



**RFB 0005/2008 REQUEST FOR BID FOR THE PROVISION OF CALL CENTRE
(TEMPORARY AND PERMANENT PLACEMENT) SERVICES TO
TELKOM SA LTD IN SOUTH AFRICA**

Closing date & Time:	2008-02-04 @ 11H00
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Document Fee:	R50.00.

SCOPE:

- Telkom wishes to invite Black Owned and Managed companies to bid for the above mentioned RFB 0005/2008.
- Please note that Telkom has set the following clear Critical Criteria

The following critical criteria will apply for evaluation of the RFB. Non-compliance to these criteria shall invalidate your bid and lead to disqualification. Compliance certificates have been provided in Section 5, and must be completed by the Bidder/s for evaluation to prove compliance to the critical criteria.

- 1.1 The Bidder shall have at least fifty one percent (51%) effective Black equity ownership. Preference will be given to Bidder/s with at least thirty percent (30%) black female equity ownership.**

The Bidder shall be a registered legal entity that is owned and controlled by South African Blacks, as evaluated by Telkom.

Documentary proof as indicated below required to substantiate compliance to this criteria:

- **Certified copy of the latest valid Shareholders certificate issued by CIPRO**
- **Certified copy of Shareholders agreement/Joint Venture Agreement.**



- Certified copy of valid South African Identity document of all shareholders.
- Detailed breakdown of shareholding in the following format:

Full name/s	Surname	Male	Female	African	Coloured	Indian	White	SA citizen Yes/No	Percentage shareholding

1.1.1 Please note that should a Joint Venture be formed, the details of this Joint Venture should be stipulated as well.

Bidder” shall be a registered legal entity (excluding trusts) submitting a BID and whose name appears or is indicated on the “Conditions and Undertakings by Bidders”. **However, it must be noted that the individual parties/entities within the Joint Venture must individually have a minimum of 30% effective black equity ownership with an overall compliance with the requirements as set above in paragraph 2.1.1.**

1.2 Twenty four (24) months experience.

The Bidder must have at least twenty four (24) months experience in the Call Centre staff recruitment business as well as the placing of skills. In the event of a newly formed Joint Venture, the members/shareholders must have twenty four (24) months experience in the Call Centre staff recruitment business as well as the placing of skills.

Documentary proof required to substantiate compliance to this criteria:

- Certified copy of the Company registration certificate issued by the Registrar of Companies.
- Reference (name of company and contact details of representative at the company) of a customer whom placement agency services were rendered to, prior to 01 January 2006
- Where applicable, certified copy of the Joint Venture Agreement.



1.3 Full compliance to Telkom's Standard Commercial Terms and Conditions as well as the Bid conditions

The Bidder/s must fully comply with the Telkom Standard Commercial Terms and Conditions applicable to the provision of temporary and permanent placement services. The bid/s will be evaluated in respect of compliance to each condition in **Section 2, 2.4 and Telkom's Standard Commercial Terms and Conditions for Services in Section 2, 2.5.**

1.4 Bidder/s must have a valid Labour Broker Exemption Certificate (IRP30)

The Bidder/s must submit proof that they are in possession of a current valid Labour Broker Exemption Certificate (IRP30), issued by the South African Revenue Services (SARS), in terms of paragraph 5 of the 4th Schedule to the Income Tax Act, Act 58 of 1962.

The Bidder must provide a valid Labour Broker Exemption Certificate (IRP30) in the name of the Bidder/s, not the holding company or a fellow subsidiary. If the Bidder is a Joint Venture, a copy of the Joint Venture Agreement should accompany the valid Labour Broker Exemption Certificate, and each member to the Joint Venture should be in possession of his own valid IRP 30.

Should a Joint Venture be newly formed and is successful in this BID, then an additional requirement would be the submission of a valid IRP30 within 14 days from award of this BID.

1.5 Agency transfer fee/s

Should an existing Service Provider/s contract be terminated for any reason - The outgoing Service Provider/s is expected to handover his Telkom employed temporary staff to another Service Provider/s at the following rate: 10% of monthly salary based on 176 (8 hours per day x 22 average working days per month) hours worked per month.



1.6 Profit Margin

Although Telkom does not prescribe to the Bidder/s in terms of profit margins, it endeavours to ensure that no unnecessary floor crossing takes place and therefore requires the Bidder/s to have a profit margin of 65:35, of which a minimum of 65% of the total fee be payable to the temporary agent/s.

Telkom reserves its right to audit at any time the implementation of the fee payable to the agent/s.

1.7 National Capability (refer to Specification)

Bidder must have infrastructure to source staff in the following Cities:

- Cape Town
- Durban
- Pretoria / Johannesburg

NB: Bidder/s cannot choose to deliver a service only in the above-mentioned selected cities. The Bidder/s must have the infrastructure, resources and ability to deliver a service in all the cities indicated.

Documentary proof required to substantiate compliance to this criteria:

- **Certified copy of valid lease/bond agreement which must be valid until end of 31 May 2008, at least**
- **Certified copy of Telephone /Municipal rates account stating address of offices which is not older than 3 months.**
- **Name and contact number of responsible person of office**
- **Number of Computers available in each office**

1.8 Churn Strategy

- Telkom: CENTRE FOR LEARNING shall provide the Initial Training for temporary employees referred by the Service Provider/s. The remuneration costs shall be for the Service Provider/s' account for the duration of the training period.
- Only candidates that have successfully completed the training programme shall be considered for placement. Placement shall be dependent on business requirements at the time of completion.



- Where the churn rate for temporary staff is higher than 3% in a particular city, the training cost for the temporary employee to the amount of R600.00 per day will be recovered from the Service Provider/s.
- Should a permanent employee placed by the Service Provider/s resign or be lawfully dismissed for any reason whatsoever, within a six month (6) period, from the commencement date of employment within Telkom, the Service Provider/s shall at the option of Telkom, replace the employee with another candidate approved by Telkom, or refund Telkom 100% of the conversion fee.

1.9 Leveraged Resources

- For every group of between 12 and 18 temporary staff members adopted from a single Service Provider/s – The Service Provider/s is to provide an Operations Manager at their cost to oversee the group. The selected temporary Operations Manager shall be an experienced agent from the respective business environment within Telkom.
- This provision shall be made within one month of the Temporary Staff cluster assuming duty within the Call Centre.
- The Service Provider/s shall ensure that the Temporary Operations Manager is developed with appropriate supervisory skills.

THE TENDER DOCUMENT CAN BE OBTAINED FROM TELKOM TENDER OFFICE AT THE FOLLOWING ADDRESS:
ATTENTION:WILLIE SENEKAL
TEL 012 311-3364
TELKOM TOWERS SOUTH
LOWER GROUND
179 PROES STREET
PRETORIA
0001

NB:Telkom's Tender Office will be open on Saturday 26 January 2008, from 08:00 to 12:00, for the collection of bid documentation/cd's.

BIDDER'S CONFERENCE IS SCHEDULED AS FOLLOWS:

Date: 25 January 2008 (Friday)
Time: 11:00am
**Venue: Telkom SA Limited
Strelitzia Conference Room
First (1st) Floor
Telkom Towers North
152 Proes Street
Pretoria**