

Tender Cover Letter

Tender Open for Response:	13 June 2018, 18:00 PM
Tender Closing Date	Electronic tender responses should be submitted before 23:00 PM (local RSA time) 2 July 2018
RFx No:	Doc144903708 - RFP for the Provision of Specialist Project and Programme Management Services
DESCRIPTION:	Request for Proposal for the Provision of Specialist Project and Programme Management Services
Compulsory Bidders Conference	20 June 2018 – 13:00 – 15:00 PM 61 Oak Avenue, Telkom Park, The Nexus - R-Nexus-GS-G-59 (Auditorium)
Final Date for Acceptance of Questions :	From: 13 June 2018 To: 27 June 2018
CONTACT DETAILS:	Primary Contact: Mollie Munyamana (012) 311-2696 (Office) munyamml@telkom.co.za Secondary Contact: Dabideen, Amith (012) 311-1966 (Office) AmithD@openserve.co.za
Vendor registration	<ul style="list-style-type: none"> • Vendors are urged to register on the Ariba platform to be invited for the tender. • The vendor registration period is strictly open from 13/06/2018 to 19/06/2018 • No late registrations will be entertained • After the vendor has registered, the vendor ought to inform the ARS team via email ars@telkom.co.za and quote the RFP number in order to be added into the bidders list. • Only upon registration will the vendor have access to all tender documentation • Refer to the attached guidelines for the Ariba registration process. Please direct all registration queries to ars@telkom.co.za and quote the RFP number.

IMPORTANT INSTRUCTIONS REGARDING THE TENDER DOCUMENTS

Please read the Tender Documents thoroughly, carry out all necessary investigations to ensure that you are adequately informed with accurate information or data provided by Telkom, obtain any additional information and make any enquiries that you believe necessary or appropriate, and then submit your Tender in accordance with the requirements of this Invitation to Tender.

Each Respondent must fully acquaint itself with all the conditions relating to the tender. If the Respondent has any doubt as to the meaning or interpretation of any of the Tender Documents, or any information in them, it should:

- ✓ Seek clarification from the Tender Coordinator; and
- ✓ Make its own enquiries and include a statement of the interpretation upon which the Respondent relies, and on which the Respondent's proposal(s) has been prepared.

Whilst Telkom will endeavour to ensure that any written information it provides to the Respondents in respect of the tender documentation is accurate, it gives no representation or warranty (express or implied) to the Respondents of accuracy, reliability, sufficiency or otherwise in relation to any information or data provided, whether contained in the Tender Documents or otherwise.

Pricing should be quoted in South African Rands (ZAR) unless requested otherwise on “Respondent Template”.

Pricing must be firm and fixed for the first twelve (12) months of the contract period. Firm prices are deemed to be the prices at which the service/s are rendered without any adjustments being made thereto over the first twelve (12) months of the contract period for any reason whatsoever. If applicable, the prices may be reviewed and negotiated for the second twelve (12) months of the contract period.

The prices quoted by the Respondent and negotiated by Telkom will form the contract prices and no changes or increases will be allowed by Telkom for incorrect information supplied by the Respondent.

If a Master Services Agreement (“**MSA**”) is included in Telkom's tender instructions, Respondent must respond to the requirements contained in the prescribed format.

Respondent's response to the MSA should be completed and form part of the Respondent's response to the tender. In completing the review of the MSA, Respondent should carry out the following:

- ✓ Where Respondent complies with the requirement without qualification, it should leave the requirement un-amended; and
- ✓ Where the Respondent does not comply with the requirement, it should make any deletions or insertions to the original wording using the Microsoft Word track changes function. In addition, after completing its proposed changes, Respondent should provide a concise explanation of the changes in a comment next to the relevant requirement.

Respondent must provide clear, concise and reasonable response. Respondent should not postpone responses. “**Respondent would be happy to discuss this at a later time**” is an example of a postponed response. If Respondent reserves its position on any requirements, then Telkom will treat the response as non-compliant.

