

## Telkom Tenders

**RFI 00064-2014 TO SOLICIT INFORMATION REGARDING THE FACILITIES MANAGEMENT SERVICE INDUSTRY PRACTICES, AS WELL AS THE FINANCIAL AND TECHNICAL CAPACITY, AND PERFORMANCE MANAGEMENT FRAMEWORKS OF FACILITIES MANAGEMENT SERVICE PROVIDERS IN THE MARKET**

Publish Date : 22 October 2014  
 Closing Date : 07 November 2014  
 Time : 11h00  
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 Document Cost : R50  
 Method of Payment : **Cash Only** for purchase at the Tender office. In the event of payment at a TDS (Telkom Direct Shop) the original proof of payment to be submitted on collection.

**Description:**

**REQUEST FOR INFORMATION TO SOLICIT INFORMATION REGARDING THE FACILITIES MANAGEMENT SERVICE INDUSTRY PRACTICES, AS WELL AS THE FINANCIAL AND TECHNICAL CAPACITY, AND PERFORMANCE MANAGEMENT FRAMEWORKS OF FACILITIES MANAGEMENT SERVICE PROVIDERS IN THE MARKET**

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**1. RFI Criteria**

Respondents are invited to complete and submit the RFI response document by 7 November 2014.

The questionnaire set out below, pertains to Facilities Management Providers. Respondents are required to provide a response to all questions, as well as submit all appropriate supporting documentation where requested.

Number	RFI Criteria	Question / Request	Response / Supporting Documentation
1	Experience	Provide the number of years of experience in Facilities Management for the following services: <ul style="list-style-type: none"> <li>Soft services</li> <li>Technical Services</li> <li>Project Management</li> </ul>	<Insert number of years of experience, list of services provided, and size of portfolio managed (square meters): Soft Services>  < Insert number of years of experience, list of services provided, and size of portfolio managed

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			<p>(square meters): Technical Services&gt;</p> <p>&lt; Insert number of years of experience, list of services provided, and project value managed (South African Rands): Project Management&gt;</p>
2	Company Information	Provide your organisational Structure	Company organisation structure
		<p>Provide a view of your internal and external capabilities by providing a skills matrix, per service type:</p> <ul style="list-style-type: none"> <li>• Soft services</li> <li>• Technical Services</li> <li>• Project Management</li> </ul>	Skills matrix
		<p>Indicate your financial position for the last 3 financial years:</p> <ul style="list-style-type: none"> <li>• Revenue</li> <li>• Net Profit</li> <li>• Total Assets</li> <li>• Shareholder's Equity</li> </ul>	<p>FY14: Revenue (R____) Net Profit (R____) Total Assets (R____) Shareholder's Equity (R____)</p> <p>FY13: Revenue (R____) Net Profit (R____) Total Assets (R____) Shareholder's Equity (R____)</p> <p>FY12: Revenue (R____) Net Profit (R____) Total Assets</p>

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			(R____) Shareholder's Equity (R____)
		Provide your most recent audited annual financial statements	Annual Financial Statements
3	Geographical reach	Do you have a national presence in the form of capacity and capability to provide Facilities Management Services in each province of South Africa in terms of: <ul style="list-style-type: none"> <li>• Soft Services</li> <li>• Technical Services</li> <li>• Project Management</li> </ul>	Soft Services: Yes / No  Technical Services: Yes / No  Project Management: Yes / No
		If yes, provide an overview of your customer footprint.  Also include an indication of which regions are serviced by the respondent itself and which regions are serviced through contractual relationships with third parties.	Customer footprint and physical addresses of your regional offices  View and scale (%) of in-house versus subcontracted services per region per service type
4	Scale	Indicate the national square metreage of your total portfolio serviced in your last financial year	< insert number of square metres serviced per region>  Provide the square meterage of the smallest and largest footprint across your managed portfolios, per region
5	Customer base	Do you have at least 1 existing significant facilities management contract in place that has a	Yes / No

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		comparable national footprint to Telkom?	
		If yes, provide an indicative value of the contract/s as well as an overview of services provided.	Customer contract/s overview
		Provide the performance management framework utilised for this contract and your performance against the agreed performance indicators for this contract	Performance management framework and performance results
<b>6</b>	Compliance and Accreditation	Are you compliant with the Occupational Health and Safety Act 85 of 1993 and associated Regulations, including but not limited to, applicable South African National Standards (SANS)?	Yes / No
		Are you certified with the International Standards in the management of Occupational Health and Safety (OHSAS 18001:2007) and Environmental Management Systems (ISO 14001:2004)?	Yes / No
		Do you have a Quality Management System ("QMS")?	Yes / No
		Provide details of accreditations, i.e. ISO, etc.	Accreditation details and copies of supporting documentation
<b>7</b>	Pricing/ Costing	Provide an overview of the	Pricing/Costing Model

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	Model	<p>current Pricing/Costing Models used with other customers for:</p> <ul style="list-style-type: none"> <li>• Soft Services</li> <li>• Technical Services</li> <li>• Project Management</li> </ul>	<p>overview, including the supporting “cost creep” risk management model for the following areas:</p> <ul style="list-style-type: none"> <li>• Soft Services</li> <li>• Technical Services</li> <li>• Project Management</li> </ul>
8	Methodologies and tools	<p>Provide an overview of the IT system (including but not limited to Project Management, Performance Management, Service Delivery Management, Building Information Management) in use to aid Facilities Management service delivery</p>	IT System Overview
9	Resource Model	<p>Provide an overview of the resource model that you utilise for the following areas:</p> <ul style="list-style-type: none"> <li>• Integration of services (in house and sub-contracted)</li> <li>• In house service provision</li> <li>• Service delivery management</li> <li>• Customer Support/Contact Centre</li> </ul>	Resource Models
		<p>Provide the approach that you, as a newly appointed service provider, use to manage transfer of staff from outgoing service providers</p>	Approach to labour management
10	Specific Capabilities:	<p>Do you have the capability for the provision of both Alternate Current (AC) and Direct Current (DC) power supply?</p>	<p>Yes / No</p> <p>Provide your business continuity process</p> <p>Provide typical SLA's with</p>

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			current vendors
		Do you have the capability for the provision of Heating Ventilation Air-conditioning and Cooling (HVAC) services?	<p>Yes / No</p> <p>Provide your business continuity process</p> <p>Provide typical SLA's with current vendors</p>
		Do you have the capability for the provisioning, maintaining and reporting of Instrumentation and Control Systems that is integrated with a centralised Building Information Management System?	Instrumentation and control system overview, including and (building/plant/equipment) lifecycle management and business continuity support process.
11	Case studies	<p>Cost optimisation and value generation:</p> <ul style="list-style-type: none"> <li>• Provide a case study of an initiative that you have implemented to support cost optimisation/value generation for a customer</li> </ul>	Case study details
		<p>Project Management:</p> <ul style="list-style-type: none"> <li>• Provide a case study of a staff relocation project that you have managed</li> <li>• Provide a case study of a building upgrade project (value &gt;R100million) that you have managed</li> </ul>	Case study details

## 2. Bid Document Collection

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

## **Telkom Tenders**

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**Telkom Tender Office (below the overhead bridge)  
Lower ground floor of Telkom Tower South,  
179 Johannes Ramokhoase Street (formally known as Proes Street),  
PRETORIA CBD**

Procurement Contact Person: **Jan Du Plessis**  
Contact details: **(012) 311 3540**

Tender office Contact Person: **Benji Ramatlakane**  
Contact details: **(012) 311 3364**