD 4		Complete and sign the supplied pro forma document.
4.	Preference Point Claim Form – SBD 6.1		Non-submission will lead to a zero (0) score on BBEE
5.	Declaration of Bidder's Past Supply Chain Management Practices SBD8		Complete and sign the supplied pro forma document.
6.	Certificate of Independent Bid Determination – SBD 9		Complete and sign the supplied pro forma document.
7.	Registration on Central Supplier Database (CSD)		The Service Provider is encouraged to be registered as a service provider on the Central Supplier Database (CSD). Visit https://secure.csd.gov.za/ to obtain your. Vendor number. Submit PROOF of registration on the Central Supplier Database (CSD Report) <u>SUBMIT SUPPLIER NUMBER AND UNIQUE REFERENCE NUMBER</u>
8.	NB: Pricing Schedule: Compliance to Annexure A REFER TO PAGE 6 and 19 OF 21		<ul style="list-style-type: none"> Submit full details of the Price Proposal in a separate SEALED envelope. Price must be carried over to BOTH SBD 3.3 (Pricing Schedule) and SBD FORM1: (Invitation for Bids). <i>The Total Bid Amount (CEILING AMOUNT) will be used for the evaluation of bids therefore it must be inclusive of all costs for the duration of the contract)</i> <u>FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u>
9	IMPORTANT: SUBMISSION OF USB REFER TO PAGE 6 OF 21		<ol style="list-style-type: none"> Bidders must submit a USB with their proposal- 1 copy of the original document USB to be submitted in pdf format and to be read only <u>FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u>
10.	Bidders shall submit an accreditation letter or OEM Certification of the proposed solution FAILURE TO SUBMIT WILL RENDER YOUR BID BEING DISQUALIFIED		Proof OEM Certification of the proposed solution must be submitted in order to proceed to the next phase (phase 2). <u>FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u>

ALL BIDDERS THAT COMPLY WITH THE MINIMUM REQUIREMENTS WILL ADVANCE TO PHASE 2.

IMPORTANT: The following documents need to be submitted as part of the proposal and will be used during the evaluation.



Companies and Intellectual
Property Commission

NB: It is important for bidders to number and make reference on where to find information or response to items below

Please complete

Folders number or page numbers to be marked in the USB:

No	ITEMS		Please indicate if these documents were submitted	Please state Folder number or page number in the proposal
A	Experience of company	Testimonials need to be provided		
B	Resources (CVs of staff who will assist with this project)	Kindly take note of the criteria on which the scoring is based.		
C	Project plan with timelines			
D	Technical Requirements / Proposal	<p>NB: Bidders must response systematically and address separately and clearly marked all requirements, indicate understanding, approach, methodology, technology, systems etc. to be used as per TOR from point 3.1 to point 3.23.</p> <p>Include architectural diagram</p>		

Phase 2: Functional Evaluation and Compliance to specification

All bidders that advance to Phase 2 will be evaluated by a panel to determine compliance to the functional requirements of the bid. The functional evaluation will be rated out of 100 points and will be determined as follows:

