SBD1

PART A

INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE)					
RFQ NUMBER:	**SANBI:Q12159 /2026**	CLOSING DATE:	**23 November 2026**	CLOSING TIME:	**11H00 AM**
THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE REQUIRES A SERVICE PROVIDER TO PROVIDE MAINTENANCE AND SUPPORT SERVICES OF THE AVAYA TELEPHONE AND TELEPHONY MANAGEMENT SYSTEM AT THE PRETORIA NATIONAL BOTANICAL GARDEN AND THE KIRSTENBOSCH NATIONAL BOTANICAL GARDEN FOR A PERIOD OF ONE YEAR					
BID RESPONSE DOCUMENTS MAY BE E-MAILED TO BELOW ADDRESSES:					
Submission of proposals: Proposals must be emailed to Ms. Noloyiso Giyama – N.Giyama@sanbi.org.za and copy **S.SCM-Quotations@sanbi.org.za** **Please state the Bid number as the reference number on the subject line when responding to the RFQ**					
No Compulsory site inspection					

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	Ms. Noloyiso Giyama	CONTACT PERSON	Vincent Moerane
TELEPHONE NUMBER	**012 339 2750**	TELEPHONE NUMBER	**012 843 5000**
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	N.Giyama@sanbi.org.za	E-MAIL ADDRESS	V.Moerane@sanbi.org.za

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] ☐ Yes ☐ No	B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] ☐ Yes ☐ 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?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS			
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ 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 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, 2017, 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 PIN 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: .....

SBD 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

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

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

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest1 in the enterprise,

employed by the state? **YES/NO**

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

Full Name	Identity Number	Name of State institution

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

2.2.1 If so, furnish particulars:

……

[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.

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

2.3.1 If so, furnish particulars:

……

3 DECLARATION

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

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

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

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

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING

[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.

ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

…… ……

Signature Date

…… ……

Position Name of bidder

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

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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
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

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

(e) 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

(f) **"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:

80/20 **or** **90/10**

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

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

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

80/20 **or** **90/10**

$$Ps = 80\left(1 + \frac{Pt - P\ max}{P\ max}\right) \quad \text{or} \quad Ps = 90\left(1 + \frac{Pt - P\ max}{Pmax}\right)$$

Where

Ps	=	Points scored for price of tender under consideration
Pt	=	Price of tender under consideration
Pmax	=	Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in 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) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

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: 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)
Categories of persons historically disadvantaged by unfair discrimination on the basis of race. 100% black ownership **(Points will be allocated based on the percentage of ownership per goal.** **Information will be verified on CSD. CSD must be attached as proof)**	10	
Categories of persons historically disadvantaged by unfair discrimination on the basis of gender. 100 % female ownership **(Points will be allocated based on the percentage of ownership per goal.** **Information will be verified on CSD. CSD must be attached as proof)**	5	
Categories of persons historically disadvantaged by unfair discrimination on the basis of disability. (Points will be allocated based on the percentage of **ownership per goal. Information will be verified on CSD. CSD must be attached as proof)**	5	
TOTAL	20	

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

[TICK APPLICABLE BOX]

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

……
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: …….

DATE: ……

ADDRESS: ……

……

……

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

In order for the South African National Biodiversity Institute (SANBI) to consider the bidder's response to the RFQ / RFP to become a service provider of the SANBI, it will be necessary for the SANBI to process certain personal information which the service provider may share with SANBI for the purpose of the RFQ / RFP, including personal information, which may include special personal information (all hereafter referred to as "Personal Information")

The SANBI will process the Service Provider's Personal Information in accordance with the SANBI Privacy Policy.

Access to your Personal Information and purpose specification

Personal Information will be processed by SANBI 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 SANBI. 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 SANBI'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 SANBI'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 SANBI permission to do so. The service provider understands that it is free to withdraw its consent on written notice to SANBI and the service provider agrees that the Personal Information may be disclosed by the SANBI to third parties, including SANBI'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.

THE SOUTH AFRICAN NATIONAL BIODIVERSITY INSTITUTE REQUIRES A SERVICE PROVIDER TO PROVIDE MAINTENANCE AND SUPPORT SERVICES OF THE AVAYA TELEPHONE AND TELEPHONY MANAGEMENT SYSTEM AT THE PRETORIA NATIONAL BOTANICAL GARDEN AND THE KIRSTENBOSCH NATIONAL BOTANICAL GARDEN

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1. Introduction and Background

The current SANBI operational telephone system at the Pretoria National Botanical Garden and the Kirstenbosch National Botanical Garden is owned and handsets and the current system is fully functional and does not warrant a replacement. On this basis all that is required is to appoint a Servicer Provider with Avaya accreditation to provide a maintenance and support contract for the current system with its annual license renewal requirement. The telephone is crucial to conduct the operational and corporate functions Gardens and to generate revenue through its client collaboration and communication capability. Operating with a system that is no longer under contract also bears compliance challenges and therefore it is essential that SANBI obtains a suitable service provider to ensure the functioning of the current operational telephone system and activate a new maintenance and support contract.

