



## **TENDER DOCUMENT: HPCSA 03/2023**

# **REQUEST FOR PROPOSAL HOSTED CONTACT CENTRE AND TELEPHONY SERVICES FOR PERIOD OF THREE (3) YEARS (RE-ADVERT)**

**ON BEHALF OF THE  
HEALTH PROFESSIONS COUNCIL  
OF SOUTH AFRICA**

**Situated at: 553 Madiba Street, Arcadia, Pretoria**

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## PART 1 – GENERAL TENDER INFORMATION

<b>TENDER ADVERTISED</b>	<b>19 November 2023</b>
<b>TENDER CLOSING DATE/TIME</b>	<b>12 December 2023 (12h00 – Local SA Time)</b>
<b>COMPULSORY BRIEFING DATE &amp; TIME</b>	<b>27 November 2023 @ 10:00</b>
<b>VENUE</b>	<b>Via Microsoft Teams Meeting</b>
<b>TENDER BOX &amp; ADDRESS</b>	<p>Tender Box, Reception Area HPCSA Main Building 553 Madiba Street Arcadia, Pretoria 0001</p> <p>If the tender offer is too large to fit into the above-mentioned box or the box is full, please enquire at the reception.</p>
<b>HPCSA TENDER REPRESENTATIVES</b>	<p>Ms. L Makhanthisa Email: <a href="mailto:Tenders@hpcsa.co.za">Tenders@hpcsa.co.za</a></p>
<b>TENDER FEE:</b>	N/A.
<b>OPENING OF TENDERS: PLACE TIME</b>	<p>HPCSA Main Building, 553 Madiba Street <b>12 December 2023 [12h00]</b></p>
<b>PREFERENCE SYSTEM</b> (Preferential Procurement Regulations)	<b>80/20</b>

## PART 2 - DETAILS OF TENDERER

### 2.1 Type of Entity (Please tick one box)

☐ Individual / Sole Proprietor  
Company

☐ Close Corporation

☐

☐ Partnership or Joint Venture or  
Consortium

☐ Trust

☐ Other:  
.....

### 2.2 Required Details (Please provide applicable details in full):

<b>Name of Company / Close Corporation or Partnership / Joint Venture / Consortium or Individual /Sole Proprietor</b>	
<b>Trading as</b> (if different from above)	
<b>Company / Close Corporation registration number</b> (if applicable)	
<b>Postal address</b>	Postal Code _____
<b>Physical address</b> (Chosen domicilium citandi et executandi)	Postal Code _____
<b>Contact details of the person duly authorised to represent the tenderer</b>	Name: Mr/Ms _____ (Name & Surname) Telephone:( ____ ) _____ Fax:( ____ ) _____ Cellular Telephone: _____ E-mail address: _____
<b>Income tax number</b>	
<b>VAT registration number</b>	
<b>SARS Tax Compliance Status PIN</b>	

### PART 3 – FORM OF OFFER AND ACCEPTANCE

#### TENDER NO: HPCSA 03/2023 HOSTED CONTACT CENTRE AND TELEPHONY SERVICES (RE-ADVERT)

##### PART A (TO BE FILLED IN BY TENDERER):

**Required Details** (Please provide applicable details in full):

<b>Name of Tendering Entity*</b> (“the tenderer”)	
<b>Trading as</b> (if different from above)	

**AND WHO IS** represented herein by:(full names of signatory)

duly authorized to act on behalf of the tenderer in his capacity as: (title/ designation)

**HEREBY AGREES THAT** by signing the *Form of Offer and Acceptance*, the tenderer:

1. confirms that it has examined the documents listed in the Index (including Schedules and Annexures) and has accepted all the Conditions of Tender.
2. confirms that it has received and incorporated any and all notices issued to tenderers issued by the HPCSA.
3. confirms that it has satisfied itself as to the correctness and validity of the tender offer; that the price(s) and rate(s) offered cover all the goods and/or services specified in the tender documents; that the price(s) and rate(s) cover all its obligations and accepts that any mistakes regarding price(s), rate(s) and calculations will be at its own risk.
4. offers to supply all or any of the goods and/or render all or any of the services described in the tender document to the HPCSA in accordance with the:
  - a. terms and conditions stipulated in this tender document.
  - b. specifications stipulated in this tender document; and
5. accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on it in terms of the Contract.

