



## Telkom Tenders

---

**RFP0241/2009:** For Telkom Outlets assurance resourcing  
Closing date & Time 2009/12/15 @ 11:00  
CONTACT PERSON Laura Van De Werken  
TEL (012) 311-3650  
FAX (012) 324-2173  
e-mail [vdwerkl@telkom.co.za](mailto:vdwerkl@telkom.co.za)  
Cost R50.00

---

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

**Attention:** Marietjie Mattheus  
**Tel:** (012) 311 3009  
Telkom Tender Office  
179 Proes Street  
Pretoria 0001

---

### **SCOPE:**

This requirement is for a supplier to provide suitably qualified and experienced assurance resources at selected Telkom outlets. The resources will be stationed at the Telkom outlets as set out by Telkom on a daily basis during the times that will be stipulated by Telkom. The core mandate for these resources will be to provide technical support for all mobile devices. These resources will report directly to the Telkom outlet store manager on their day-to-day activities.

This RFP does not refer to all Telkom outlets but refers only to a few selected flagship outlets as selected by Telkom management. Furthermore, these resources will ensure appropriate liaison and interface with other departments and systems within the Telkom organisation in pursuit of a coherent resolution of faults for mobile products and CPE's (Customer Premise Equipment). They will ensure that technical investigations on hardware failure is conducted; will conduct firmware and software installations or upgrades on customer end-devices where necessary; and will configure appropriate settings on customer end-devices where necessary.

Telkom outlet assurance resourcing entails the provision of 2<sup>nd</sup>-level technical support on all mobile products and handsets/CPE's. The purpose for these resources is to improve service delivery at the Telkom outlets and enhance Telkom's brand image. The resources will be required to offer a technical support function on customer end-devices at the Telkom outlets. In addition, leveraging the skills and knowledge of the supplier will impact positively on Telkom's fulfillment and assurance activities.



## Telkom Tenders

---

### **CRITICAL CRITERIA RFP0241/2009:**

Potential Bidders have to comply with the following critical criteria. Non-compliance to any one of these criteria or no supporting documentation supplied, i.e. SARS certificate, with the RFP response for any one of the criteria may invalidate a bid.

### **TECHNICAL CRITICAL CRITERIA:**

- The knowledge and skills of resources provided must have at least 3 years technical experience in the mobile environment. Skills matrix and accreditation to be supplied.
- The company should have at least 5 years experience in the support of Mobile devices. References must be supplied to prove this in the form of certified auditor's letter, or accreditation certificates.
- The company must be able to provide resources nation-wide as required by Telkom. Bidder to provide contact details of their existing customers, and service areas.

### **BIDDER'S CONFERENCE:**

A Bidder's conference will be held

Date: 07 December 2009

Time: 09h00

Venue: Telkom Towers North, 152 Proes Street, Pretoria: Strelizia conference room

All questions that need to be answered during the Bidders Conference must be in writing and must reach Laura Van De Werken by no later than close of business on 04 December 2009. Attendance of the Bidder's Conference is not compulsory.