2. Invitation to Quote

SANBI invites suitably qualified and experienced Service Providers to submit proposals to provide maintenance and support services that ensure operational functioning of the current telephone system and to activate a new maintenance and support contract.

3. Scope of Work

The appointed Service Provider will be responsible for the resolution of the SANBI Telephony System faults logged by the SANBI within an agreed Service Level (SLA). SANBI requires an 8x5x4 Service Level Agreement (SLA) on software related incidents and 8x5xNBD (next business day) for hardware replacement.

Key maintenance and support services include but are not limited to the following;

- Avaya Annual Renewal for IP Office for 1 year
- License Renewal
- Reconfiguration of the telephony infrastructure in line with best practice and security standards, as well as when there are technology changes to the environment.
- Provide the SANBI with proactive information regarding new releases, software versions, BI-Annual Patching, and end-of-life announcements, including recommendations about whether and when the SANBI should upgrade.
- Monthly support and health checks:
    - Report on health system and alarms
    - Report on system usage
    - Call costs

The Service Provider must comply with the following requirements:

- Must have the capability and competent capacity to provide remote support (on-site when required)
- Must have experience in public sector deployment and footprint
- Must comply with international standards and best practice

4. Technical Responses:

Technical responses must include the following:

- Proposed maintenance and support of solution infrastructure (hardware, software, networking) in relation to the existing ICT architecture of SANBI

- A project proposal demonstrating their understanding of the work to be undertaken and ability to undertake the work
- A detailed description of the proposed methodology and deliverables
- Action plans detailing all aspects of the work to be undertaken and associated milestones and deliverables
- Cost details for each deliverable
- Details, qualifications, and experience of the service provider
- List of similar projects provided in the last three years with contract details of the client representative

5. Documents Required

5.1 Mandatory Requirements/Documents

Proposals must include the following documentation (**Failure to submit the required documentation WILL lead to disqualification**):

- Duly completed and signed **SBD forms (1,4 ,6.1)**
- A current copy of the Central Suppliers Database (CSD) registration report must be provided
- Proof of Public Liability
- Formal Quotation on a company letterhead
- Avaya Accreditation (Avaya ACIS, ACSS, AIPS or equivalent certifications)

5.2 Additional Documents

Each tender document should also include the documentation as indicated below. Failure to submit these documents will not result in disqualification, however, the information contained in them is required for evaluation purposes and failure to include these documents will be considered non-responsive

- Completed Supplier and Support Service Detail (Annexure A)
- Completed Service Capability (Annexure B)
- Completed Financial Implications (Annexure C)
- Relevant Project Experience Template (Annexure D)

All documents must be neatly bound, clearly labelled, and include a Table of Contents.

6. Evaluation Criteria

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in the following stages:

The first stage will evaluate functionality according to the criteria listed in the table below:

Technical Evaluation Criteria

No.	Criteria	Sub-criteria		Weight
1.	**MAINTENANCE AND SUPPORT OF SOLUTION INFRASTRUCTURE**			**40**
`	The maintenance and support of the Avaya Infrastructure needs to address the below 7 requirements: • Maintenance approach for hardware infrastructure servers eg Bi-annual Maintenance etc • Software maintenance and patch management procedures • Network support and monitoring approach • Backup, disaster recovery and business continuity provisions • Security management and vulnerability mitigation • Alignment and integration with SANBI's existing ICT architecture • Service levels, escalation procedures and support model	all 7 requirements are met	40	
		requirements linked to 6 of the 7 points are met	32	
		requirements linked to 3 of the 7 points met.	24	
		requirements linked to 2 of the 7 points are met	16	
		requirements linked to 1 of the 7 points is met	8	
		requirements are not met.	0	
2.	***COMPANY EXPERIENCE & TRACK RECORD***			**30**
2.1	Signed reference letters from current or recent clients for which similar work has been done in the last five years. The reference letters must clearly indicate the nature and scope of the services provided, the amount, and the period during which the services were rendered. They must be on the clients' official letterhead, signed by an authorised representative and include contact details for verification purposes. **Note:** **Reference letters issued by the bidder, its parent company, subsidiary, sister company, affiliate, or any related entity will not be accepted**	Five (5) clients reference letters	15	
		Four (4) clients reference letters	12	
		Three (3) clients reference letters	9	
		Two (2) clients reference letters	6	
		One (1) client reference letter	3	
		No submission	0	
2.2	**Qualifications, Skills and Experience of personnel**			
	Qualifications, Skills and Experience of personnel • One employee; with Avaya Certified Implementation Specialist certificate **AND**	Avaya certified implementation specialist certificate and Avaya certified support specialist certificate with 4 years relevant experience to the scope of work	15	
		Avaya certified implementation specialist certificate and Avaya	12	

