



## Telkom Tenders

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### **RFB 0201/2009 FOR A KNOWLEDGE MANAGEMENT SYSTEM FOR THE TELKOM CUSTOMER FACING CONTACT CENTRES**

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Publish Date: 03 August 2009  
Closing Date: 21 August, 2009 - Friday  
Time: 11:00AM  
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e-mail : vevezana@telkom.co.za

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#### **Description:**

RFB 0201/2009 for a Knowledge Management System for the Telkom customer facing contact centres

### **BIDDERS MUST INDICATE IF THEY COMPLY WITH THE FOLLOWING CRITICAL CRITERIA:**

#### **1. Critical Criteria**

##### **1.1 Black Economic Empowerment Effective Black Ownership of twenty five percent (25.1%)**

**The Bidder shall be a registered legal entity as evaluated by Telkom.**

The following documentary proof is required to substantiate compliance to the Critical Criteria:

All company registration documentation, as per the BEE questionnaire in the tender document e.g.

- certified copy of the latest valid Shareholders certificate
- certified copy of shareholders agreement & other legally certified docs
- ID docs



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### 1.2 Technical Compliance

No	Requested	Information Supplied	
		YES	NO
1.	Integration Capabilities to <b>Clarify 12</b>		

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

**Telkom Tower South,  
Lower Ground Floor,  
179 Proes Street,  
Pretoria Central**

The contact telephone numbers are: **012 311 3364** and **012 311 3009**

#### **Bidder's conference on:**

Date: 14 August 2009

Venue: Protea Conference Room, Telkom Towers North, 152 Proes Street, Pretoria, 1<sup>st</sup> Floor

Time: 11h00 – 13h00

**Bid document cost: R50**