\_\_\_\_\_  
Signature(s)

\_\_\_\_\_  
Print name(s):

On behalf of the tenderer (duly authorized)

\_\_\_\_\_  
Dat

**FORM OF OFFER AND ACCEPTANCE (continued)**

**TENDER NO: HPCSA 03/2023 HOSTED CONTACT CENTRE AND TELEPHONY SERVICES (RE-ADVERT)**

**PART B (TO BE FILLED IN BY THE HPCSA)**

By signing this *Form of Offer and Acceptance* the HPCSA (also referred to as the 'Purchaser'):

1. accepts the offer submitted by (DETAILS OF SUCCESSFUL TENDERER, ALSO REFERRED TO AS THE "SERVICE PROVIDER")

\_\_\_\_\_, thereby concluding a contract with the Service Provider for a contract period from date of commencement of contract not exceeding 60 months.

2. undertakes to make payment for the goods/services delivered in accordance with the terms and conditions of the Contract.

SIGNED AT \_\_\_\_\_ ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_\_\_  
(PLACE) (DD) (MM) (YY)

\_\_\_\_\_  
Signature(s) and stamp of  
Executive Director or his/ her delegated authority

\_\_\_\_\_  
Print name(s):  
(duly authorized in terms of  
the System of Delegations  
as approved by Council)

## FORM OF OFFER AND ACCEPTANCE (continued)

### Schedule of Deviations

#### Notes:

- a) The extent of deviations from the tender documents issued by the HPCSA before the tender closing date is limited to those permitted in terms of the conditions of tender.
- b) A tenderer's covering letter shall not be included in the final contract document. Should any matter in such letter, which constitutes a deviation as aforesaid, become the subject of agreements reached during the process of offer and acceptance, the outcome of such agreement shall be recorded here.
- c) Any other matter arising from the process of offer and acceptance either as a confirmation, clarification or change to the tender documents and which it is agreed by the Parties becomes an obligation of the contract shall also be recorded here.
- d) Any change or addition to the tender documents arising from the above agreements and recorded here, shall also be incorporated into the final draft of the Contract.
  
- e) Subject .....  
Details .....  
.....  
.....  
.....
- f) Subject .....  
Details .....  
.....  
.....  
.....
- g) Subject .....  
Details .....  
.....

By the duly authorized representatives signing this agreement, the HPCSA and the tenderer agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to this tender document and addenda thereto as listed in the returnable schedules, as well as any confirmation, clarification, or changes to the terms of the offer agreed by the tenderer and the HPCSA during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the receipt by the tenderer of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the parties arising from this agreement.

## 4. PART 4 - ADMINISTRATIVE INFORMATION

### 4.1 Purpose

**4.1.1** The Health Professions Council of South Africa hereby invites suitably qualified and experienced bidders to submit proposals and quotations for Hosted Contact Centre and Telephony Services for period of 3 years, to ensure accessibility of the HPCSA to stakeholders whenever they call the organisation.

**4.1.2** The HPCSA strives to achieve the following business objectives by deploying the contact centre and business telephony:

- Enable fast and reliable communication channels between Council, Professional Boards, Secretariat, and all external stakeholders.
- Continuation of unified communications platform.
- Enable stakeholders to easily access the HPCSA for any information or assistance they might require.
- For all Council employees irrespective of location to be linked on the same telephony platform.

### 4.2 HPCSA Terms & Conditions of the Tender

**4.2.1** The HPCSA reserves the right without furnishing any reasons whatsoever, to cancel, withdraw or re-advertise, or to award or not to award this service/tender(s).

**4.2.2** The HPCSA reserves the right not to accept the lowest tender or any tender, in part or in whole.

**4.2.3** Successful applicants will be required to enter into service level agreements with the HPCSA in addition to contractual obligations.

**4.2.4** Tenders should be submitted in a sealed package marked, **“HPCSA 03/2023”**

**4.2.5 Bidders are required to provide both hard and electronic copies of their bid submission/ regarding Envelope 1 – “Technical Proposal”, bidders must provide original proposal plus three (3) hard copies.** The sealed envelope must be placed in the tender box at the Main Reception area of the HPCSA Building, 553 Madiba Street, Arcadia, 0002, South Africa.

***Note: This Tendering Process will use a two-envelope system i.e., Bidders must submit the Administrative Requirements (Mandatory) and functional proposal in one envelope (together with relevant copies) and pricing and preference points proposals in a separate envelope (together with the relevant copies). BOTH ENVELOPES MUST BE CLEARLY MARKED.***



- 4.2.6** No Tender received by telegram, mail, e-mail, or facsimile will be considered.
- 4.2.7** Where a tender is not submitted at the time of the tender closing, such a tender will not be assessed.
- 4.2.8** The HPCSA is entitled to amend any tender condition, validity period and specification of such a tender before the closing date. All tenderers to whom the tender documents have been issued will be advised in writing of such amendment or of extensions, promptly.

### **4.3 Confidentiality**

- 4.3.1** Both parties shall keep all information obtained by them in the context of the Contract confidential and shall not divulge it without the written approval of the other party.

