Terms of Reference

Request for Quotations (RFQ)

Appointment of a service provider to Design, Supply, implement, and maintain a Cloud-based Voice Over Internet Protocol (VoIP) Telephony system for a period of 2 years

RFQ Number	ASA 04/07/2026
Date of Issue	16 July 2026
Closing Date	24 July 2026 @12:00 pm
	NO LATE SUBMISSIONS WILL BE ACCEPTED
Submissions	procurement@agrement.co.za

Supply Chain Management and Technical inquiries may be directed to:

procurement@agrement.co.za

Terms of Reference

1. BACKGROUND

The Agrément South Africa Act was assented to by the Honourable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa was established as a Schedule 3A entity on 1 April 2017. The entity operates under a delegation of authority from the Minister of the National Department of Public Works and Infrastructure.

The main objectives are:

- To provide assurance of fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardised construction-related products or systems in the local or international market.
- To support policymakers in minimising the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction-related products or systems.

2. INVITATION FOR PROPOSALS

Agrément South Africa (ASA) extends a call for the submission of proposals from suitably qualified service providers to Design, Supply, implement, and maintain a Cloud-based Voice Over Internet Protocol (VoIP) Telephony system for a period of 2 years.

3. SPECIFICATIONS

The appointed service provider will be expected to deliver an efficient, fully functional, end-to-end Cloud-based Voice Over Internet Protocol (VoIP) Telephony system comprising 39 soft lines and 1 reception handset. (Reception handset should be able to forward calls, hold, transfer and record)

The system must provide the following capabilities:

- Supply of 39 softphones and 1 handset for reception with specified features.
- Provisioning of VoIP services, including SIP trunks.

- Enable mobility through softphone capabilities for remote and hybrid work environments.
- Microsoft Teams Domestic Calling Plan
- Microsoft Teams International Calling Plan for the CEO and assistant.
- Provision of SIP trunks with capacity and call routing configurations.
- Support for hot desking, BLF, call park, call forwarding, and call recording for the reception
- Configuration of auto-attendant, call routing rules, to a specific number when not available (Overnight)
- Porting of all existing ASA Webex line numbers to MS Teams calling as they are currently.
- Self-service administration portal, which will allow the ASA to manage the account and report on data/voice usage, view bills, etc.
- The bidder shall set up a billing system that reports on usage per user and cost centre to ensure recovery of the telephone expenses, with monthly feedback to ASA.
- Adherence to security, security protocols, and service level agreements
- Automated billing and invoicing capabilities, including report generation with details such as:
    - Name & Surname
    - Staff Number
    - Extension Number
    - Business Unit Number and Name
    - Company Code
    - Call Cost and Classification (private/business)

4. SCOPE OF WORK

The appointed service provider will be required to deliver a turnkey VoIP solution, including but not limited to the following components:

4.1 SOLUTION DESIGN AND IMPLEMENTATION.

- Conduct a detailed assessment of Agrement S.A.'s current telephony environment.
- Supply, configure, and install softphone applications and 1 desk phone for reception. *(NB: All desk phones supplied and installed as part of this contract shall become the sole property of Agrement S.A upon full payment of the once-off purchase price.*
- Configure call routing, auto-attendants, hunt groups, voicemail, and call recording where required

- Provide one Reception/Switchboard facility at the main building:
    - A high-resolution colour screen makes viewing easy.
    - Status of available staff with Busy Lamp Field (BLF) support.
    - View both voice message and missed call counts on the display.

4.2 HARDWARE AND SOFTWARE PROVISION

- Provide enterprise-grade desk phones with advanced calling features.
- Supply softphone licenses compatible with desktops and mobile devices.
- Provide centralised management software for administration and reporting.
- Ensure all equipment is new, compliant with industry standards, and supported by manufacturer warranties.

4.3 UNIFIED COMMUNICATION FEATURES

The solution must support:

- Voice calling (internal and external)
- Call forwarding and call transfer
- Conference calling
- Mobile and desktop device support
- Directory services
- Collaboration tools

4.4 Call Features & Compliance

- Auto-attendant with multi-level menus, time-of-day routing.
- Call queuing (minimum 40 concurrent calls), call recording for reception (on-demand or always-on with consent announcement).
- Ensure compliance with applicable telecommunications regulations and standards issued by the Independent Communications Authority of South Africa (ICASA).
- Ensure protection against toll fraud and cyber threats.
- Ensure alignment with Agrement S.A ICT governance and cybersecurity policies.

4.5 Software configuration

- Deploy Microsoft Teams phone software;
- Enable staff to receive incoming calls, make outgoing calls, receive voicemail to phone, forward calls, conduct conferencing, transcribe calls, and utilise other common VOIP phone features via the Teams app.

4.6 Licensing specifications

- Provide recommendations on calling plans and licensing requirements;
- Deploy users under the Microsoft Teams phone licensing;
- Audio files are shared by either email or cloud-sharing services like OneDrive, **etc. Bidders must provide a rate per minute of recording.**

4.7 Testing requirements

- Test the performance of the Teams phone app and desktop phones in the Agrement S.A office environment;
- Assess the features, reliability, and performance of Teams to determine the adequacy
- Assess Teams' support for Time Division Duplex – transmission and reception

4.8 Training and documentation requirements

- Provide necessary training to all staff on Teams softphone and Teams-compatible handsets;
- Provide advanced administrative training to Agrement S. A's ICT staff on maintaining and configuring the Teams phone platform;
- Create documentation on the Teams platform setup of phone and user documentation for technicians.