Respondent should not view the possibility of requesting changes as an opportunity to re-write these documents. Telkom expects Respondent to comply with the requirements as written, and compliance

with these documents will be a critical component in the evaluation of Respondent's response to the Tender.

Should the Respondent wish to also submit alternative proposals, the Respondent may do so stating clearly the points of departure from the Invitation to Tender and/or the Tender Documents, the reasons therefore, and the advantages to Telkom if such alternative is accepted. However, Telkom shall be under no obligation, to consider such a non-conforming Tender and Respondents must provide a conforming Tender in any event.

Extensions of Tender Closing Date:

Telkom may in its sole and absolute discretion by written notice to all Respondents, extend the Tender Closing Date and/or Time.

Please note that no application for an extension too close to the Tender Closing Date and/or Time will be considered (within the last two (2) business days before Closing Date and/or Time).

If any Respondent applies for, and is granted an extension of time to submit or lodge its tender, the extension so granted shall apply to all Respondents who will be advised of the extended closing date for receipt of tenders, whether their tenders have or have not been lodged. **If you have already lodged your final response, and the extension is granted after your submission, your response will be marked "not final". You must resubmit your final response again, and no later than the extended Tender Closing Date and/or Time.**

Table of Contents

1	PURPOSE OF THIS REQUEST	5
2	DURATION OF THE CONTRACT	5
	2.1 Contract Details.....	5
3	GENERAL SCOPE AND SPECIFICATIONS	5
	3.1 Key Requirements	5
4	DETAILED SCOPE AND SPECIFICATIONS	5
	4.1 Product specification	5
	4.2 Performance and Payment.....	5
5	GUIDELINES FOR ARIBA REGISTRATION	6

PURPOSE OF THIS REQUEST

Openserve seeks to appoint a supplier for the manufacturing and supply of Micro-, Inner-, and Outer Ducts.

Please refer to the RFP documents for details on the specific requirements

THROUGH THIS TENDER, OPENSERVE CHIEF OPERATIONS OFFICE WANTS TO SCAN THE MARKET FOR END-TO-END PROJECT AND PROGRAMME MANAGEMENT COMPANIES TO ASSIST OPENSERVE IN MANAGING ITS NETWORK INFRASTRUCTURE BUILD PROGRAMME AND IMPROVE CUSTOMER SATISFACTION. This Tender does not constitute an offer to do business with Telkom, but merely serves as an invitation to Respondents to facilitate a requirements-based procurement process.

- Cost effective supply
- Service Level Agreement (SLA) management as per the Telkom Technical Requirements
- Improved cost visibility and accountability
- Alignment with Telkom Processes and Procedures

1 DURATION OF THE CONTRACT

1.1 Contract Details

The envisaged Contract Commencement Date is 01 August 2018 for a period of 1 year with an option to extend up to 3 years.

2 GENERAL SCOPE AND SPECIFICATIONS

2.1 Key Requirements

The bidder shall complete the certificates of compliance, by stating whether or not his offer complies in every respect with the applicable requirement or not. In the comments field, the bidder shall refer to the relevant supporting documents such as test reports, certification, manuals, pamphlets, data sheets, and the like.

3 DETAILED SCOPE AND SPECIFICATIONS

3.1 Services specification

- **End-to-End Project and Programme Management Services for Network Infrastructure Build**

3.2 Conditional award

Technical evaluation of all solutions offered will be based on the information provided in the Statement of Compliance and a paper based evaluation of the documentation submitted. Scoring shall be done in accordance with a pre-approved scoring matrix.

3.3 Performance and Payment

All payments shall be linked to measurable service level agreements.

GUIDELINES FOR ARIBA REGISTRATION

Please follow the steps below in order to register on Ariba. Without registration, you will not be able to be part of the RFI. You will not be able to submit any proposals.

