

**CONTRACT JW IT003/24**  
**TO PROVIDE IP TELEPHONE SERVICES TO JOHANNESBURG WATER FOR A PERIOD OF 36 MONTHS**

<b><u>CONTRACT NUMBER:</u></b>	JWIT003/24
<b><u>CONTRACT TITLE:</u></b>	TO PROVIDE IP TELEPHONE SERVICES TO JOHANNESBURG WATER FOR A PERIOD OF 36 MONTHS
<b><u>DEPARTMENT:</u></b>	SUPPLY CHAIN MANAGEMENT
<b><u>DATE OF MEETING:</u></b>	7 FEBRUARY 2025
<b><u>TIME OF MEETING:</u></b>	11H00
<b><u>VENUE FOR MEETING:</u></b>	1 <sup>ST</sup> FLOOR, TURBINE HALL NEWTOWN

**1. WELCOME AND INTRODUCTION BY Nthabiseng More**

Ms. **Nthabiseng More** welcomed everyone who attended the meeting and introduced JW Personnel.

Ms. **Nthabiseng More** indicated that this is an open tender, and the meeting is **COMPULSORY**.

**2. CONTACT PERSONS**

<b>TECHNICAL ENQUIRIES</b>	<b>GENERAL ENQUIRIES</b>
Ricky Chauke	Nthabiseng More
<a href="mailto:ricky.chauke@jwater.co.za">ricky.chauke@jwater.co.za</a>	<a href="mailto:nthabiseng.more@jwater.co.za">nthabiseng.more@jwater.co.za</a>

**3. JOHANNESBURG WATER REPRESENTATIVES THAT ATTENDED THE BRIEFING MEETING**

<b>NAME &amp; SURNAME</b>	<b>DEPARTMENT</b>
Ms. Nthabiseng More	Supply Chain
Mr Ricky Chauke	IT
Ms Gcina Ndela	Supply Chain

#### **4. SUPPLY CHAIN MANAGEMENT PRESENTATION BY Nthabiseng More**

- Y Bid documents are available in PDF format, at no cost to the bidder, on the Johannesburg Water website ([www.johannesburgwater.co.za](http://www.johannesburgwater.co.za)) and on e-Tender Portal.
- Y Bid documents received from non-attended bidders of a compulsory briefing session will be disqualified. Attendees were requested to ensure that their company names (company that will be tendering) and contact details of the company and individual are registered on the attendance register as proof of attending the tender briefing meeting and for Johannesburg Water to be able to communicate tender specific information to the attendees of the briefing meeting. Each bid must be submitted in a separate, sealed envelope on which the NAME AND ADDRESS OF THE BIDDER, THE BID NUMBER, DESCRIPTION OF BID AND THE CLOSING DATE must be clearly written.
- Y It is the responsibility of the bidder to ensure that their bid document is submitted in a sealed envelope and placed in the Bid Box in good time so as not to miss the official deadline of 10:30am on the closing date.
- Y The sealed bid envelope or package must be addressed to Supply Chain Management Unit, Johannesburg Water (SOC) Ltd and deposited in the BID BOX situated at the entrance: Turbine Hall, 65 Ntengi Piliso Street, Newtown, Johannesburg.
- Y Bid documents submitted via courier services will be accepted provided that the bidder instructs such courier company or its representative to deposit the documents in the bid box as only bid documents in the Bid Box at the time of tender closing will be taken into account.
- Y Documents should under no circumstances be handed to an employee of Johannesburg Water, including the receptionist or security, as Johannesburg Water will not be held accountable in the event of any loss thereafter. Bid documents may not be submitted via the South African Post Office as only bid documents in the Bid Box at the time of closing will be taken into account.
- Y Bidders are to allow for sufficient time to access Johannesburg Water offices in Turbine Hall and deposit their bid document in the Johannesburg Water tender box situated at reception before tender closing time. Bidders are to note that the Johannesburg Water offices are open during 06:00am and 18:00pm seven (7) days a week.

