

Self-Register to gain access to our e-tenders:

<http://www.telkom.co.za/sites/aboutus/procurement/tenderbulletins/>

If you already have your log in and password, access detailed information at

<https://srmportal.telkom.co.za/iri/portal>

Note: You must first **register** using the first link. If registered already log in using the second link. Once you have registered please login and send Telkom you're **"Intend to Respond"** by clicking on **Request an invitation to this event** on the workbench under Upcoming Events, prior to the RFP Open for Response Date. Guidelines for registering and responding to RFPs are available on the Telkom tender Bulletin webpage. You will be able to view Phase 1 documentation once you have shown your "Intend to Respond" and you have been accepted into that tender event.

Phase 1 of the RFP will pertain to the Pre-qualification Criteria (Stage Gate 1 of the Preferential Procurement Policy Framework Act).

Phase 2 of the RFP will pertain to the technical solution and commercials (Stage Gates 2 and 3 of the Preferential Procurement Policy Framework Act)

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| Published by Telkom: | 18 September 2015 You must send Telkom your Intend to Respond prior to the RFP Open for Response Date |
| RFP Open for Phase 1 Response: | As soon as your "Intend to Respond" has been accepted. |
| RFP Phase 1 Closing Date | Electronic tender responses should be submitted Before 17:00pm 25 September 2015 |
| RFP Open for Phase 2 Response: | Only those Respondents who are successful with Phase 1 of the RFP shall be granted access to Phase 2 of the RFP and in doing so shall receive access to further RFP documents. <u>Only successful Respondents</u> will receive a notice from the e-Sourcing system advising them that the Phase 2 documents are available to view. |
| RFx No: | RFP-00040-2015 |
| DESCRIPTION: | RFP for Major Outsourcing of Customer Field Force Services which may result in the outsourcing of all or part of the Customer Service |

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| | Fulfilment and Assurance functions for products & services in mainly Consumer & Enterprise markets. |
| CONTACT DETAILS: | <p>All queries should be directed to the Discussions tab on e-sourcing. If not possible, please contact tender coordinator via email:</p> <p>Primary Contact: Michael John Lötter (012) 311 0848 (Office) LotteMJ7@telkom.co.za</p> <p>Secondary Contact: Ben van Zyl (012) 311 8434 (Office) Ben.vanzyl@Telkom.co.za</p> |

| MILESTONES | PLANNED DATE |
|---|--|
| Phase 1 process open to bidders to register 'Intent to Respond' | 18 September 2015 |
| Release Phase 1 RFP document to registered bidders | Once your "Intend to Respond" has been accepted. |
| Questions should only be submitted until two business days before the Phase 1 Closing Date. | 23 September 2015 |