### **4.4 Retention of Tenders**

- 4.4.1** All tenders submitted shall become the property of the HPCSA.
- 4.4.2** The HPCSA will make all reasonable efforts to maintain tenders in confidence.
- 4.4.3** Proprietary information should be identified in each tender.

### **4.5 Cancellation and re-invitation of bids**

- 4.5.1** The decision to cancel a bid will be published in the same media in which the original bid invitation was advertised.

### **4.6 Vendor Communications**

- 4.6.1** During the tendering period, communications between vendors and the HPCSA will only be in writing through email for any queries and questions.
- 4.6.2** All communications, correspondence, documentation, manuals, tenders, presentations, demonstrations etc., must be in English.
- 4.6.3** All questions concerning the Tender must refer to the Tender page number, section number and paragraph number. All questions and correspondence must only be directed to the authorised HPCSA Tender Representatives, listed in PART 1 of the tender.

## 4.7 Prime Service Provider Relationship

- 4.7.1** The HPCSA intends to contract only with an identified vendor known as the Prime Service Provider when the Tender is issued.
- 4.7.2** Subcontracting assignments will be allowed. The subcontractors should adhere to the same requirements as set out for the Prime Service Provider. In the event of a subcontracting arrangement, the Prime Service Provider assumes all responsibility for delivery, installation, maintenance, and any support service including documentation that is supplied by the subcontractor.

## 4.8 Response Validity Period

- 4.8.1** Tender responses will be valid for a period of 90 days after the closing date.

## 4.9 Pricing Section

- 4.9.1** These guidelines are to assist you in submitting pricing data.
- 4.9.2** Provide a summary description of your standard estimating methods bearing the following in mind:
- Prices based on currencies other than the South African Rand, the exchange rate utilised, and the date of the exchange rate must be clearly indicated.
  - Prices are to be inclusive of all applicable tax. An indication of those prices to which tax does not apply is also required.
  - Price must be fixed for all categories and inclusive of the three yearly increases.

Requirement	Description	Total price
Session Initiation Protocol (SIP) Implementation and Migration.	Setup, configuration, Chat Generative Pre-Trained Transformers (GPT), Artificial Intelligent (AI), etc. Integration plan (Oracle Service Cloud OSvC and Contact Centre) Transition plan (Old to New Solution) including business continuity.	
Automation	Chat Generative Pre-Trained Transformers (GPT) Artificial Intelligent (AI) and WhatsApp Integration <ul style="list-style-type: none"><li>Unlimited monthly volume fixed price</li><li>200 000 website visitors and 20 000 call center</li></ul>	

	Calls/WhatsApp contacts monthly <ul style="list-style-type: none"> <li>• 300 000- 500 000 website visitors and 30 000 – 60 000 call center Calls/WhatsApp contacts monthly</li> </ul>	
Re-use option	Existing hardware to be re-used	
Change management and user training.	Clearly outline training plan and change management plan. Training of business users on the new solution. Training of contact centre (users and team leaders).	
Engineer training and certification X 2.	Training of IT Engineer and certification course.	
Three-years License, Maintenance and Support	Product updates, support and licenses	
	Vat @ 15%	
	Total	

## 5. PART 5 – TERMS OF REFERENCE (SPECIFICATION)

### 5.1 Background

**5.1.1** The Health Professions Council of South Africa (HPCSA) is a statutory body established under the Health Professions Act 56 of 1974 (as amended) and is mandated to regulate the health professions in the Republic of South Africa and functions through 12 Professional Boards operating under its auspices. The Professional Boards control the professions falling within their ambit under the overarching coordination and guidance of the HPCSA and are responsible for:

- Setting standards for the Education, training and registration and practice of all health professions registered under the Act;
- Fostering compliance with the standards set;
- Ensure ongoing continuing professional development by practitioners; and
- Investigate complaints lodged against practitioners registered under the Act.

## **5.1.2 Current HPCSA Landscape**

### **5.1.2.1 Business Telephone for 310 Users**

### **5.1.2.2 Cloud based services for Internet Protocol (IP) Telephony, Voicemail and Contact Center applications.**

### **5.1.2.3 310 IP Phones, IP Phone distribution is provided below**

User Specification	Basic User/Contact Center	Manager	Executive
IP Phone Model	Cisco 7821	Cisco 8811	Cisco 8841
Count	260	30	20

### **5.1.2.4 Headsets – Wireless headsets for call centre total number of 30**

### **5.1.2.5 30 Seats in Contact Center deployed, out of which:**

- 28 for Agents
- 2 for Supervisors

### **5.1.2.6 IP Phones are registered to Hosted UC Cloud IP Private Branch Exchange (PBX).**

### **5.1.2.7 Voicemail is configured for all Telephony users.**

### **5.1.2.8 Telephone Management system**

### **5.1.2.9 Telephony solution**

- Voip connect Access Link (7mbps)
- SIP Trunk sessions
- 150 concurrent SIP sessions

## 5.2 Scope of Work

The Health Professions Council of South Africa hereby invites suitably qualified and experienced bidders to submit proposals and quotations for Hosted Contact Centre and Telephony Services for period of 3 years, to ensure accessibility of the HPCSA to stakeholders whenever they call the organisation.

