



## Telkom Tenders

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### RFP00002/2013 TO PROVIDE TELKOM WITH A MANAGED PRINT OPERATIONS AND ASSOCIATED SERVICES PARTNER

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Publish Date	: 08 August 2013
Closing Date	: 06 September 2013
Time	: 11h00
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Document Cost	: R50

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#### **Description:**

The purpose of this request for tender ("RFP") is to solicit tenders from interested parties ("Respondents") to provide Telkom with a managed print operations and associated services partner.

The Respondent (MS Provider) will be expected to:

- i. Take full responsibility for Telkom's existing in-house printing, enveloping, pamphlet inserting, and delivery/mailing (including electronic delivery such as email, mms, etc) function including staff and optionally existing equipment.
- ii. Costing shall be provided as follows:  
Option 1: The respondent shall provide costing as specified in the Spec-2500. The costing shall exclude all postage charges. The respondent will be responsible to make sure the invoices are delivered to SAPOS after every bill run as per the service level agreement.  
Option 2: The respondent shall provide costing as specified in the Spec-2500. The costing shall include all postage charges. The best possible rate must be negotiated and supplied to Telkom. The respondent will be responsible to make sure the invoices are delivered to SAPOS after every bill run as per the service level agreement.
- iii. The service is to be provided at the premises of the MS Provider.
- iv. Provide Telkom with services that meet all of Telkom's relevant governance, regulatory, security and risk requirements.
- v. The associated staff currently providing the Services will be transferred to MS Provider. MS Provider must provide a minimum employment guarantee of 5 years and comply with all South African labour laws ( see addendum D for list of staff ).
- vi. The solution shall optionally include archiving capabilities, e-Billing delivery instead of / or in addition to printed bill, including email, MMS & SMS according to regulatory requirements.
- vii. The MSP shall be a single supplier and shall not subcontract any portion of the requirements to another party.
- viii. The MSP shall provide details of at least one reference customer that has processing volumes and requirements similar to that specified in this specification and demonstrate that service during a Telkom SME team site visit.
- ix. The MSP shall be a fulfillment partner to enable Data Centre Operation (DCO) to offer "bill distribution" as a service to their customers.



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### 1. Pre-Qualification criteria

PRE-QUALIFICATION CRITERIA	NAME OF THE DOCUMENT TO BE SUBMITTED	NON-SUBMISSION SHALL RESULT IN DISQUALIFICATION?
<p>As at the closing date of this RFP, the Respondent must have a valid B-BBEE recognition certificate issued by an approved IRBA registered auditor or a SANAS accredited verification agency. A valid IRBA or SANAS accredited certificate must be attached to the tender response.</p> <p>If a Respondent qualifies as an Exempted Micro Enterprise (EME), a letter from its auditors or accounting officer must be submitted to verify accredited EME and percentage of black ownership as required in terms of B-BBEE legislation.</p>	<p>VALID CERTIFIED IRBA OR SANAS ACCREDITED CERTIFICATE</p> <p>OR</p> <p>LETTER FROM AUDITORS OR ACCOUNTING OFFICER AS REQUIRED IN TERMS OF B-BBEE LEGISLATION (FOR EME's ONLY)</p>	<p>NO – Please submit a certified copy of a valid certificate.</p> <p>Failure to submit the required B-BBEE documentation will result in service providers scoring zero for B-BBEE.</p>
<p>As at the closing date of this RFP, the Respondent must have a valid SARS Tax certificate. A valid SARS certificate must be attached to the tender response.</p>	<p>VALID ORIGINAL SARS TAX CERTIFICATE</p>	<p>YES – Please submit a valid original certificate.</p>
<p>The following required documentation to be properly completed, signed and submitted by a Respondent.</p>	<p>PRO FORMA AUTHORITY FOR SIGNATORY</p>	<p>YES – Please submit an original signed document.</p>
	<p>DECLARATION BY RESPONDENT</p>	<p>YES – Please submit an original signed document.</p>
	<p>TELKOM LEGAL TERMS AND CONDITIONS FOR THE PROVISION OF PRINTING SERVICES</p>	<p>YES – Please submit an original signed document.</p>



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	DECLARATION OF INTEREST	YES – Please submit an original signed document.
	SUPPLIER'S CODE OF CONDUCT	YES – Please submit an original signed document.
	TAXATION QUESTIONNAIRE AND DECLARATION	YES – Please submit an original signed document.
	PREVENTION OF FRAUD & CORRUPTION QUESTIONNAIRE	YES – Please submit an original signed document.
	AGREEMENT ON OCCUPATIONAL HEALTH AND SAFETY IN TERMS OF SECTION 37(2) OF THE OCCUPATIONAL HEALTH AND SAFETY ACT 85 OF 1993 (AS AMENDED)	YES – Please submit an original signed document.
	DUE DILIGENCE QUESTIONNAIRE	YES – Please submit an original signed document.
	INTERNATIONAL TRADE REQUIREMENTS	YES – Please submit an original signed document.
This RFP and all the required documents listed herein must be submitted timeously and must be properly completed and duly executed by the duly authorised signatory of a Respondent.		YES – Please submit all original and/or certified signed documentation as indicated in this RFP.

### 2. Bid Document Collection

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

**179 Johannes Ramakhoase (Proes) Streets,  
Telkom Tower South,  
Lower Ground Floor**

Contact Person: Benji Ramatlakana  
Contact details: **(012) 311 3364**



## Telkom Tenders

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### 3. Bidder's conference

Date: 28 August 2013

Venue: Telkom Towers north, 1<sup>st</sup> floor,  
Strelitzia Conference Room

Time: 09h00 to 12h00

**Please note:** Bidders are requested to arrive 30 minutes prior to the scheduled time to be signed in.