- Υ Bid documents must be completed using non-erasable black ink or may be completed electronically without altering or tampering with any of the scope of work, terms & conditions, specifications, evaluation criteria, special conditions, award and allocations strategies, pricing schedule etc. in the tender documents. Tender documents received contrary to this requirement will be disqualified.
  - Υ Bids received after the closing time and date will not be accepted and will be returned to the bidder unopened.
  - Υ It is a requirement that the bidders tax matters are in order. To this effect, the bidder must furnish their Tax Compliance Status Pin or CSD MAAA number for bids as requested elsewhere in the bid document.
  - Υ Pricing schedule, MBD 3.1, page 19 must be completed and signed.
  - Υ Tender documents need to be bound and contain all pages. Tenderers therefore need to ensure that the tender document is submitted in its entirety with no pages or parts missing.
  - Υ Any mistakes must be struck- off and corrected with black ink and signed by tenderer to authenticate each mistake. The use of correction fluid (i.e., Tippex) to correct mistakes is not allowed.
- offer to be valid for 90 days from the closing date of bid.

- The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

**Table 1: Specific goals for the tender and points claimed are indicated per the table below.**

**Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)**

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)
Business owned by 51% or more <b>Black People</b>	10
Business owned by 51% or more – <b>Black Youth</b>	10
<b>TOTAL</b>	<b>20</b>

- Y Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- Y Tender will be valid for 90 days after closing date and may be extended upon agreement between Johannesburg Water and the bidder.
- Y Bidders who wish to tender as a Joint Venture (JV), consortium, partnership or equivalent need to include the JV, consortium, partnership, or equivalent agreement in their tender submissions. Each party must submit a separate TCS certificate/ Pin/ CSD number. The JV agreement is to state the percentage ownership, roles and responsibilities of each party to the agreement.
- Y Tenderers are required to submit one original hard copy and a soft copy in a USB, however, tenderers who did not submit the USB will not be disqualified.
- Y Bidders must submit Municipal Rates for both the Company and the director if renting submit a valid lease agreement.
- Y Bidders are to fill in the tender submission register at security after submitting their bids.
- Y Bidders are advised to be on the lookout on the Johannesburg Water website for any communication regarding this tender, all correspondence will be published on the website.
- Y Bidders are also advised to check their emails for communication from either of the Johannesburg Water representatives as stated on the tender cover page.
- Y For further inquiries after the meeting, bidders can email through their queries, but do not send queries 10 days before closing date so that the bidders can have 7 days before closing date

**5. Mandatory Evaluation Criteria: NB: Bidders that fail to comply with the above mandatory requirement may not be considered further for evaluation.**

EVALUATION CRITERIA: (GATE KEEPERS)			
#	CRITERIA	DOCUMENTARY EVIDENCE	COMPLY (YES/NO)
1	Signed and completed Pricing Schedule.		Yes
2	Tenderer's Accreditation The Service Provider must provide proof that they are certified by ICASA to provide IP Telephone services within Johannesburg metro. (Relevant ECNS or ECS certificates to be provided)		Yes

**6. ADMINISTRATIVE EVALUATION**

NO.	REFERENCE TO TENDER DOCUMENT	DESCRIPTION	REQUIREMENT
1.	Annexure	Certificate of Authority or Board Resolution Letter granting authority to sign	Complete and submit
2.	MBD 1	Invitation to Bid Form	Completed and signed MBD 1 Form.
3.	CSD	Central Supplier Database Registration	Provide proof of CSD registration. Complete MAAA number on cover page or copy of CSD report.
4	MBD 3.1	Pricing Schedule – Firm Prices (Purchases)	Completed MBD 3.1 Form.
5.	MBD 4	Declaration of Interest	Completed and signed MBD 4 Form.
6.	MBD 5	Declaration of Procurement Above R10m (All Applicable Taxes Included)	Completed and signed MBD 5 Form.
7.	MBD 6.1	Preference Points Claim in Terms of The Preferential Procurement Regulations 2022	Completed and signed MBD 6.1 Form.
9.	MBD 8	Declaration of Bidder's Past Supply Chain Management Practices	Completed and signed MBD 8 Form.
10.	MBD 9.	Certificate of Independent Bid Determination	Completed and signed MBD 9 Form.
11.	Annexure – Proof of Specific Goals	Refer to documents listed in 4.3 verification documents to be submitted with the tender document	Submit applicable documentation with the tender submission – If not submitted with the tender document points for Specific Goals won't be allocated.

