

REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023
SWAZILAND TELECOMMUNICATIONS DIRECTORY



**ESWATINI POSTS AND TELECOMMUNICATIONS
CORPORATION (EPTC)**

REQUEST FOR TENDER (RFT)

**TENDER NAME: PRINTING AND PUBLISHING OF THE 2023
ESWATINI TELECOMMUNICATIONS DIRECTORY**

TENDER NUMBER: 05 Of 2021/22

CLOSING DATE AND TIME: 02 AUGUST 2021

REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

TABLE OF CONTENTS

SECTION A COMPANY BACKGROUND

SECTION B TENDER INVITATION AND SUBMISSION

SECTION C SCOPE / SPECIFICATIONS OF TENDER

SECTION D TENDER EVALUATION CRITERIA

SECTION E TERMS AND CONDITIONS OF TENDER

SECTION F TENDERER'S DESIGNATED LIASON



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

SECTION A COMPANY BACKGROUND

The Eswatini Posts and Telecommunications Corporation (“EPTC”), a body corporate, was established in April 1986 under Act No. 11 of 1983. This Act regulates all the activities of EPTC. The EPTC is responsible to the Minister for Information and Communications Technology (ICT), who in turn is answerable to Government for the activities of the Corporation. The Public Enterprises - Control and Monitoring Act No. 8 of 1989 classifies the Corporation as a category A Public Enterprise, as a body wholly owned by Government or in which Government has a majority interest.” The main responsibilities of EPTC are the operation, maintenance and development of Postal and Telecommunications services nationally.

Vision

“Improving lives through digital innovation.”

Mission

“We provide customer centric communication, logistics and financial solutions through the application of modern technology to enhance our stakeholders’ quality of life.”

Values

- Respect - 360-degree consideration of others’ opinions, beliefs, feelings and needs
- Collaboration - Promote and support teamwork and healthy relationships to deliver a common goal
- Integrity - Lead by example, walk the talk and be dependable
- Innovation - Continuously seeking and implementing better ways of improving business efficacy
- Agility - Responsiveness to our customer and stakeholder needs

Business Focus

EPTC has four business interests, namely:

- Eswatini Post, a business division of EPTC focusing on postal and financial services
- Eswatini Telecom Limited, a subsidiary company wholly owned by EPTC, focusing on the last mile telecommunication access, products and services
- Infrastructure Business, a Business Division of EPTC, focusing on backbone and gateway services for licensed operators and ISPs
- National Contact Centre Limited, a subsidiary company wholly owned by EPTC, focusing on transforming local and international businesses through provision of business process outsourcing solutions.

Structure

EPTC is divided into five divisions, namely:

- Swazi Post
- Swazi Telecom
- Corporate Services
- Finance
- Strategy and Projects

A General Manager who reports to the office of the Managing Director heads each of the divisions.

REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

SECTION B TENDER INVITATION AND SUBMISSION

1. The purpose of this document is:
 - To provide prospective Vendors with sufficient information to understand the business operations of EPTC and to respond to the specific tender requirements;
 - To ensure that a consistent level of information is obtained from each prospective Vendor; and
 - To provide a structured framework for the subsequent evaluation of the proposed solutions.
2. This document is an official Request for Proposal (RFP) for the goods or services as specified for Eswatini Posts and Telecommunications Corporation (EPTC). Vendors are required to respond to this RFP demonstrating that their offers are a probable fit to EPTC's overall requirements.
3. Tender documents must be submitted in a sealed package as follows:
 - ☒ **One (1) original, clearly marked "ORIGINAL"**
 - ☒ **Three (3) copies, clearly marked "COPY"**
 - ☒ **Soft copy (CD) format.**
4. Submissions; clearly marked "Tender Number and Full Name" must be submitted into the Tender Box situated in the Phutfumani Building Reception entrance, Mahlokohla Street, Mbabane addressed as follows:
Tender Number and Name
The Secretary to the Tender Board
Eswatini Posts and Telecommunications Corporation
PO Box 125
Mbabane H100
Swaziland
5. Tenderers are required to complete a tender submission register at the reception where the tender box is located before depositing their proposals into the tender box.
6. The technical and financial proposal must be submitted in two separate envelopes clearly marked same.
7. All proposals documents must be submitted before or on the closing date and time as indicated in the RFP document. Late, faxed or e-mailed proposals will not be accepted. EPTC reserves the right to change the closing date and any other dates that may appear in this RFP. Such changes will be communicated as soon as they are made.
8. In the event of any problems with the delivery of the proposals, vendors should please contact the Secretary to Tender Board on the following number: +268-2405 2139
9. If the envelopes are not sealed and marked as required, EPTC will assume no responsibility for the tenders' misplacement or premature opening.
10. All enquiries relating to this RFP should be submitted in writing to the Secretary to the Tender Board or e-mailed to namiled@sptc.co.sz, not later than 27 July 2021.
All questions and answers thereto will be communicated in writing to all participants. No direct communication or contact with any other party at EPTC is permissible. Any such breach may disqualify the company. If any enquiries are sent by fax or original copies, these should be followed by email correspondence within 24 hours.
11. Summary of Submission Deadlines



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

ITEM	DATE	TIME
Tender Closing and Opening	02 AUGUST 21	9:00 AM

SECTION C SCOPE / SPECIFICATIONS OF TENDER

1. Introduction

The Eswatini Posts and Telecommunications Corporation invites tenders, from renowned Printing and Publishing companies for the compilation, selling of advertising space and printing of the Eswatini Telecommunications Directory for 2023.

