

**APPOINTMENT OF A SERVICE PROVIDER TO
SUPPLY, IMPLEMENT, SUPPORT, MAINTAIN, AND
HOST THE PABX (CLOUD) TELEPHONE SYSTEM FOR
A PERIOD OF 36 MONTHS**

1. Background to the CBE

The Council of the Built Environment (CBE) is a statutory body established in terms of the Council for Built Environment Act (No. 43 of 2000) and an entity of the Department of Public Works and Infrastructure (DPWI). The CBE is a schedule 3(a) public entity and is subject to compliance with the Public Finance Management Act (PFMA) Act No. 29 of 1999 and Treasury regulations.

Sections 3(c) and (d) of the CBE Act mandate it to promote ongoing human resource development in the built environment, and to facilitate participation by the built environment professions in integrated development in the context of achieving national goals. It is an overarching body that lead, regulate, coordinate and advise the six Professional Councils namely: Architectural Profession, Landscape Architectural Profession, Engineering Profession, Property Valuers Profession, Project and Construction Management Professions, and Quantity Surveying Profession. The CBE also entered into a working relationship with the following professional bodies as part of the built environment family – South African Council for Planners, Environmental Assessment Practitioners Association of South Africa, and South African Geomatics Council. In the main, the central mandate of the Council for the Built Environment is to:

- Transform the Built Environment Industry
- Create skilled Built Environment professionals
- Expedite the empowerment of women, youth and persons with disabilities

The objects of the CBE are to

- promote and protect the interests of the public in the built environment;
- promote and maintain a sustainable built environment and natural environment;
- promote ongoing human resource development in the built environment;
- facilitate participation by the built environment professions in integrated development in the context of national goals;
- promote appropriate standards of health, safety and environmental protection within the built environment;

- promote sound governance of the built environment professions;
- promote liaison in the built environment in the field of training, both in the Republic and elsewhere, and to promote the standards of such training in the Republic;
- serve as a forum where the representatives of the built environment professions may discuss the relevant required qualifications; standards of education; training and competence; promotion of professional status; and legislation impacting on the built environment.
- ensure the uniform application of norms and guidelines set by the councils for the professions throughout the built environment.
- The CBE's key priorities focus on the following strategic areas:
 - Strengthen Administrative Excellence and Financial Stability
 - Capable and developmental Built Environmental Professional bodies
 - Built Environment Education and Career Advancement
 - Research, policy, advocacy and transformation
 - Protect and Promote Public interest

2. Background to the Assignment

As part of its mandate and in response to its strategic goals, the Council for the Built Environment (CBE) aims to meet the e-government strategy and provide accessible, responsive, transformed, developed and regulated technological services to all respective stakeholders, locally, regionally and internationally. CBE has been running on the PABX telephone system to promote flexibility, efficiently and potentially reducing costs. CBE want to continue promoting same standard by appointing a service provider to supply, implement, support, maintain, and host the pabx (cloud) telephone system for a period of 36 months

3. Objective of the assignment

The objective of the assignment is to appoint a service provider to supply, implement, support, maintain, and host the IP (Cloud) PABX Telephone system for a period of 36 months.

4. Scope of work and deliverables

4.1 Current PABX Systems Specifications

CBE has an existing PABX cloud telephone system with the current specifications:

- Hosted/**Cloud-based** Yeastar P series VoIP Telephone System
- High (99.9%) Availability
- Fully **secured** cloud-based VoIP telephone system
- Switchboard
- Cloud phone app on phones and laptops
- Voice Mail
- Voice Recording
- Telephone Management System Reporting (Including Full Reception Functions)
- Call Forwarding and Transfer
- Auto Attendant
- Teleconferencing
- Park Calls
- PC capability
- Pin Codes per user
- Call Pick-up
- integrated into physical handsets
- Call Recording redirected to dedicated lines
- Incoming calls go through the switchboard
- W53P IP Phones
- T31G Dect/Wireless phones
- W90B Multicell DECT Base Station and W90DM

Multicell DECT Manager

4.2 Minimum Requirements

In addition to the above-mentioned current setup, the below minimum requirements will be needed:

- 70 user licenses required
- PABX solution must be scalable from 50 to 80 ports
- Ability to make external calls without requesting a line from reception
- PABX system range must include technology to utilize Voice over Internet Protocol (VoIP) to transmit voice data from phone calls over the Internet
- PABX solution should offer the capability for VoIP communication for extensions, on and off-site (remote extensions).
- Call Management System - to monitor the outgoing calls for each user
- Hosting of PABX
- Must be able to connect remote office and/or employees seamlessly with a simple extension dialling. The PABX must also offer mobile smartphone applications that will make the smartphone an extension of your PABX (all office calls should be free, as long as connected to Wi-Fi, 3/4/5G or LTE connection, and public IP address on the PABXs)
- Support and Maintenance will be required for the duration of the contract
- Service Provider Must Supply and Implement the user friendly, simple, latest technology-based and flexible PABX Solution
- Training will be required for the IT officers