No	Evaluation Criteria	Rating					Weight	Total
		1	2	3	4	5	%	
1.	<p>Experience of company</p> <p>Bidder must have relevant experience in the implementation of a Contact Centre as well as an end-to-end telephony solution whereby at least one must be a cloud based implemented solution . Provide at least three references letters not older than 5 years, with (3) contactable references (on clients letterhead) relating to Contact Centre and end-to end telephony implementation (Preferably cloud based solutions). Note: At least one of the implementations must be active, with the ability for CIPC to conduct site visits if deemed necessary.</p> <p>Testimonial letters must contain the following information.</p> <ul style="list-style-type: none"> ✓ The testimonial letter to address all the requirements of the criteria -Contact Centre and end-to-end telephony solution implementation ✓ Name of company for which solution has been rolled out ✓ Duration of the contract ✓ Contact details (including contact person and email address and/or telephone number) <p>Ratings to be awarded as follows:</p> <p>Score = 1: Experience less than or equal to 1 year and no cloud based contact centre and end-to-end telephony solution implemented</p> <p>Score = 2: Experience greater than 1 year, but not more than 2 years and no cloud based contact centre and end-to-end telephony solution implemented</p> <p>Score = 3: Experience greater than 3 years, but not more than 5 years and at least one cloud based contact centre and end-to-end telephony solution implemented</p> <p>Score =4: Experience greater than 5 years, but not more than 8 years; at least two cloud based contact centre and end-to-end telephony solution implemented</p> <p>Score = 5: Experience greater than 8 years and three or more cloud based contact centres and end-to-end telephony solution implemented.</p>						20	
2.	<p>RESOURCES</p> <p>Provide three (3) CV/s of key resources, with experience in roll out and maintaining a cloud contact centre and end-to-end telephony solution (Annexure B), (indicate seniority e.g. project leader etc) that will be assigned to the project, clearly indicating relevant ICT and proposed solution/technology expertise. Evaluation of the CV/s will be based on the experience relevant to the scope of work and not necessarily on the amount/number of CVs provided. (CVs indicating experience of staff in rolling out and maintaining a cloud contact centre and end-to-end telephony solution) (Annexure B).CIPC may verify references provided by bidders</p> <p>Ratings to be awarded as follows:</p> <p>Score 1 = inadequate, inappropriate experience 1 year or less.</p> <p>Score 2 =, Only 2 yrs. relevant experience,</p> <p>Score 3 = 3 yrs. relevant experience</p> <p>Score 4 = 4 -5 yrs. relevant experience or :</p> <p>Score 5 = 6 - 8 yrs. relevant experience</p> <p>*Note: Should the resource(s) not be available at the time that the tender is awarded, the successful bidder must ensure that the replacement resource(s) has/have the same level of knowledge, skills and experience as those reflected in the tender submission.</p>						10	



No	Evaluation Criteria	Rating					Weight	Total
		1	2	3	4	5	%	
3.	<p>RESOURCES</p> <p>Provide three (3) CVs of key resources, with accreditation/certification from OEM in the roll out and maintaining a cloud contact centre and end-to-end telephony solution. Minimum 3 years OEM certification or accreditation linked to the proposed solution. Accredited/Certification of the resources is a requirement (CVs indicating certification/accreditation of staff in rolling out and maintaining a cloud contact centre and end-to-end telephony solution)</p> <p>Ratings to be awarded as follows:</p> <p>Score 1 = no accreditation/certification by OEM:</p> <p>Score 3 = 1 resource with valid accreditation/certification by OEM</p> <p>Score 4 = 2 resources with valid accreditation/certification by OEM or :</p> <p>Score 5 = 3 or more resources with valid accreditation/certification by OEM</p> <p>*Note: Should the resource(s) not be available at the time that the tender is awarded, the successful bidder must ensure that the replacement resource(s) has/have the same level of knowledge, skills and experience as those reflected in the tender submission.</p>						10	
3	<p>Project plan</p> <p>Submit a detailed project plan with timelines, and key milestones for solution to be rolled out, from date of appointment. Project management tools & techniques,</p> <p>Ratings to be awarded as follows:</p> <p>Score = 1: No project plan submitted;</p> <p>Score = 2: Poor project plan</p> <p>Score = 3: Good project plan with realistic dates, plan adequately aligned with CIPC requirements, No tools, techniques, samples provided.</p> <p>Score =4: Detailed project plan, plan adequately aligned with CIPC requirements plus one value add; with detailed samples, templates, tools used in the past projects indicated</p> <p>Score = 5: Excellent project plan, plan adequately aligned with CIPC requirements with many value adds; detailed samples, templates, tools used in the past projects indicated with additional reporting/feedback and management meetings with CIPC</p>						20	
4.	<p>Technical Scope Requirements Refer to above par 3 (3.1 to 3.26)</p> <p>NB: Bidders must respond systematically and address separately and clearly marked all requirements, indicate understanding, approach, methodology, technology, systems etc. to be used as per TOR from point 3.1 to point 3.23. The scope of a cloud based contact centre and end-to-end telephony solution which enables the CIPC to interact with its internal as well as external stakeholders via an integrated system, irrespective of locality or device must be properly articulated.</p> <p>Ratings to be awarded as follows:</p> <p>Score = 1: Proposal does not address the above requirements</p> <p>Score = 2: Proposal covers some of the requirements of the document</p> <p>Score = 3 Proposal covers all of the CIPC requirements outlined in the document and all required documents provided,</p> <p>Score =4: Proposal covers all of the CIPC requirements outlined in the document, all required documents provided, methodology technology/systems</p> <p>Score =5 Detailed proposal covers all of the CIPC requirements outlined in the document, all required documents provided, approach, methodology technology/systems and value add</p>						40	
	TOTAL						100	

Note:

1. Functionality will count out of 100 points. Bidders must achieve a minimum score of **60 points out of 100** on the functionality evaluation to proceed to the next phase.
2. **BIDDERS THAT ACHIEVE LESS THAN 60 POINTS ON FUNCTIONALITY WILL BE DISQUALIFIED FOR FURTHER EVALUATION**

PHASE 3: PRICING AND PREFERENTIAL PROCUREMENT POLICY

Please Note: CIPC 6.1 Preference Points Claim Form in terms of the PPPFA is attached for claiming above mentioned points, if not completed the company will automatically score 0 points.

