



Telkom Tenders

RFB 0054/08

Request For Bid for the provision of an additional professional and cost effective Crime Hotline by an independent external administrator

Closing date and time: 2008/07/04 @ 11h00

Contact Person: Jay Pillay

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Bidders Conference: 2008/06/20 @ 11h00 – 13h00

Telkom Towers North

152 Proes Street

Protea Room

Pretoria

Cost of document: R50.00

Scope:

Open Bid for the provision of an additional professional and cost effective Crime Hotline by an independent external administrator for a period of three (3) years.

Critical Criteria:

- 1) The Bidder's must have a minimum of twenty five point one percent (25.1%) and more Black Shareholding.

The black supplier shall mean a legal entity that is 25.1% and above beneficially owned and managed by black people. Black supplier shall also mean any natural person or legal entity that is bonafide South African as defined in the Codes of Good Practice with reference to (African, Coloureds, Indians, black women, designated groups and naturalized South Africans) who are commercially active on an ongoing basis to add commercial value.

- 2) The bidder must currently operate an Ethics / Hotline type of call centre. An Ethics/Hotline call centre is where employees and members of the public can report alleged criminal activities, i.e. theft, fraud, corruption and other dishonest acts being perpetrated against or by the company (e.g. Telkom). The bidder shall provide a letter of reference from their customer(s) in which the solution was deployed. The letter of reference must be signed by the CEO of the company or equivalent.
- 3) The bidders shall at least offer solutions:
 - a) that have IP Security; and
 - b) the encryption algorithm strength must be at least AES 128bit.

Location: National

The bid document can be obtained from Telkom's tender office at the following address:

Att: Maritjie Mattheus



Telkom Tenders

Tel: (012) 3113364
Telkom Tower South Building
Lower Ground Floor
179 Proes Street
Pretoria