	Avaya Certified Support Specialist certificate **(The dedicated personnel for this project must Avaya ACIS, ACSS, AIPS or equivalent certifications**)	certified support specialist certificate with 3 years relevant experience		
		Avaya certified implementation specialist certificate and Avaya certified support specialist certificate with 2 years relevant experience	9	
		Avaya certified implementation specialist certificate and Avaya certified support specialist certificate with 1 years relevant experience	6	
		Avaya certified implementation specialist certificate and Avaya certified support specialist certificate with less than 1 years relevant experience	3	
		No qualifications submitted	0	
3.	**TECHNICAL MERIT OF THE PROPOSAL**			**30**
	Proposed methodology and approach addressing all the services identified in the scope of work. **(Bidder must submit at least up to 5 pages addressing the scope of work)**	Understanding of SANBI requirements: Understanding of the current telephony environment	5	
		Support methodology and service delivery approach	5	
		Risk Identification and Mitigation strategies	5	
		Maintenance and support Plan • Fault management process • Change management procedures • Configuration backup and recovery services	5	
		Service Level Agreement: • Incident response and resolution times • Escalation procedures • Availability of support staff and after hours supports	5	
		Knowledge Transfer: • Operational Documentation • Administrator Training and knowledge transfer	5	
	TOTAL			**100**

Service Providers who fail to score a minimum of 70 points out of a possible 100 points on functionality will not be eligible for further consideration.

The **second stage** will evaluate the price and specific goals points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No.5 of 2000), the 80/20- point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded on specific goals as per below:

SPECIFIC GOALS

Table 3

Category	Allocated Points
Categories of persons historically disadvantaged by unfair discrimination on the basis of race – 100% black ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	10
Categories of persons historically disadvantaged by unfair discrimination on the basis of gender – 100% Female (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	5
Categories of persons historically disadvantaged by unfair discrimination on the basis of 100% disability ownership (Points will be allocated based on the percentage of ownership per goal. Information will be verified on CSD. CSD must be attached as proof)	5
Total Maximum Points	20

Sufficient information must be provided to allow the Bid Evaluation Committee to evaluate submissions against these criteria. The highest scoring bidder in terms of price and specific goals will be recommended for appointment.

7. Contract Period

The appointment as a successful Service Provider shall be subject to all parties agreeing to mutually acceptable contractual Terms and Conditions. The contract will be for a period of twelve (12) months (1 year.) In the event of all parties failing to reach an agreement within 30 days from the appointment date, SANBI reserves the right to appoint the second highest scoring bidder, or to re-advertise should that Service Provider is not acceptable.

8. Availability of RFQ Documents

Potential Service Providers are requested to download the documents from the SANBI website: www.sanbi.org.(click on " Opportunities)

9. Submission of Proposals

Submission of proposals: Proposals should be emailed to S.SCM-Quotations@sanbi.org.za

Closing date for submissions: 23 November 2026@11h00 am

Emailed applications must not be more than 10MB in size.

Request for further information on these specifications must be emailed to: **b.pekeur@sanbi.org.za**

10 . General

Unless specifically requested, all documentation submitted to SANBI will not be returned to the bidder. All received information will be treated with confidentiality by SANBI.

10.1 Non-Disclosure Agreement

SANBI reserves the right to require the successful bidder to enter into a non-disclosure agreement.

10.2 Costs

The RFQ does not obligate SANBI to pay for any costs of any kind whatsoever that may be incurred by the potential Service Provider or any third parties, in connection with the submission.

10.3 Intellectual Property

All submitted responses should not use any intellectual property of SANBI including, but not limited to: All logos, registered trademarks, or trade names of SANBI, at any time without the prior written approval of SANBI, as appropriate.

All documentation, software customization and/or any intellectual property developed by the appointed Service Provider during the duration of this contract shall become the property of SANBI.

ANNEXURE A

Supplier and Support Service Detail

Company Name	Registered on Central Supplier Database (Y/N)	CSD No	Product Name	Version Release Date

Is your product recommended by any international authority (Y/N)	Name of Authority	Comments

ANNEXURE B

Support Service Capability

Functionality	Yes	No
Enterprise Edition		
Have a centralized managed support console		
Perform system software updates		
Must have 24 x 7 technical support		
On-Premise Deployment		
Cloud Deployment capability		

ANNEXURE C (This annexure will be used for pricing evaluation)

Financial Implications: Indicate support services and Licensing costs in the table below

Item	Cost
Software Installation and Deployment	
Managed Support services (hours p/m) **Quote for rate per hour**	
Annual license renewal of Avaya IP office	
Total (Excl. VAT)	
Total Solution Costs (Inc. VAT)	


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