61 Oak Avenue,
Highveld, Techno Park,
Centurion, 0157
Private Bag X881
Gauteng
0001

Dear Valued Supplier

Register as a new or prospective Telkom Supplier on the SAP Ariba Supplier Portal

We are always looking to improve the way we collaborate with our partners and suppliers. To enable effective and efficient collaboration, we've designed our processes and systems to make it smarter and faster to do business with Telkom.

At this time, we'd like to invite you to join us on this exciting journey and register on the **SAP Ariba Supplier Portal** to unlock some exciting benefits:

- Access to a central portal to create and maintain your company profile, increasing the marketability of your company within the Telkom Group;
- An opportunity to form part of Telkom's preferred\potential supplier network; and
- Access to a simpler and unified platform to participate in Telkom Group's and subsidiaries' sourcing events

How you register your company online?

We encourage you to self- register on the **SAP Ariba Supplier Portal** by clicking on the <http://telkom.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

The registration process comprises of 3 simple but compulsory steps:

- Step 1: Follow the registration link and complete all the fields;
- Step 2: Once you have completed the basic registration process in Step 1, you will receive a confirmation email and will be required to activate your account. You will also receive an email with your account ID; and
- Step 3: Once you activate your account, you will receive a confirmation email that directs you to the Supplier Profile Questionnaire (SPQ). Complete the SPQ and upload all supporting documentation. Your new profile will be submitted to Telkom to validate and approve

A user-friendly guide on the registration process is available for your convenience:

http://www.telkom.co.za/about_us/tenderbulletins/index.shtml

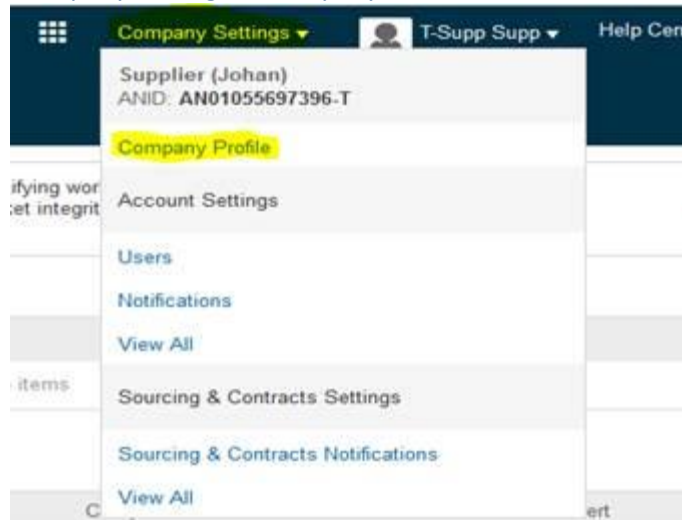
Please direct your queries to ARS@telkom.co.za

Yours faithfully



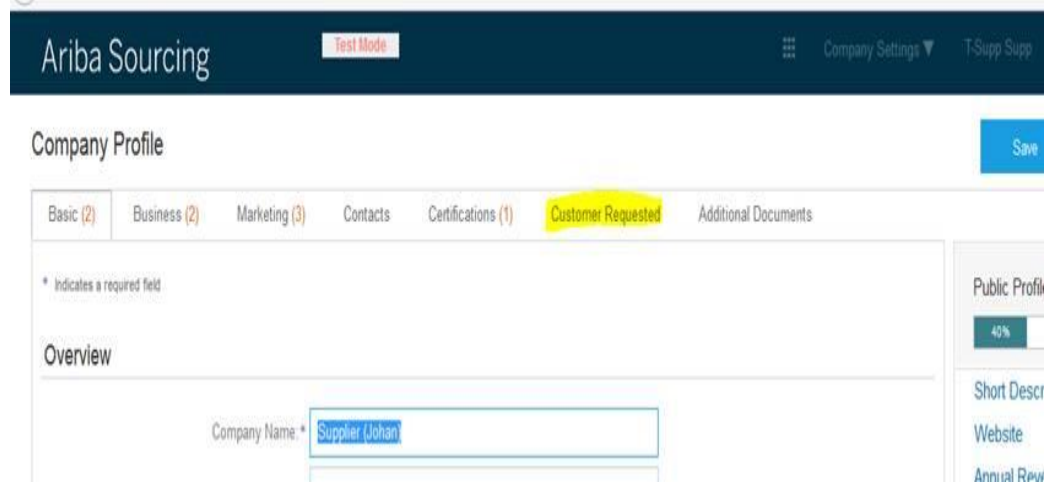
Jothi David
Executive: Group Procurement