Preferential Procurement Policy

The bidders that have successfully progressed will be evaluated in accordance with the **80/20** preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000).

Pricing

Pricing will be calculated using the lowest price quoted as the baseline, thus the lowest price quoted will achieve full marks, while all other quotes will achieve a weighted average mark based on the lowest price.

Description	Total
Price	80
BBBEE	20
Total	100

- Provide fixed price quotation for the duration of the contract
- Cost must be VAT inclusive and quoted in South African Rand
- Costing should be aligned with the project activities / project phases

BROAD BASED BLACK ECONOMIC EMPOWERMENT (BBBEE)

- Provision of the Preferential Procurement Policy Framework Act (PPPFA), Act 5 of 2000 and its regulations 2017 will apply in terms of awarding points.
- Preference Points Claim Form, SBD 6.1 should be completed and signed by the bidder to be able to claim preference points.
- Calculation of points for B-BBEE status level contributor:
- Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:
- Failure to submit a certificate from accredited verification agency substantiating the B-BBEE status level of contribution or is a non-compliant contributor, such bidder shall score 0 points out of the allocated maximum points for B-BBEE.

THE BIDDER WITH THE HIGHEST SCORE WILL BE RECOMMENDED AS THE SUCCESSFUL SERVICE PROVIDER.

ANNEXURE “A”: PRICING SCHEDULE



Companies and Intellectual
Property Commission
a member of the dtic group

11. BID COSTING

PRICING TABLE (TO BE COMPLETED; PRINTED AND INCLUDED IN THE SEALED ENVELOP -PRICE PROPOSAL) WITH THE FOLLOWING DOCUMENTS

1. SDB 3.3: PRICING SCHEDULE
2. SDB FORM 1: INVITATION TO BIDS FOR
3. A BIDDER **MUST** ATTACH **PRICE BREAKDOWN IN THE BIDDER'S COMPANY LETTERHEAD STATING UNIT COSTS AS WELL AS THE TOTAL BID PRICE INCLUSIVE OF ALL FOR THE DURATION OF THE CONTRACT**
4. BIDDER'S TO COMPLY WITH ALL CONDITIONS BELOW AS WELL AS THOSE ON PAGE 6 OF 19 AND PAGE WITH REGARDS TO PRICE

The costing should be based on all requirements of the terms of reference for a period 3 years, Pricing to be presented as per the tables below.

Prospective bidders **must submit a total price as per table below clearly indicating the unit costs and any other costs applicable**. The onus is upon the prospective bidders to take into account all costs and to CLEARLY indicate the price. Cost breakdown must be provided, covering all required aspects in this tender. **NB The total price must be carried over to the pricing schedule and will be used to evaluate the bids. Prices must be firm for the duration of the project. PRICE CARRIED OVER TO SDB FORM 3.3 AND SDB FORM 1 MUST INCLUDE ALL COSTS FOR THE DURATION OF ALL PERIOD STATED ABOVE UNDER PRICING. FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY INVALIDATE THE BID.**

Table 1: (format for price quotation):

Prospective bidders must submit a comprehensive proposal. The onus is upon the prospective bidders to take into account all costs for the duration and the price must be fixed for the duration of the contract.

- Cost breakdown must be provided, covering all required aspects in this tender.
- Configuration of system, integration with CIPC systems, maintenance and support.
- On-site support as and when requested during the maintenance period – Unlimited support. **CIPC should not be charged extra for transport to CIPC offices.** (where applicable)
- Ability to upgrade/scale to allow for additional functionality and/or licences on pay-as-you-go basis. There should be an option to discontinue with a specific service without a lengthy waiting period if required.
- CIPC should not be charged extra for transport to CIPC offices during installation or maintenance and support, or for meetings.

The following pricing table needs to be completed:

THE FOLLOWING PRICING TABLE NEEDS TO BE COMPLETED BY ALL BIDDERS: FAILURE TO COMPLY SHALL IMMEDIATELY INVALIDATE THE BID.