### 5.2.1 Provision of Unified Communication Solution

- a. Ability to port and maintain HPCSA's current numbers
- b. Hosted IP PBX
- c. Fully functional SIP solution with redundancy
- d. Providing of a Contact centre solution, software, licenses and softphones application
- e. Maintenance and support of current telephone device hardware
- f. Proactive monitoring and notification of telephone services
- g. License, maintenance and support
- h. Migration and project implementation
- i. Detailed test plan
- j. High-level design document of proposed solution
- k. Wallboard
- l. Web Realtime communication (RTC)
- m. Provide solution for business continuity for critical lines in case of system failure
- n. Provide 4 TB data storage for call Centre.
- o. Provision of business continuity services or allow for integration with Commvault backup and replication solution deployed in the HPCSA.

### 5.2.2 Hardware Requirements

**5.2.2.1** Service Provider is required to Re-use the current phones.

**5.2.2.2** Provide specification requirements for laptops and wireless Headsets for call centre agents that is compatible with to be provided software.

**Note: Mobility being the key, as employees might be required to work remotely**

### **5.2.3 Functionality requirements**

#### **5.2.3.1** The following functionality is required for contact centre (35 Hardware):

- a. Call Centre channels, viz, call, chat, email, ChatGPT, AI, automation
- b. Interactive Voice Recording (IVR)
- c. Calls Queuing
- d. Call routing to agents based on agent availability status.
- e. Screen recording for Contact Centre agents.
- f. Call Coaching on live calls (for training purposes)
- g. Quick status check report for Team leaders (Who's free, length of current call, etc.)
- h. Listen (for quality monitoring)
- i. Wrap up time (Agents to take notes at the end of each call)
- j. Outbound calls as and when required.
- k. Voice Call recording for Contact Centre agents
- l. Storage of both Screen and voice recordings.
- m. Accessibility of the recorded information
- n. Integration with Oracle Service Cloud (OSvC) and EBS (balance enquiry, registration status, etc.)
- o. Prepopulate screen with customer data for all agent calls based on number used to call the contact centre.
- p. Scheduled Management reports emailed to specified users.
- q. The capability for a practitioner to request to be called back.
- r. Contact Centre productivity Reports
- s. Soft phones
- t. Mobility and out of office access
- u. Chat GPT
- v. Solution should work with a laptop.

#### **5.2.3.2 New implementation of Chat GPT AND AI – (Refer Annexure F- attached)**

- a) The website general statistics for any given six month are approximately 1 100 000.
- b) Call Centre Statistics - we received about 20 000 calls per month.

- c) The AI must be integrated with WhatsApp (New implementation)

#### **5.2.3.3 The following functionality is required for Business Telephones for 300 users:**

- a. Call handling (receiving, making calls, call back, pickup and forward, redial)
- b. Telephone directory
- c. Call hunting
- d. Follow me
- e. Caller identity
- f. Manager/secretary setup where a secretary can receive calls for the Manager.
- g. Phone pin for individual user for making external calls.
- h. Voicemail
- i. Call restriction e.g., for international calls
- j. Telephone management system for reporting, e.g., individual usage report, departmental usage call including incoming, outgoing, missed, and dropped calls, etc.
- k. It is essential to have seamless interaction between contact centre and business telephony.
- l. Internal extension number calling.
- m. International calling for certain extension numbers.
- n. Ability to use a softphone option if user does not need a Hard phone.
- o. Mobility and out of office access
- p. Web Realtime Communication for Business continuity solution

#### **5.2.4 Call Data Retention**

- a. The solution can record all contact centre calls and retain them for a period of 60 months or in line with National Archive rules. Calls that are less than one month old must be immediately available for playback. Older calls be archived and made available on request and can only be made available to duly authorised officials.