### EVALUATION

12.	Annexure	Municipal Rates and Taxes for the Tenderer - Current municipal rates for the entity not in arrears by more than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR Confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document	Submit applicable documentation with the tender submission
13.	Annexure	Municipal Rates and Taxes - Current municipal rates for the directors of the entity not in arrears by than 90 days. If leasing/renting, submitted copy of valid lease agreement where premises are rented OR Confirmation that suitable arrangements are in place for arrear municipal obligations with your local municipality OR Current municipal rates which is not older than 90 days or valid lease agreement with affidavit from owner of property in cases stated in Proof of Good Standing with regards to Municipal Accounts document.	Submit applicable documentation with the tender submission
15.	Annexure	Joint Venture, Consortium, or equivalent agreement– if applicable.	Joint Venture, Consortium, or equivalent agreement signed showing percentage ownership of parties – if applicable.

Tenderers will be notified of any omitted, outstanding, missing and or incomplete administrative documents and will be offered a period of 3 days to complete or submit those pages i.e., Municipal Bidding Documents (MBD), authority to sign and other administrative documents that require completion and signatures. These exclude documentation on functionality, price and preference points for specific goals.

Tenders that are received contrary to the above requirements will be disqualified after three (3) days period has lapsed.

If locality is a specific goal in MBD6.1 – the requested documentation may not be used to allocate points for specific goals.

## EVALUATION

JWCYD003/23

**SUPPLY, INSTALLATION AND MAINTENANCE OF TOTAL ORGANIC CARBON ( TOC) ANALYSERS FOR A PERIOD OF 36 MONTHS**

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**1.1 Award and Allocation Strategy**

<b>AWARD STRATEGY</b>	A tenderer who scores the highest score in terms of pricing and Specific Goals will be recommended for award
<b>ALLOCATION STRATEGY</b>	Allocate to tenderer who scores the highest score in terms of pricing and Specific Goals.





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## EVALUATION



### PRESENTATION BY Ricky

CRITERIA NO #	CRITERIA	EVIDENCE	SUB-CRITERIA/CLAUSE	WEIGHTING	SCORE
1.	Experience In the Provision of IP Telephone services.	The Service Provider must provide proof that they have successfully provided IP Telephone services within the last 8 years to at least two clients.  The Tenderer is to submit Contactable References. The Contactable	<b>Experience in the Provision of IP Telephone services.</b>		
			No experience or less than two (2) contactable references within the last 8 years		0
			Two (2) contactable references within the last 8 years		60

### EVALUATION

		Reference letters must be completed by the referee and included in the tender submission. Alternatively, the client's letterhead may be used for this purpose provided it complies with the functional criteria requirements. A separate form must be completed for each reference as required in the evaluation criteria.	Three (3) or more contactable references within the last 8 years	100	100
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		Information provided will be verified and if found to be false or misrepresented, punitive measures will be instituted against the respective party including blacklisting and restriction from participating in any future government tender.			
<b>MINIMUM QUALIFYING SCORE</b>					60
<b>TOTAL</b>					<b>100</b>

**Note:** It is the Tenderer's responsibility to ensure that the Contactable Reference is contactable. A reference check with the Tenderer's reference will be done for the Tenderers that have scored the minimum qualifying score. The Contactable Reference will have 5 working days from time of request by Johannesburg Water to confirm, in writing, the information on the Contactable Reference letter. Failure to confirm the reference by the Tenderer's reference contact within the stipulated time will result in the points for contactable reference not being allocated to the Tenderer.