1. Click on Company Settings -> Company Profile



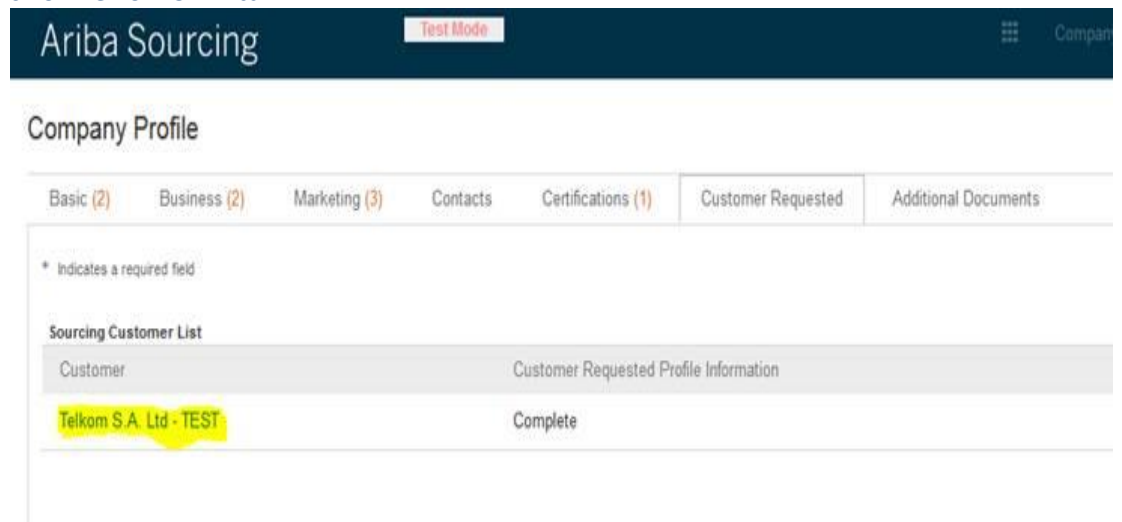
1.1.1

2. Click on Customer Requested



1.1.2

3. Then click on Telkom S.A. Ltd



1.1.3

4. It will then open the SPQ Profile.

1.1.4

The screenshot shows a web application window titled "Telkom S.A. Ltd - TEST Requested Profile". The window has a sidebar on the left with a menu containing "Business (2)", "List", and "TEST". The main content area has a header with the title and a sub-header "* Indicates a required field". Below this is a paragraph of instructions: "Your customer has specifically requested that you complete the following profile information. After you complete the requested profile information, click **Submit**. You can click **Save as Draft** to save any values you may have edited without sending the changes to your customer. Click **Discard Draft** to clear all the changes you have made and display the last values you successfully submitted to your customer." Below the instructions are three buttons: "Discard Draft", "Save as Draft", and "Submit". Below the buttons is a yellow warning box that says "Changes you make below may be subject to approval before they are accepted." Below the warning box is a section titled "Question" with a sub-section "1 Company Information". This section contains four rows of form fields: "1.1 Business Locale" with a dropdown menu showing "Domestic", "1.2 Trade Name if different from Organization/ Legal Name" with a text input field containing "Supplier (Testing)", "1.3 Type of Organisation" with a dropdown menu showing "Registered Company", and "1.9 Is your organisation VAT Registered?" with a dropdown menu showing "Yes".

1.1.4