#### **5.2.5 Project and implementation plan**

- a. Clearly defined project and implementation plan.
- b. Setup, configuration, etc.
- c. Integration plan (Oracle Service Cloud OSvC and Contact Centre), popup screens
- d. Transition plan (Old to New Solution)
- e. Interactive Voice Response (IVR) tree

### 5.2.6 Training and change management.

- a. Clearly outline training plan and change management plan.
- b. Training of business users on the new solution
- c. Training of contact centre
- d. Administrator training

### 5.2.7 Cybersecurity compliance

- a. Provision of quarterly security reports with a sample for the bid

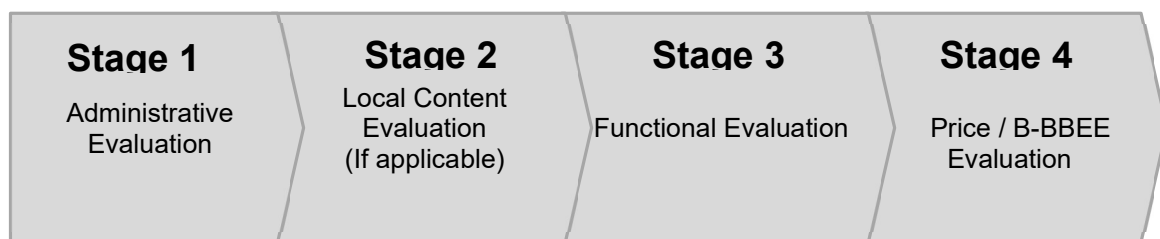
## 5.3 Duration of contract

- a. The Service Provider would be required to enter into a service level agreement for a period of three (3) years. The solution must be deployed and fully functional by end of September 2023.

## 6. PART 6 - EVALUATION PROCESS

- This tender will be evaluated in accordance with the Preferential Procurement Regulations. The HPCSA will use a staged approach to evaluate the bids. The requirements of any given stage must be complied with prior to progression to the next stage. The HPCSA reserves the right to disqualify bidders without requesting any outstanding document/information.

The stages are outlined in the diagram below and further detailed in the paragraphs that follow.



### 6.1 Stage 1: Administrative Evaluation

- During this stage of the evaluation the bidders will be evaluated on whether they comply with the following:
  - a. Complied with all the conditions of tender; and
  - b. Submitted all mandatory documentation required.



- A bidder who fails to comply with the submissions of the mandatory administrative documentation as per criteria below will be disqualified at this stage and will not be considered any further
- The required mandatory administrative documentation includes the following:

Mandatory Document	Checklist
Duly completed HPCSA Service Provider declaration form <b>Annexure A</b>	
Company Registration Certificates	
If applicable; a Joint Venture agreement	
A Company Profile	
Bidder's three (3) years audited financial statement or proof from the Financial Institution/ bank, not older than thirty (30) days, that the company has the financial stability to successfully execute the contract	
Proof that the bidder's tax affairs are in order with SARS (e.g., Valid Tax Clearance Certificate/ Status Pin number document)	
Certifications Service Provider must be an Authorized Reseller for OEM Product, certificate or letter to be supplied from OEM	
SBD4 – Declaration of Interest see <b>Annexure B</b>	
SBD8 – Declaration of bidders past Supply Chain Management Practices <b>Annexure C</b>	
SBD9 – Declaration of Independent Bid Determination <b>Annexure D</b>	

## 6.2 Stage 2: Local Content

- Local Content is **not** applicable for this Tender. Hence, all bidders who qualify for the Administrative Evaluation will be evaluated on Functionality.

### 6.3 Stage 3: Functional Evaluation

- Bidders who qualified for the previous stage(s) of the Evaluation will then be evaluated in terms of the functional requirements.

#### 6.3.1 Scoring Criteria - Stage 3A

- All bidders who met all the mandatory functional requirements will now be evaluated further on functionality.
- A *minimum score of 80 points out of 100* will be required to pass stage 3A.
- The HPCSA will analyse and assess functional capability and therefore the bidder should demonstrate the following.

FUNCTIONAL EVALUATION CRITERIA			SUB- CRITERIA	MAX POINTS						
CRITERIA										
<b>Company Experience:</b> Service provider should at least have 5 years' experience in conducting contact Centre and telephony services. (Proof should be in the form of reference letter/(s)).  <ul style="list-style-type: none"><li>• Name of the client.</li><li>• Contact Details.</li><li>• Dates when telephony work was performed (Start date and end date)</li><li>• The clients should have more than 100 employees.</li></ul> <table><tr><th>Less than 3 years</th><th>5-10 years</th><th>Above 10 years</th></tr><tr><td>0</td><td>20</td><td>30</td></tr></table>			Less than 3 years	5-10 years	Above 10 years	0	20	30	30	30
Less than 3 years	5-10 years	Above 10 years								
0	20	30								
Number of written references: Bidders must submit signed reference letters from their clients. Reference letter must be on client letterhead. <table><tr><th>1 Letter</th><th>2 Letters</th><th>3 Letters</th></tr><tr><td>5</td><td>10</td><td>20</td></tr></table>			1 Letter	2 Letters	3 Letters	5	10	20		
1 Letter	2 Letters	3 Letters								
5	10	20								
Architectural and Solution design of the SIP solution Redundancy detailing the actual proposed solution.			10 10	20						
Training and change management. <ul style="list-style-type: none"><li>• Clearly outline training plan and change management plan.</li></ul>			10	10						
Outline business continuity capabilities of the proposed solution			20	20						
TOTAL			100	100						

### 6.3.2 Stage 3B – Demo

- a. All bidders who met the Minimum score on **Stage 3A** will now be evaluated further.
- b. A *minimum score of 25 points out of 30* will be required to pass the Functional Evaluation stage3B.