4.3 Scope of Work

The scope of work and project deliverables are as follows:

Item No.	Scope of work	Deliverables
1	Detailed proposal with the following: a. Configuration and implementation of PABX system b. Licensing c. Hosting d. Training and skills transfer e. Support and maintenance (for duration of the contract)	Detailed proposal

5. Pricing Schedule

Bidders must apply the factoring-costing approach to determine actual cost

Service	Amount
Configuration and Implementation	R
Licensing for 70 users	R
Hosting	R
Training	R
Support and maintenance (monthly fee for the period of 36 months)	R
Installation of scalable from 50 to 80 ports	R

6. Project timeframes

The contract to supply, implement, support, maintain, and host the pabx (cloud) telephone system will run for a period of 36 months. The quote must clearly indicate the breakdown for each service as the table below. Bidders must note that the telephone system must be set up and configured within 4 weeks from the start date of the contract.

7. Evaluation Process:

The following evaluation process shall be followed:

7.1 Pre-qualification Criteria

7.1.1 After the closing date, the appointed Evaluation Panel will evaluate the proposals received.

7.1.2 **Pre-qualification Criteria (Bidders must meet the following pre-qualification criteria. *Failure to meet these requirements shall result in the disqualification of your proposal*):**

- Potential service providers must be registered on the National Treasury Central Supplier Database (CSD). The CSD registration report must be submitted. Prospective bidders must be tax compliant. **This proposal will not be awarded to any bidder who is not registered on the CSD, or whose tax matters are not in order and/or who is a restricted supplier.**
- **In line with the Preferential Procurement Regulations, 2022, this bid will only be targeted at the following categories of:**
 - **Historically Disadvantaged Individuals on the basis of gender, race and disability:**
 - 51% - 100% black owned businesses and/or
 - Any % of Women ownership and/or
 - Any % of Youth ownership and/or
 - Any % of Persons with Disabilities

- Exempted Micro Enterprises (EMEs) with an annual turnover of less than R 10 million.
- Qualifying Small Enterprises (QSEs) with an annual turnover of more than R 10 million and less than R 50 million.

**** The CBE reserves the right to verify the authenticity of the information submitted. The results of the verification will take precedence.**

7.2 Evaluation Phases:

i. Phase 1: Technical Evaluation

The bidders' proposal will be evaluated against the set criteria indicated below. A form will be used which will reflect the name of the bidder and the different criteria with space provided to record the points awarded and motivation for points awarded. The allocation of points will not be affected on the basis of consensus.

The following scoring matrix will be used:

Unable to evaluate	Does not comply with the requirements	Partial compliance to requirements	Partial compliance to requirements	Partial compliance to requirements	Full compliance to requirements
0	1	2	3	4	5

The following formula will be used to convert the points scored against the weight:

$$Ps = \left(\frac{So}{Ms} \right) \times 100$$

Where:

Ps = Percentage scored for technical evaluation by proposal under consideration

So = Total score of proposal under consideration

Ms = Maximum possible score

Bidders will be expected to achieve a minimum threshold score of 70% in order to proceed further in the evaluation.

Bidders who comply with all the required specifications will proceed to the due diligence process.

A due diligence process will be conducted in respect of all short-listed bidders to determine the capability and ability of short-listed bidders to execute this contract.

The CBE reserves the right to utilise any one or more of the below due diligence methods:

- Presentation of the proposed solution by bidders, with pre-determined questions being posed by the CBE. A set of pre-determined questions based on the submitted quotation will be posed. This will be evaluated based on a grading scheme of either consistent or not consistent with the proposal. Should more than 20% of the responses not be consistent to the bidder's proposal their proposal will be disregarded.
- An investigation by the CBE of the bidder's previous contracts carried out, availability of skills or knowledge, existing workload, etc.
- Confirmation of the authenticity and content of the reference letters submitted (bidders must provide at least of 3 signed reference letters of the same work undertaken even if this method is not selected for due diligence). The reference letters must:
 - contain valid contact details
 - be on an official letterhead
 - bear the signature of a company official
 - not be older than three years
- Purchase orders will also be accepted, subject to the CBE verifying the authenticity of the information submitted.