## PRESENTATION ON PRICING SCHEDULE BY Ricky

Refer to Pricing on page 54 to 58.

## TENDER DATES

Tender Closing: **10:30** on **05 MARCH 2025**. No late submissions will be accepted under any circumstances. Tender documents must be submitted in sealed envelopes, clearly marked with the reference number : **JW IT 003/24** and they must be deposited in the tender box.

## QUESTIONS AND ANSWERS BY USER DEPARTMENT

### QUESTIONS AND ANSWERS

1. Question about usage of PIN for telephones?  
**PIN required to protect user's handsets.**
2. How long keep recording?  
**30 days**
3. When is start date for tender?  
**To be determined after evaluation**
4. How is the implementation being done?  
**Will be done as part of the contract phase**
5. Please may we have a breakdown per Site for the Bandwidth allocation and Last mile Provider per site. (e.g. 100 Mbps Openserve - Headoffice)  
**Information is not relevant for this tender**
6. Please advise if a USB slot per Device is a necessity  
**Not Necessary**
7. where exactly the Call Center (16 users) will be located?  
**Head Office and Regional Office**
8. Please explain voice recognition for the call Centre as this feature is supported on advanced call centres and the requirement for call centre on the tender is quite basic.  
**Noted, so long if required we will be able to turn it on.**
9. Any other numbers IE 0800 numbers and quantity required  
**No**
10. Would they grant us access to their tenant to do an assessment?  
**No.**
11. Current auto attendant or IVR if someone punches in their account number does it show up on the agent's screen. If they say yes what CRM package are they using and do they have a subscription? If they say no we need information as there are so many and it would be easier if we quote in what they using than everyone learning again. Will this only be for the 16 agents.  
**None at the moment and Yes 16 Agents.**
12. How many supervisors are there for the 16 agents  
**Two**
13. Do the agents have PC based phones with headsets. Same as switchboard operators  
**Yes**
14. We need to know connectivity at each site. ie fibre, LTE etc. Do we connect to existing or quote for each branch?  
**Use existing WAN Copper**
15. Current bills to review existing rates. Do the bills get separated or do they get one bill from current service provider  
**Not available**
16. There existing Auto attendant do they have an mp3 of it or must it be recorded?  
**Recorded**
17. Conference phones. R these for board rooms and if so what size as a 20 seater differs to a 8 seater  
**14 to 12**
18. Reticulation and network do they want new or make good of existing

Existing

19. Do they have generators or ups in place for power outages

Not applicable

20. Also, is the expectation that JW requires the bidder to facilitate the data-center cloud hosted also? Or, perhaps JW has got data-center facility and capacity to host the service internally - please clarify? If so, please confirm what the JW data-center architecture costs of i.e. VMware / HyperV / etc.? A vision diagram would be ideal!

Cloud hosted and managed by the bidder .

21. The Switchboard specification on page 37 mentions a hard phone and a "Soft Console for desktop usage" - do we assume that JW requires both elements to work in parallel, or is the assumption that you need the Soft Console as a primary means of operation, with the hard phone being a fail-over measure only?

Primary

22. The Management handset quantity is stated on page 37 as 300, but the pricing schedule on page 55 states 400 - do we cost as per the pricing schedule and ignore the 300?

Use the pricing schedule on the tender document

23. The Call Center System requirements on page 38 mentions 16x agents, but the pricing schedule on page 55 states 12 - do we cost as per the pricing schedule and ignore the 16?

Yes, use pricing

24. Also, does the 12 quantities include any/all contact center related manager(s)/team-leader(s)?

Yes

25. Also, does the 'Call Recording' requirement need to POPIA compliant, encrypted and secure in accordance to South African law into admissible evidence, or not, for internal use only?