FUNCTIONAL EVALUATION CRITERIA	SUB-CRITERIA	MAX POINTS
CRITERIA		
Demo of call center solution: <ul style="list-style-type: none"><li>• Mobility</li><li>• Reports</li><li>• Security</li><li>• Automation (Chat GPT and AI)</li><li>• Call Hunting</li></ul>	7 5 8 5 5	30
<b>TOTAL</b>	<b>30</b>	<b>30</b>

- All bids that qualify for this stage of the evaluation process are considered acceptable bids/tenders and will then be evaluated on Price and B-BBEE.

### 6.4 Stage 4: Price and B-BBEE

- Only bidders that passed the Functional Evaluation stage will be evaluated on price and preference (B-BBEE). The 80/20 preference point system will be applicable for this tender. the qualifying bids are evaluated in terms of 80/20 preference points systems, where 80 points must be used for price only and the 20 are used for B-BBEE.

#### 6.4.1 Preference Scores

A bidder will only be awarded points for preference, provided:

The bidder has completed and signed the Preference Points Claim Form (SBD 6.1 Annexure E).

**The bidder:**

- a) Submitted a valid B-BBEE status level certificate issued by a SANAS accredited B-BBEE agency; or
- b) Submitted an affidavit stating the B-BBEE status level in the case of an EME and QSE
- c) A trust, consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

- a. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such B-BBEE scorecard is prepared for each and every separate bid.

B-BBEE Status Level of Contributor	Number of points (80/20 system) For procurement, up to R50 million
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

## 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

### 80/20

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

### Where

- P<sub>s</sub>** = Points scored for price of tender under consideration  
**P<sub>t</sub>** = Price of tender under consideration  
**P<sub>min</sub>** = Price of lowest acceptable tender

**7. PART - 8 HPCSA CONTRACT Template (Attached separately)**

**ANNEXURE A**



**SERVICE PROVIDER  
DECLARATION FORM**

**Health Professions Council of South Africa**

**This form must be completed and submitted with TENDER:**

**Health Professions Council of South Africa  
P O Box 205  
PRETORIA  
0001**

**553 Madiba (previously known as Vermeulen) Street  
Arcadia  
PRETORIA  
0007**

**Please complete the form fully and use a black pen. Illegible or incomplete forms will be rejected.**

**Direct enquiries to Procurement Officer**

**Email: [Tenders@hpcsa.co.za](mailto:Tenders@hpcsa.co.za)**

**PLEASE KEEP COPIES OF REGISTRATION FORM AND ALL DOCUMENTATION  
SUBMITTED FOR YOUR RECORDS AS NO COPIES WILL BE MADE BY THE COUNCIL**

**Where applicable under mentioned documents must be attached with tenders**

**Please tick box**

	<b>Y</b>	<b>N</b>	<b>NA</b>
Valid B-BBEE status level certificate issued by a SANAS accredited B-BBEE agency/Affidavit			
Company registration document (certified)			
Proof of ownership/ shareholder certificate (certified)			
If applicable; a Joint Venture agreement (certified)			
Proof that the bidder's tax affairs are in order with SARS (e.g., Valid Tax Clearance Certificate/ Status Pin number)			
Proof of banking document			
Comprehensive company profile			
Duly signed HPCSA Service Provider declaration form			
A copy of your audited financial statements			
SBD4 – Declaration of Interest			
SBD8 – Declaration of bidders past Supply Chain Management practices			
SBD9 – Declaration of Independent Bid Determination			
SBD6.1 – The bidder has completed and signed the Preference Points Claim Form			

**BUSINESS PARTICULARS**

**Name of Business**


**Physical address**


**City**


**Province**


**Postal address (if not same as above)**


**City**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Province**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Telephone**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Fax no**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Cell no**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--



**Email address**


**Web page address**


**Contact person for correspondence address**

**Name**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Surname**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**SALES AND ACCOUNTS DEPARTMENTS**

**Sales Department**

**Contact name**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Telephone**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Fax**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Email address**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Cell no**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**FINANCIAL DETAILS (BANKING)**

**Accounts Department**

[illegible][illegible][illegible][illegible][illegible][illegible]

- original cancelled cheque; or
- Original stamped letter from Bank.