Should negative feedback be obtained from the aforementioned that will render the bidder unsuitable to execute the assignment, their proposal will be disregarded at this point, and they will not proceed for further evaluation.

It must be noted that if a service provider has previously undertaken work for the CBE to which a positive report is on record, such report may be used for the purpose of due diligence in the event that the selected method(s) above is/are unsuccessful.

Should the bidder meet the requirements of due diligence, their proposal will proceed to Phase 2

ii. Phase 2: Calculation of points

Please note that the proposals will be evaluated using the 80/20 preference point system as outlined in the Preferential Procurement Regulations, 2022 where:

- a) 80 points will be allocated for the price, and 20 points will be allocated for the service provider's specific goals.

During phase 2, points for price will be calculated for all shortlisted bidders in accordance with the following formula:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

P_s = Points scored for price of proposal under consideration

P_t = Rand value of proposal under consideration

P_{min} = Rand value of lowest acceptable proposal

iii. The final points will be calculated as follows:

Points for price:	80 points
Specific Goals Contributor:	<u>20 points</u>
Final points:	<u>100 points</u>

Points awarded for Specific Goals

Provisions of the Preferential Procurement Policy Framework Act (PPPFA) of 2022 and its regulations will apply in terms of awarding points.

Bidders must submit documents as valid proof to substantiate points claimed for specific goals, that should include amongst others the Shareholder Certificate/business registration documents, certified copies of ID for directors, B-BBEE certificates/affidavits, CSD report, Approved Annual Financial statements and/or any other documentation. The CBE reserves the right to utilize one or a combination of source documents.

Failure to submit a fully completed Preference points claim form and proof to substantiate points will result in the forfeiture of specific goal points. Only points for price will be allocated.

Special note: Bidders must please ensure that B-BBEE affidavits indicate the title of the deponent i.e. director or member or owner (please circle/underline the relevant title applicable to you); and the full financial year must be stated i.e. date, month and year (not only the calendar year), in addition to the requirements set out under the Broad Based Black Economic Empowerment Practice Guide 1 of 2022, Determining the validity of a Broad-based Black Economic Empowerment verification certificate, B-BBEE certificate and affidavit, paragraph 17. Failure to do so will invalidate the affidavit, resulting in points not being allocated.

In terms of Regulation 3 (1) an organ of state must, in the tender documents, stipulate goals in the invitation to submit the tender for which a point may be awarded, and the number of points that will be awarded to each goal, and proof of the claim for such goal as per below table.

<u>Small business development</u>	<u>5</u>
EME (Turnover less than R10 million)	5
QSE (Turnover higher than R10 million less than R50million)	3
<u>Ownership</u>	<u>5</u>
100% black owned	5
At least 51% black owned	4
<u>Specific goal</u>	<u>10</u>
<i>Women ownership</i>	<i>4</i>
100% women owned	4
At least 51% women owned	3
Less than 51% women owned	2
<i>Youth ownership</i>	<i>4</i>
100% youth owned	4
At least 51% youth owned	3
Less than 51% youth owned	2
<i>Disabled ownership</i>	<i>2</i>
Any disabled ownership	2

To determine whether the proposal meets the criteria of an acceptable tender, the CBE reserves the right to apply the following selection criteria, based on current case law, in determining the final outcome of the award irrespective of which bidder scores the highest final points:

- (1) the rotation of contracts amongst suppliers; following two (2) awards by the CBE to the same supplier within a period of 12 months
- (2) the receipt of an abnormally low or high price i.e. more than 10% below the estimated price or more than 5% above the estimated price.

A recommendation for award will then be formulated for approval by the relevant delegated authority.

CRITERIA FOR TECHNICAL EVALUATION	WEIGHT	SCORING CRITERIA / GUIDELINE
<p>The bidder must demonstrate their experience to supply, implement, support, maintain, and host the pabx (cloud) telephone system</p> <p>Provide at least three signed and dated client/company references within the past 3 years</p> <p>The reference letters must:</p> <ul style="list-style-type: none"> a. contain valid contact details b. be on an official letterhead c. bear the signature of a company official d. not be older than three years 	30	<p>0 = No letters submitted or unsigned/undated letters or letters not relevant to the assignment</p> <p>2 = List of contactable references relevant to the assignment</p> <p>3 = 1 letter relevant to the assignment</p> <p>4 = 2 letters relevant to the assignment</p> <p>5 = 3 letters relevant to the assignment</p>
<p>Bidders must submit a detailed proposal outlining the following 5 key elements:</p> <p>- Detailed project plan including:</p> <ul style="list-style-type: none"> a. Configuration and implementation of PABX system b. Licensing c. Hosting d. Training and skills transfer e. Support and maintenance (for duration of the contract) 	40	<p>0 = No proposal attached</p> <p>1 = Proposal with one (1) key element</p> <p>2 = Proposal with two (2) key elements</p> <p>3 = Proposal with three (3) key elements</p> <p>4 = Proposal with four (4) key elements</p> <p>5 = Proposal with all five (5) key elements</p>