NO	PRICING	ONCE OFF FEE	YEAR 1 (VAT INCL.)	YEAR 2 (VAT INCL.)	YEAR 3 (VAT INCL.)	TOTAL (VAT INCL.)
1	Setup / configuration					
2	Project management during roll-out					
3	Training					
*4	Software acquisition <ul style="list-style-type: none"> LICENSES - Quote should be based on 50 licenses. (Call Centre) LICENSES - Quote should be based on 500 licenses.(back office) (Please indicate if there is a price difference between Contact Centre licenses and ordinary soft phone licenses) All Licenses need to be based on pay per usage .					
5	Hardware acquisition (if any)					
6	Services costs: <ul style="list-style-type: none"> all services Text and speech analytics Social media Webchat Other (Elaborate) 					
7	Support					
8	Any other costs (Elaborate)					
TOTAL PRICE INCLUSIVE OF VAT						

***NB:** a total of 550 licenses (50 Call Centre and 500 Back Office) will be required together with newly provisioned telephone numbers for CIPC employees. It is mandatory that the Call Centre number 086 100 2472 be ported from the DTIC. CIPC will appropriately allocate licenses where it sees fit and based on operational requirements.

Description	Price total		
	Year 1	Year 2	Year 3
TOTAL BID PRICE (CEILING) <ul style="list-style-type: none"> TO BE CARRIED OVER TO SBD3.3 AND FORM 1 DURATION OF THREE (3) YEARS (INCLUSIVE OF ALL) 			

FAILURE TO COMPLY WITH ALL THE ABOVE REQUIREMENTS FOR COSTING SHALL IMMEDIATELY INVALIDATE THE BID.



12. BRIEFING SESSION

THERE IS **A NON-COMPULSORY BRIEFING SESSION SCHEDULED FOR THIS BID.**

An optional briefing session shall be held in which potential bidders/individuals shall be briefed on the scope of the contract and provided the opportunity to have any uncertain aspects of the bid clarified. Tenderers are required to confirm their attendance. The session shall be held:

Non-Compulsory Briefing Session/Site Visit	VIRTUAL: VIA MS TEAMS
Date:	19 March 2021
Time:	11h30am
Date: for Confirmation of Attendance	16 March 2021
Details for Confirmation of attendance: <u>NB:</u> No Telephonic Confirmation Allowed	nmaqhula@cipc.co.za

a member of the dtic group

13. SUBMISSION OF PROPOSALS

Sealed proposals will be received at the Tender Box at the Reception, 77 Meintjies Street, Sunnyside, the dti campus, Block F.

Proposals should be addressed to:

Manager (Supply Chain Management)

Companies and Intellectual Property Registration Office

AT THE WEST GATE ON 77 MEINTJIES STREET,

CLOSE TO ENTFUTFUKWENI BUILDING (BLOCK "F"),

77 MEINTJIES STREET,

SUNNYSIDE, "THE DTI" CAMPUS,

PRETORIA.

14. ENQUIRIES

A. Supply Chain Enquiries

Mr Solomon Motshweni OR Ms Ntombi Maqhula

Contact No: (012) 394 3971 /45344

E-mail: SMotshweni@cipc.co.za OR Nmaqhula@cipc.co.za

B. Technical Enquiries

Mr Anand Moopanaar E-mail: amoopanaar@cipc.co.za

Ms Magda Swemmer: E-mail: mswemmer@cipc.co.za

BIDS OPENING DATE: 01 MARCH 2021

BIDS CLOSING TIME: 11: 00 AM

ORIGINAL BIDS CLOSING DATE: 07 APRIL 2021

NB: EXTENDED BIDS CLOSING DATE: 29 APRIL 2021

PLEASE NOTE: BID PROPOSALS MUST BE SUBMITTED TO CIPC OFFICES BEFORE OR ON THE BID CLOSING DATE AND TIME.

NB: IT IS THE PROSPECTIVE BIDDERS' RESPONSIBILITY TO OBTAIN BID DOCUMENTS IN TIME SO AS TO ENSURE THAT RESPONSES REACH CIPC, TIMEOUSLY. CIPC SHALL NOT BE HELD RESPONSIBLE FOR DELAYS IN THE POSTAL SERVICE.

**NB: COVID -19 REGULATIONS TO BE ADHERED TO
CIPC cloud ToR: 2802021**