As evidence

26. Also, does the 'Call Recording' requirement only pertain the contact center department only, which is assumed, or do we need to Call Record all extensions?

Call Centre

27. Also, please elaborate what the statement 'Voice Recognition' requirements implies specifically? We assumed this refers to speech analytics from QA perspective, or voice enabled IVR, but we need JW's confirmation on this please.

Speech

28. The JW bid refers to "Valued Added Network Services (VANS) per minute including management and reporting" we need clarification from JW what this refers to exactly, to avoid any assumption/confusion please

0860 Numbers

29. On page 40 the JW sites are listed to port telephones, but no GPS co-ordinates, which let us to assume that JW has got WAN-connectivity in place already, that we need deploy our cloud PBX solution onto - please clarify, with all sites WAN connectivity into medium, ISP, bandwidth allocation for voice & data

Only cloud PBX required, we have WAN.

30. Do you use MPLS?

Yes, we have WAN links to our regional offices

31. On page 40 the JW sites are listed to port telephone#'s, but no GPS coordinates, which let us to assume that JW has got WAN-connectivity in place already, that we need deploy our cloud PBX solution onto - please clarify, with all sites WAN connectivity into medium, ISP, bandwidth allocation for voice & data?

JW has WAN connectivity to all the sites.

32. The JW bid refers to "Valued Added Network Services (VANS) per minute including management and reporting" we need clarification from JW what this refers to exactly, to avoid any assumption/confusion please.

0860 numbers for an example

33. Also, please elaborate what the statement 'Voice Recognition' requirements implies specifically? We assumed this refers to speech analytics from QA perspective, or voice enabled IVR, but we need JW's confirmation on this please.

Speech analytics

34. Also, does the 'Call Recording' requirement only pertain the contact center department only, which is assumed, or do we need to Call Record all extensions?

Call Centre

35. Also, does the 'Call Recording' requirement need to POPIA compliant, encrypted and secure in accordance to South African law into admissible evidence, or not, for internal use only?

Kept for 30 Days

36. Also, does the 12 quantity include any/all contact center related manager(s)/team-leader(s)

Yes

37. The Call Centre System requirements on page 38 mentions 16x agents, but the pricing schedule on page 55 states 12 - do we cost as per the pricing schedule and ignore the 16  
**Yes, the pricing schedule**
38. The Management handset quantity is stated on page 37 as 300, but the pricing schedule on page 55 states 400 - do we cost as per the pricing schedule and ignore the 300?  
**Please use the pricing number**
39. The Switchboard specification on page 37 mentions a headphone and a "Soft Console for desktop usage" - do we assume that JW requires both elements to work in parallel, or is the assumption that you need the Soft Console as a primary means of operation, with the headphone being a fail-over measure only?  
**Parallel as per the tender document**
40. Also, is the expectation that JW requires the bidder to facilitate the data-center cloud hosted also? Or, perhaps JW has got data-center facility and capacity to host the service internally - please clarify? If so, please confirm what the JW data-center architecture consists of i.e. VMware / HyperV / etc.? A vision diagram would be ideal!  
**The bidder will be responsible for Hosting the PBX and managing it as per the tender.**
41. Please elaborate what the statement in SOW implies "End-to-End Cloud Hosted PBX System" for JW on page 36? Do we assume a 'blank canvas' - into related infrastructure i.e. WAN-connectivity / PoE managed LAN / Firewall / etc. that will also need to be costed for this bid, apart from the cloud PBX requirements?  
**Only the Cloud Hosted PBX system. Infrastructure will be the responsibility of JW.**

## CLOSURE

Bidders are reminded to constantly look out for communication from Johannesburg Water Website, all communication published there, including minutes of meeting.

Ms Nthabiseng More thanked all who attended the briefing, and the meeting was adjourned.