<p>Alignment with Scope Assesses the extent to which the proposal addresses CBE's requirements, including:</p> <ul style="list-style-type: none"> • Hosted/Cloud-based Yeastar/similar P series VoIP Telephone System • High (99.9%) Availability • Fully secured cloud-based VoIP telephone system • Switchboard • Cloud phone app on phones and laptops • Voice Mail • Voice Recording • Telephone Management System Reporting (Including Full Reception Functions) • Call Forwarding and Transfer • Auto Attendant • Teleconferencing • Park Calls • PC capability • Pin Codes per user • Call Pick-up • integrated into physical handsets • Call Recording redirected to dedicated lines • Incoming calls go through the switchboard • W53P IP Phones • T31G Dect/Wireless phones • W90B Multicell DECT Base Station and W90DM Multicell DECT Manager 	<p>20</p>	<p>0= Does not meet requirements</p> <p>2 =Does not meet requirements addressed less than 5 scope areas</p> <p>3 = Meets some requirements, addressed more than 5 but less than 10 areas</p> <p>4 =Meets most requirements, addressed more than 10 areas</p> <p>5 =Fully aligned with the scope, addressed all 21 scope areas</p>
<p>Empowering Supplier The CSD report shall be used to determine the ownership statistics of the bidder. The CBE reserves the right to verify the authenticity of the information submitted</p>	<p>10</p>	<p>5= ownership to the value of:</p> <ul style="list-style-type: none"> - ≥75% black female; and/or - Any value for youth; and/or - Any value for persons with disabilities <p>4= 100% black-owned entity and/or ≥ 51% black female owned entity</p> <p>3= 51% or more black-owned entity</p> <p>0 = No information submitted/requirement not met</p> <p>An additional point will be allocated if an entity has demonstrated that it employs persons with disabilities unless a score of 5 has already been allocated.</p>

Total	100	
Threshold Score	70	

8. IMPORTANT CONDITIONS

- Protection of Personal Information - All bidders agree that personal information of persons related to or linked with bidders or respondents to this Bid for quotations/request for proposals or tender document is/may be required to fulfil the requirements for submitting a bid. All bidders agree that the CBE may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.
- Bidders shall note that any personal information that they may disclose to or share with the CBE pursuant to this request/Bid may be processed by the CBE in terms of the Protection of Personal Information Act, No.4 of 2013 and Regulations promulgated thereunder ("POPI Act"). By disclosing or sharing any personal information, the bidder is unconditionally consenting to the processing thereof by the CBE, its stakeholders or partners of such personal information for purposes related to this request/Bid. Further, the bidder declares all consents required by the POPI Act or any other law applicable in respect of all personal information disclosed has been duly and legally obtained. Thus, the bidder hereby indemnifies the CBE against any civil or criminal action, administrative fine or other penalty or loss that may arise as a result of the processing of any personal information disclosed to the CBE pursuant hereto.
- **Bidders must populate their pricing as per the table under paragraph 5 above.**
- The price quoted must be inclusive of VAT (if applicable). Prices must be **firm** for the duration of the contract period.
- All Supply Chain Management compliant (required) documents must be completed in full and submitted. These include SBD 1, 4 and 6.1.
- Bidders must submit their business registration documents e.g. CIPC, share certificate etc, including ID documents of all Directors etc.
- Any award made to a Bidder under this bid is conditional upon the Bidder accepting the terms and conditions contained in the General Conditions of Contract as the minimum

terms and conditions upon which the CBE is prepared to enter into a contract with the successful Bidder.

