



Telkom Tenders

RFB 0151/2009 FOR THE PROVISION OF KNOWLEDGE MANAGEMENT SYSTEM FOR THE TELKOM CUSTOMER FACING CONTACT CENTRES

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Description:

RFB 0151/2009 for the provision Knowledge Management System for the Telkom customer facing Contact Centres

Critical Criteria

The following critical criteria will be used to evaluate tenders:

1. The service provider must have a minimum 25.1% effective Black Ownership. (Bidder must complete Volume 1 Part 9, Supplier Evaluation)

Note: In order to qualify for the Critical Criteria number (one) 1.

The bidder must submit proof of ownership in the form of;

- Share certificates
- Registration documents
- Proof of South African citizenship by Shareholders and
- Shareholder's agreements

2. The OEM must supply a letter on an original company letterhead signed by the CEO (or someone duly authorized to sign off product performance) confirming the solution:

- has full system integration capabilities to Clarify version 10 and 12; and
- fully comply to the attached document [ITSD-005565](#).



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

**179 Proes Street, Telkom Tower South,
Lower Ground, Floor 179.**

The contact telephone number is : **012 – 311 3364**

Bidder's conference on:

Date: 12 May 2009

Venue: Disa Conference Room, Telkom Towers North, 152 Proes Street,
Pretoria, 1st Floor

Time: 10:30AM to 12:00PM