Capacity		HDI status	
Director	D	HDI	H
Partner	P	Women	W
Member	M	Disabled	D
Priority	R		
Other	O		

Proof of disability provided by a recognized institution in the case of handicapped persons must be supplied.

**NB: certified copy of shareholder certificates or proof of ownership must be supplied**

Complete the following for the shareholders who are actively involved in the management and daily business operation of the business.

**First name**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Surname**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Identification number**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Capacity**

D	P	M	R	O
---	---	---	---	---

**M      F    (sex)**

--	--

**HDI status**

H	W	D

Disabled (permanent impairment of a physical, intellectual or sensory function resulting in restricted or lack of ability to perform in a manner considered in a manner considered normal for a human being).

Are you actively involved in the management and daily business operations of the business?  
(Please provide a written breakdown e.g., company profile).

**First name**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Surname**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Identification number**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Capacity**

D	P	M	R	O
---	---	---	---	---

**M      F      (sex)**

--	--

**HDI status**

H	W	D

**First name**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Surname**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Identification number**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Capacity**

D	P	M	R	O
---	---	---	---	---

**M      F (sex)**

--	--

**HDI status**

H	W	D

## CONTACTABLE REFERENCES

Please supply a list containing the names, telephone numbers and client relationship of a minimum of three contactable references

**Contact person 1**


**Contact number 1**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Client Relationship 1**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Contact person 2**


**Contact number 2**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Client Relationship 2**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Contact person 3**


**Contact number 3**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Client Relationship 3**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**PREVIOUS CONTRACT OR TENDERING EXPERIENCE (Mark with X)**

Do you have any previous contract work or tendering experience

Yes	No

If yes, please complete the table below. List the last two contracts awarded to you or previous experience with other businesses related to this of work or supply

**Employer/ Department**


**Contact person**


**Contact number**


**Estimated contract value in rands**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Year awarded**

--	--	--	--

**Proof documents attached**

Yes	NO

Did your business exist under a previous name?

---

**If yes, what name did it trade under?**


**Previous business registration number**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

### Certification of correctness of information supplied in this document

1. The information supplied is correct.
2. All copies of relevant information are attached.

### *Personal information in block letters*

**Name**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Surname**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Telephone**


**Capacity**


**On behalf of the (Service Provider's Name)**


Signed and sworn to before me at \_\_\_\_\_ on this the \_\_\_\_\_ day of 2023 by the Deponent, who has acknowledged that he / she knows and that understands the contents of this Affidavit, that it is true and correct to the best of his /her knowledge and that he /she has no objection to taking the prescribed oath, and that the prescribed oath will be binding on his/her conscience.

\_\_\_\_\_  
**Signature: Applicant on behalf of Service Provider**

\_\_\_\_\_  
**Signature: Commissioner of Oath**

Commissioner of Oath Official Stamp

**Authorization for electronic transfer of funds (EFT)**

***Please complete in block letters***

**Company name/Surname**


**Company Account Holder**


**Address**


**Telephone**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Fax**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Mobile**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Email**


**Bank**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Branch**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Bank Account**





## SERVICE PROVIDER QUESTIONNAIRE

In assessing the company's tender, the HPCSA tender committee will consider the information provided as outlined in all the sections of this tender document.

ANNEXURE B. SERVICES		
1.	Where are your offices located?	
2.	Number of years in business?	
3.	Are you involved in any community development programmes – if yes, please give details	
4.	Are you prepared to negotiate on price?	
5.	Do you accept payment <i>via</i> EFT?	
6.	Acceptance of the practise that the HPCSA will pay within an agreed time frame <b>(30 Days term)</b> as per the agreed price with the successful bidder upon receipt of a valid tax invoice	

