



## Telkom Tenders

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### RFB 0105/2008: TO OBTAIN THE SERVICES OF AN EXPERIENCED REPUTATION MANAGEMENT SERVICE PROVIDER.

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Publish date	:	2008/08/19
Closing date & Time	:	2008/09/11 @ 11:00
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Cost of document	:	R 50.00

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#### **Description:**

Corporate Communication has identified a need to obtain the services of an experienced Reputation Management service provider.

#### **Critical Criteria**

The following critical criteria will be used to evaluate:

1. The bidder must have continuously rendered reputation management services for at least two years prior to the publishing date of the Bid document. (Note that two years experience can be individually or collectively in case of subcontracting other services except for the development of Reputation Strategy).

In order for the bidder to qualify for critical criteria mentioned above, the following must be provided:

- The bidder must provide at least two references from two different corporate clients, for which the bidder has provided reputation management services in a written form. (A corporate client refers to a legal entity that has over a 1,000 customers or employees that have been serviced. A letter of reference in this regard will suffice, and it must stipulate and confirm their number of employees)
- The references must stipulate for which period the service was rendered and the duration of the bidder's involvement.
- References must be on an official corporate letterhead of the client and signed by a senior client representative.

2. The bidder must provide a case study of a Reputation Management strategy and implementation plan for a previous corporate client, preferably a company listed as reference.

3. The bidder must not outsource and or subcontract Reputation strategy

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development as it must be a key output of the bidder. (The bidder must confirm in writing that the reputation strategy development will not be outsourced).

**NB: For the purpose of evaluation, where reference is required, full supporting information is required.**

**NB \* Bidder's conference on;**

Date: 1 September 2008

Venue: Erica Conference Room, Pretoria.

Time: 10h00 to 12H00

**The bidders' conference is not compulsory**

The bid document can be obtained from Telkom's Tender Office at the following address:

Attention: Marietjie Mattheus  
179 Proes Street  
Pretoria  
0002  
Telephone No.: 012 311 3009