



## Telkom Tenders

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### RFP013/07 FOR SUPPORT AND MAINTENANCE SERVICES FOR TELKOM'S CALL CENTRES

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Closing date & Time	:	2007-05-18 @ 11:00
Contact Person	:	Lynnette van den Berg
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Cost of document	:	R 50.00

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#### 1.0 SCOPE:

The Proposer shall provide service, support and maintenance for the Aspect Automatic Call Distributor (ACD), extend centres, ACD peripherals i.e. spectra sets/views, batteries, wallboards, uninterrupted power supplies and all peripherals that in future become part of the support and maintenance. The Proposal must be a certified Aspect channel partner and must guarantee an Uptime of 99.9% per annum on Telkom Call centre platform. A 24 x 7 service must be maintained.

#### 2.0 Critical criteria

Proposers must meet the following critical criteria in order to be considered for the RFP:

##### 2.1 Black economic empowerment

The BEE shareholding of the company must at least be 25.1%. Vendors must submit shareholders agreement and including affidavits showing the breakdown of shares to black partners.

##### 2.2 Technical critical criteria

- The Proposer must be a certified ASPECT channel partner. A certificate from ASPECT must be submitted as proof.
- **High level expertise**  
High level expertise (2 to 4 years hands-on experience and qualified System Maintenance Level 1&2 certified) shall be capable of providing assistance and support to Telkom. CV's or reference sheets must be attached as proof.
- **Onsite Resource requirements**  
The Proposer shall provide skills and availability schedule/matrix of resources assigned to work on the Telkom contract.



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### 3.0 PROPOSERS' CONFERENCE

DATE : 7 MAY 2007

TIME : 9:00 – 11:00

VENUE : TELKOM SA  
Protea Conference Room  
1<sup>st</sup> floor  
Telkom Tower North  
179 Proes street  
Pretoria

#### **ATTENDANCE MUST BE CONFIRMED.**

4.0 The tender document can be obtained from Telkom's tender office at the following address:

Attention : Willie Senekal  
Tel number : 012 311-3364

179 Proes street  
Pretoria  
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