### QUESTIONNAIRE COMPLETED BY:

\_\_\_\_\_  
**NAME:**

\_\_\_\_\_  
**SIGNATURE:**

\_\_\_\_\_  
**DATE:**

COMPANY STAMP

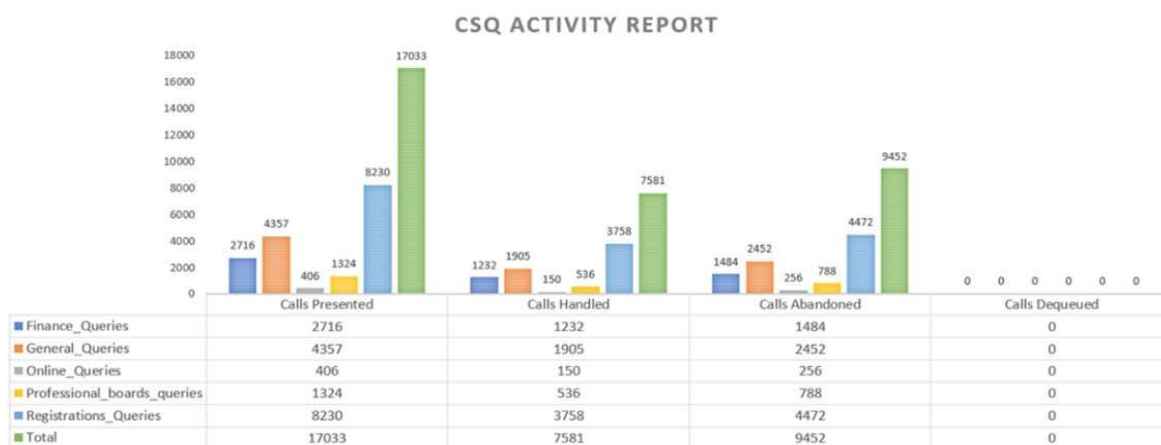
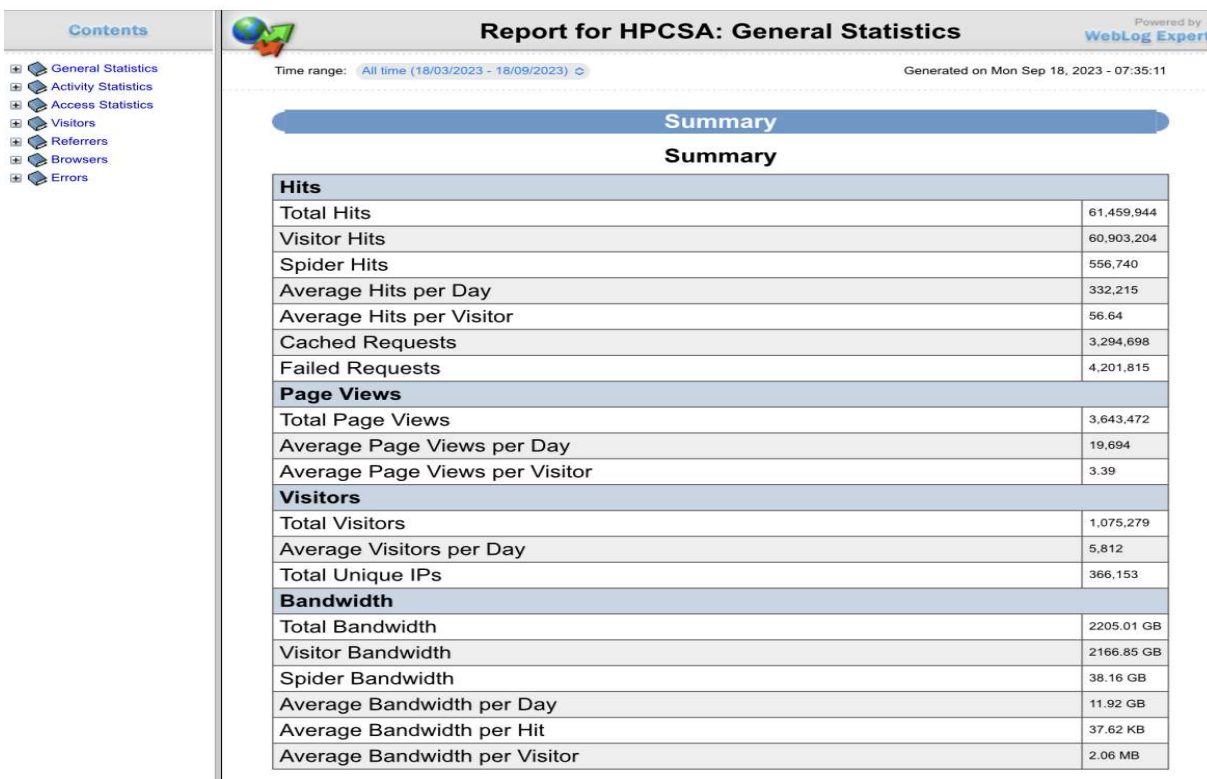
**ANNEXURE B SBD 4 (Attached separately)**

**ANNEXURE C SBD 8 (Attached separately)**

**ANNEXURE D SBD 9 (Attached separately)**

**ANNEXURE E SBD 6.1 (Attached separately)**

## ANNEXURE F – General Statistics



- Observed the abandoned call volume is an average 53%, This could affect contact center performance.
- Few of the agents are working from home. Due to limited Internet connectivity the call Abandoned volume is high.