

## RFP00033/2014 TO PROVIDE WORKFORCE MANAGEMENT REPLACEMENT SOLUTION

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**Description: RFP FOR WORKFORCE MANAGEMENT REPLACEMENT SOLUTION**

### **PHASE 1: PRE-QUALIFICATION CRITERIA**

Potential Bidders have to comply with the following pre-qualification criteria/critical criteria. Non-compliance to any one of these criteria or no supporting documentation supplied as requested will invalidate a bid.

**Without limiting the generality of Telkom's other requirements for this RFP, a Respondent must submit the documents listed in Table 1 below. Where a pro forma document must be completed same is provided under the relevant Attachment - Required Documents attached to this RFP.**

**Documents must be completed and signed by the duly authorised representative of the prospective Respondent in accordance with the Pro Forma Authority Form for Signatory. The Respondent's tender may be disqualified for non-submission of any of the documents. The Respondent's tender may be disqualified for non-submission of any of the documents.**

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PRE-QUALIFICATION CRITERIA	NAME OF THE DOCUMENT TO BE SUBMITTED	NON-SUBMISSION SHALL RESULT IN DISQUALIFICATION?	RESPONSE REQUIRED
As at the closing date of this RFP, the Respondent must have a valid SARS Tax certificate. A valid SARS certificate must be attached to the tender response.	VALID ORIGINAL SARS TAX CERTIFICATE	YES – Please submit a valid original certificate.	Bidders must Submit a valid original Tax Clearance certificate. Failure to submit will result in disqualification from the RFP process.
The following required documentation to be properly completed, signed and submitted by a Respondent.	PRO FORMA AUTHORITY FOR SIGNATORY	YES – Please submit an original signed document.	Bidders must read and complete this document in spaces allocated in the template. Bidders must ensure that this document is signed off by a duly authorized person (same person that signs on behalf of the company throughout the document). This document must be witnessed accordingly and a copy of the board resolution must be attached. Failure to attach a board resolution and complete the document as per the spaces provided will result in disqualification.
	DECLARATION BY RESPONDENT	YES – Please submit an original signed document.	Bidders must read and complete this document in spaces allocated in the template. Bidders must ensure that this document is signed off by a duly authorized person (same person that signs on behalf of the company throughout the document). This document must be witnessed. Failure to complete the document as per the spaces provided will result in disqualification.
	DECLARATION OF INTEREST	YES – Please submit an original signed document.	Bidders must read and complete this document in spaces allocated in the template. Bidders must ensure that this document is signed off by a duly authorized person (same person that signs on behalf of the company throughout the document). This document must be witnessed. Failure to complete the document as per the spaces provided will result in disqualification.
	SUPPLIER'S CODE OF CONDUCT	YES – Please submit an original signed document.	Bidders must read and complete this document in spaces allocated in the template. Bidders must ensure that this document is signed off by a duly authorized person (same person that signs on behalf

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			of the company throughout the document). This document must be witnessed. Failure to complete the document as per the spaces provided will result in disqualification.
	<b>PREVENTION OF FRAUD &amp; CORRUPTION QUESTIONNAIRE</b>	<b>YES – Please submit an original signed document.</b>	Bidders must read and complete this document in spaces allocated in the template. Bidders must ensure that this document is signed off by a duly authorized person (same person that signs on behalf of the company throughout the document). This document must be witnessed. Failure to complete the document as per the spaces provided will result in disqualification.
	<b>AGREEMENT ON OCCUPATIONAL HEALTH AND SAFETY IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT 85 OF 1993 (AS AMENDED)</b>	<b>YES – Please submit an original signed document.</b>	Bidders must read and complete this document in spaces allocated in the template. Bidders must ensure that this document is signed off by a duly authorized person (same person that signs on behalf of the company throughout the document). This document must be witnessed. Failure to complete the document as per the spaces provided will result in disqualification.
This RFP and all the required documents listed herein must be submitted timeously and must be properly completed and duly executed by the duly authorised signatory of a Respondent.		<b>YES – Please submit all original and/or certified signed documentation as indicated in this RFP.</b>	

### **TECHNICAL PRE-QUALIFICATION CRITERIA (CRITICAL)**

Telkom also reserves the right to disqualify and eliminate any Bidder from the technical evaluation process should one or any of the technical critical criteria not be met.

- a. Telkom requires that the vendor SHALL confirm and provide customer proof of a successful running installation in the Telecommunications environment with at least 2000 field technicians.
- b. The solution SHALL cater for concurrent dispatch orders.
- c. The solution SHALL be able to aggregate work orders.
- d. The solution SHALL cater for SDO and LDO work orders.
- e. The solution SHALL cater for caching and offline communication in cases where online connection is not available.

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- f. The solution SHALL support two way integration using XML via API's and HTTPS.
- a. The system SHALL cater for configurable Forecasting (i.e. predict resource requirements for a specific day or period per area for specific conditions).
- b. The solution SHALL have configurable integration to SAP via SAP PI out of the box.
- c. The solution SHALL have configurable integration to Enterprise GIS (ESRI based) solutions to present the location of inventory on the mobile device.
- d. The mobile solution SHALL support device wizards per technology to aid in repair and installation processes. This wizard SHALL be fully flexible and be able to handle a workflow.
- e. The mobile solution SHALL be able to work offline based on limited functionality in remote areas via off line and remote technologies like 2G, SMS, and POTS, etc.
- f. The system SHALL cater for hierarchical business rules.

### 2. Bid Document Collection

The bid document can be collected from the Telkom SA SOC Ltd Tender Office at the following address:

**Telkom Tender Office (below the overhead bridge)  
Lower ground floor of Telkom Tower South,  
179 Johannes Ramokhoase Street (formally known as Proes Street),  
PRETORIA CBD**

Contact Person: **Benji Ramatlakana**  
Contact details: **(012) 311 3364**