



BID PUBLICATION

RFB 0267/2010: THE PROVISION OF PERMANENT AND TEMPORARY PLACEMENTS FOR THE TELKOM CONTACT CENTRE AND CUSTOMER INTERFACE AREAS.

Closing date & Time:	2010.06.11 @ 11H00
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Document Fee:	R50.00

1.0 SCOPE:

Telkom wish to invite potential Bidder/s to bid for the provision of Permanent and Temporary placements for the Telkom Contact Centre and Customer Interface areas.

2.0 CRITICAL CRITERIA REQUIREMENTS:

The following critical criteria will apply for evaluation of the RFB. Non-compliance to these criteria or no supporting documentation supplied with the RFB response may invalidate your bid.

2.1 The Bidder shall have at least fifty one percent (51%) effective Black equity ownership of which thirty percent (30%) must be 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.**
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- **Certified copy of the Joint Venture Agreements (The bidding company (JV) must be a legally registered entity).**
- **Certified copy of valid South African Identity document of all shareholders.**
- **Detailed breakdown of shareholding in the following format:**

Item	Please provide a complete list of all shareholders (Black & Other) Indicate with percentage as appropriate.										
	Name	Exercisable Voting Rights		Economic Interest		Indicate Percentage %					
		Black People (%)	Black Female (%)	Black People (%)	Black Female (%)	African	Coloured	Indian	White	Gender	* Designated Groups
1											
2											
3											
4											
5											
6											
Total percentage											

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

2.2 Twenty four (24) months experience.

The Bidder must have at least twenty four (24) months experience in the provision of staffing and service provision solutions.

Documentary proof required to substantiate compliance to this criterion:

- **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 Contact Centre services were rendered to, prior to 01 April 2008.**
- **Where applicable, certified copy of the Joint Venture Agreement**



2.3 Agency transfer fee/s

Should an existing Service Provider/s contract be terminated for any reason – the out-going Service Provider/s is expected to hand over his Telkom employed temporary staff to the new Service Provider/s at the following rate, payable by the new Service Provider/s: 10% of monthly salary based on 176 (8 hours per day X 22 average working days per month) hours worked per month.

2.1.4 Staff Movement

- 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 per day will be recovered from the Service Provider/s.

2.5 Additional 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 (supervisor) at their cost to oversee the group. The selected temporary Operations Manager (supervisor) may 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 (supervisor) is developed with appropriate supervisory skills.



BIDDER'S CONFERENCE:

Date: 02 June 2010 (Wednesday)

Venue: Telkom SA Limited
152 Proes Street
Telkom Tower North building
First (1st) Floor, Strelitzia Conference Room
Pretoria

Time: 09:00am till 11:00am

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

Attention: Marietjie Mattheus
Tel: (012) 311 3009
or
Benji Ramatlakana
(012) 311 3364
Telkom Towers South
Lower Ground Floor
179 Proes Street
Pretoria
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