4.9 Reliability and Business Continuity

- Guarantee high system availability (minimum 99% uptime recommended).
- Ensure the solution supports disaster recovery requirements**.**

5 SUBMISSION OF PROPOSALS AND EVALUATION CRITERIA

5.1 Submission of procurement documents.

- National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered into if such a service provider is not registered on the CSD,
- Completed and signed standard bidding documents, **SBD 4 and 6.1 forms.**
- The disclosure in the SDB 4 Form must be true and complete in every respect (Take specific note of Paragraph 2.3 of the disclosure).
- Signed General Conditions of Contract.

5.2 Mandatory documents

- Completed price schedule.
- The bidder must provide proof of an authorized Microsoft partner or reseller.
- The bidder **MUST** provide **three** (3) positive written contactable reference letters where similar services were completed in the public or private sector.

NB: Failure to meet any of the mandatory requirements in 5.2 below will disqualify the bidder.

Calculation of points

Please note that for acquisitions below or equal to R50 Million, ASA evaluates these terms of the 80/20 preference point system, where:

80 points are allocated for the price, and 20 points will be awarded based on the specific goals. Points for the price will be calculated for all shortlisted service providers in accordance with the following formula:

$$Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Where:

Ps = points scored for the price of the quotation under consideration

Pt = price of the quotation under consideration

Pmin = price of the lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMEs	5 points	- A B-BBEE certificate /sworn affidavit as supporting evidence
2.	>50% Black female ownership	5 points	- CSD report or, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners
3.	>50% Black youth ownership	5 points	- CSD report, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or - Identification Documentation of all owners
4.	>50% People with disabilities	5 points	- CSD report, - Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or - Identification Documentation of all owners

The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
Price	80
Specific goal	20
TOTAL	**100**

ASA also reserves the right to conduct an investigation of the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

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

6 TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with Agrément South Africa (ASA). The SLA shall form the contractual basis for the delivery of the service and for how performance shall be measured. Contract extensions are at the sole discretion of ASA.

7 PRICE SCHEDULE

OPTION 1 – SOFTWARE AND HARDWARE

Item no	Item Description	Once-off (R)	Recurring (R)
01	Cost of the system and related hardware		
02	Cost of support services		
03	Training for 1 delegate		
04	System installation costs		
TOTAL AMOUNT (EXCL VAT)			
15% VAT			
TOTAL AMOUNT (ALL INCLUSIVE)			

OPTION 2 – SOFTWARE

Item no	Item Description	Once-off (R)	Recurring (R)
01	Cost of the system		
02	Cost of support services (configuration of in-house hardware)		
03	Training for 1 delegate		
04	System installation costs		
TOTAL AMOUNT (EXCL VAT)			

15% VAT		
TOTAL AMOUNT (ALL INCLUSIVE)		

8 COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS.

In consideration of the fees paid, the service provider expressly assigns to ASA any copyright arising from the works the consultant produces while executing this contract. The consultant may not use, reproduce or otherwise disseminate or authorise others to use, reproduce or disseminate such works without prior consent from ASA.

9 FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all proposals and/or not to appoint any service provider.

10 PROCEDURE FOR SUBMISSION OF PROPOSALS

10. 1 All proposals must be submitted electronically to procurement@agrement.co.za.

10.2 Respondents must use the RFQ number as the subject reference number when submitting their bids.

10.3 All documents submitted electronically via e-mail must be clear and visible.

10.4 All proposals, documents, and late submissions after the due date will not be evaluated.

NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED

11 VALIDITY PERIOD OF PROPOSAL

Each proposal shall be valid for a minimum period of **three (3) months,** calculated from the closing date.

12 APPOINTMENT OF SERVICE PROVIDER

12.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

12.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such an agreement, ASA reserves the right to appoint an alternative supplier.

12.3 Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

13. ENQUIRIES AND ASA CONTACT

13.1 Any enquiry regarding this RFQ shall be submitted in writing to ASA at procurement@agrement.co.za.

12.1 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFQ process other than as required through existing service arrangements or as requested by ASA as part of the RFQ process.

13 MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFQ must be in English.

14 COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

15 CORRECTNESS OF RESPONSES

16.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFQ. The prices and rates quoted must cover all obligations under any resulting contract.

16.2. The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

16 VERIFICATION OF DOCUMENTS

17.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability for anything arising from missing or duplicated pages.

17.2 Only one electronic copy of the proposal must be submitted via email to procument@agrement.co.za. If the bidder sends more than one proposal, the first submission shall take precedence, should it not have been recalled/withdrawn in writing by the bidder.

17 ADDITIONAL TERMS AND CONDITIONS

18.1 A tenderer shall not assume that information and/or documents supplied to ASA, at any time prior to this request, are still available to ASA, and shall consequently not make any reference to such information document in its response to this request.

18.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.

18.3 An omission to disclose material information, a factual inaccuracy, and/or a misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.

18.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

18 ASA RESERVES THE RIGHT TO

19.1 Extend the closing date.

19.2 Verify any information contained in a proposal.

19.3 Request documentary proof regarding any tendering issue.

19.4 Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal).

19.5 Award this RFQ as a whole or in part.

19.6 Cancel or withdraw this RFQ as a whole or in part.

19 DISCLAIMER

This document is only an RFQ (request for proposals), not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submitting this proposal, tenderers shall be deemed to have satisfied themselves with and accepted all Terms & Conditions of this RFQ. ASA makes no representation, warranty, assurance, guarantee or endorsement to the tenderer concerning the RFQ, whether with regard to its accuracy,

completeness or otherwise, and ASA shall have no liability towards the tenderer or any other party in connection therewith.

20 POPIA

Protection of Personal Information - All bidders agree that the personal information of persons related to or linked with bidders or respondents to this request for proposals may be required to fulfil the bid submission requirements. All bidders agree that the ASA may collect, keep, and process such information, provided that the aforesaid uses shall be for the purpose of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.