- The General Conditions of Contract (GCC) are to be acknowledged and returned with your bid.
- All parties forming a joint venture or consortium for the purpose of this assignment must submit a separate CSD report for each party and all SBD forms and GCC must be completed by each party to the joint venture or consortium and submitted accordingly.
- Bidders must submit concrete proof of the existence of joint ventures and/or consortium arrangements (if applicable). The CBE will accept signed agreements as acceptable proof of the existence of a joint venture and/or consortium arrangement.
- The joint venture and/or consortium agreements must clearly set out the roles and responsibilities of the Lead Partner and the joint venture and/or consortium party. The agreement must also clearly identify the Lead Partner, who shall be given the power of attorney to bind the other party/parties in respect of matters pertaining to the joint venture and/or consortium arrangement.
- The CBE reserves the right to disregard a bidders' proposal should it be found that work was previously undertaken for the entity to which poor performance was noted during the execution of such contract that subsequently led to the cancellation of said contract in the last five years. Documentary evidence of poor performance without a cancellation of the contract may also result in the disqualification of the bidders' proposal.
- Any communication between the closing date and the award of the proposal by Bidders is discouraged.
- Whilst all due care has been taken in connection with the preparation of this bid invitation, the CBE makes no representations or warranties that the content of the bid invitation or any information communicated to or provided to Bidders during the bidding process is, or will be, accurate, current or complete. The CBE and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current or complete.
- If a Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this proposal or any other information provided by the CBE (other than minor clerical matters), the Bidder(s) must promptly notify the CBE in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the CBE an opportunity to consider what corrective action is necessary (if any).

- Any actual discrepancy, ambiguity, error or inconsistency in the proposal or any other information provided by the CBE will, if possible, be corrected and provided to all Bidders without attribution to the Bidder(s) who provided the written notice.
- Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such proposals.
- The CBE supports the spirit of broad based black economic empowerment and recognises that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the CBE condemns any form of fronting.
- The CBE, in ensuring that Bidders conduct themselves in an honest manner may, as part of the evaluation process, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the proposal / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the CBE may have against the Bidder / contractor concerned.
- A Bidder is responsible for ensuring that its personnel (including agents, officers, directors, employees, advisors, and other representatives), its sub-contractors (if any) and personnel of its sub-contractors comply with all terms and conditions of this BID. In the event that the CBE allows a Bidder to make use of sub-contractors, such sub-contractors will at all times remain the responsibility of the Bidder and the CBE will not under any circumstances be liable for any losses or damages incurred by or caused by such sub-contractors.
- If a Bidder breaches the conditions of this proposal and, as a result of that breach, the CBE incurs costs or damages (including, without limitation, the cost of any investigations, procedural impairment, repetition of all or part of the bid process and/or enforcement of intellectual property rights or confidentiality obligations), then the Bidder indemnifies and

holds the CBE harmless from any and all such costs which the CBE may incur and for any damages or losses the CBE may suffer.

- Should the bidder fail to meet any of the administrative requirements stipulated on this Terms of Reference, the CBE reserves the right to request the bidder(s) to rectify and re-submit the relevant documents within a pre-determined timeframe. **Should the bidder fail to submit within the stipulated timeframe, their bid will be disqualified**
- **Proposals must be emailed to sthembile@cbe.org.za and afika@cbe.org.za. Bidders must please note that the CBE server can receive files to a maximum size limit of 150mb (inclusive of message content and attachment). Should files exceed this size limit, bidders may either send their files in separate emails or alternatively compress the files and submit. Files sent through other electronical applications must be valid for a period of 7 days after the closing date and permission to retrieve files should be granted, failing which will result in the disqualification of the bid.**
- It is the responsibility of prospective bidders to ensure that their proposal documents are submitted before the closing date and time of the proposal.
- Proposals received after the closing time and date will not be considered for evaluation.
- The award of this bid may be subject to price negotiation with the preferred bidders.
- The CBE reserves the right not to award this contract.
- The CBE will enter a formal contract with the successful bidder.
- Any change of information provided in the bid document that may affect service delivery by the successful bidder must be brought to CBE's attention as soon as possible. Failure to comply may result in the contract being terminated.
- Should the bidder present information intentionally incorrectly/fraudulently their proposal will be disqualified.
- It must be noted that payment will be made upon satisfactory delivery of the service and receipt of an invoice.
- The invoice will be paid within 30 days of receipt thereof. No deposit, advance and lump-sum payments will be made. A shorter payment period may be agreed upon by the CBE and the successful supplier and a supplier development agreement will be signed in this regard. To be considered for the shorter payment period the service provider must meet the following requirements:
 - Be at least 51% black owned.

- Be an Exempt Micro Enterprise (EME) (Turnover under R10 million) or a Qualifying Small Enterprise (QSE) (Turnover less than R50 million), subject to the specific Sector Code.
- The closing date for submission of proposals is **7 July 2025 at 11:00AM**.
- Proposals will be valid for a period of **30 days** from the closing date of the proposal.

**** Special Note: The CBE reserves the right not to award two contracts that are in direct conflict with each other to the same service provider.**

Written enquiries:

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