The Eswatini Telecommunications Directory will contain the following main headings and sections: -

- A. General Information
- B. Alphabetical listing
- C. Government Ministries/ Departments section
- D. Postal Commission, Tariffs Post, Post Office Box Renters section
- E. Yellow Pages/Classified section
- F. Any other information pertaining to telecommunications the Corporation may add.

NB: A copy of the current Eswatini Telecommunications Directory will be made available to each tenderer for ease of reference.

2. Specifications of the Telecommunications Directory

- A. The Eswatini Telecommunications directory shall be printed once a year and the date of publication shall be December of each year.
- B. The quality of paper on which the directory shall be printed on, the cover in which these are bound and general lay out should be specified and agreed upon with the Corporation.
- C. Each page should have 3 columns of 7.2cm
- D. The particulars of entries with respect to telephone subscribers, postal boxes and private bag renters involving new additions, deletions, and any other alterations in entry format shall be communicated to the printing company three (3) months before printing.
- E. The listing of the various sections of the Telecommunications Directory shall be done on separate pages and marked in different colours. This includes the following sections:
 - a) General Information section - Green
 - b) Government section - Blue
 - c) Classified Adverts - Yellow
 - d) All other sections - White



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

F. Current telephone directory specification:

Section	Colour
Cover	
Errata form	Green bond – White newsprint-Black
Emergency numbers	Green bond – White newsprint-Black
Contents	Green bond – White newsprint-Black
EPTC Information	Green bond – White newsprint-Black
Call Charges	Green bond – White newsprint-Black
Eswatini's History, Traditions & Geography	Green bond – White newsprint-Black
General information on Swaziland	Green bond – White newsprint-Black
Maps with streets (Mbabane & Manzini)	Green bond – White newsprint-Black
Diplomatic Representatives	Green bond – White newsprint-Black
International dial codes	Green bond – White newsprint - Black
Alphabetical section sorted with no regards to towns	White newsprint-Black
Government Ministries	Blue bond – White newsprint-Black
Postal Information & P. O. Box renters	White newsprint - Black
Classified Adverts	Yellow newsprint

Note: A copy of the current Eswatini Telephone Directory will be made available to each tender for ease of reference.

G. Proof Reading

Proof reading shall be carried out at agreed intervals before final printing and Corporation's acceptance shall be undertaken and scheduled jointly between Corporation and the Printer. **The Printer shall produce a dummy copy of the directory, and it shall be signed off by Corporation before printing of the actual 50 000 copies**

3. Expectations from Printing company:

- A. The Printer/ Publisher shall supply to the Corporation 50,000 copies of the Telecommunications directory, free of charge. The quantities to be supplied to

REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

Corporation shall be reviewed each year of the contracts duration. Should the numbers above prove to be insufficient in a particular year, the Printer shall have the capacity to produce additional copies within reasonable time at no cost to the Corporation.

B. The telephone directories shall be delivered at the following places: -

- i. Manzini Post Office
- ii. The Hub Post Office
- iii. Matsapha Post Office
- iv. Mbabane Post Office
- v. Swazi Plaza Post Office

- vi. Piggs Peak Post Office
- vii. Siteki Post Office
- viii. Nhlangano Post Office
- ix. Simunye Post Office
- x. Bhunu Telecentre
- xi. Riverstone Telecentre
- xii. Matsapha Telecentre
- xiii. Phutfumani Telecentre
- xiv. Swazi Plaza Telecentre
- xv. The Gables Telecentre
- xvi. Corner Plaza Telecentre
- xvii. Nhlangano Telecentre
- xviii. Matata Telecentre

C. Typesetting

Tenders must submit examples of published works as demonstration of their capability to typeset telecommunications directories and must be in a position to prove at least three years' experience in typesetting directories. Proof of previous work must be submitted with tender document.

D. Database Management

- i. The Corporation requires that the Tenderer provides details of the database software they intend using to manage the directory entry data.
- ii. The directory software must be able to produce lists of entries that are sorted in name order, telephone number order, P.O Box number order or such criteria that the corporation may require.

4. Advertising in the Eswatini Telephone Directory

- A. The Corporation shall have a revenue share of 40% from any and all revenue arising from the compilation/production of the Telecommunications directory.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

- B. The Printer will be required to invoice customers who advertised in the Telecommunications directory on a monthly basis.
- C. The Printer will be required to submit sales of all adverts types on a monthly basis, for the duration of the contract.
- D. The revenue sharing of 40% shall be calculated from billed revenue and payable on a monthly basis.
- E. At the end of each year for the duration of the Contract, the Corporation will do a reconciliation of actual adverts.
- F. Collection of all revenues arising from the production of the Telecommunications Directory shall be the responsibility of the Printer, who will ensure that the Corporation receives her 40% share of all billed revenue monthly.
- G. The Printer shall be required to increase advertising revenue each year of the duration of the contract. The required percentage increase will be agreed upon by the Corporation and the Printer at the end of each year.
- H. Charges on all types of adverts shall be agreed upon by the Printer and the Corporation.
- I. Not more than 40% of the entire space, excluding the classified trade section, may consist of glossy advertisements.
- J. The front cover and binding edge shall be reserved for the Corporations exclusive use; the other covers shall be used for revenue generating purposes for which the Corporation shall have 40% share.
- K. The directory printer may compile and print in the directory Eswatini classified trade section on yellow coloured pages.
- L. Ex-directory, Additional entries, Government bold entry, Cell phone entries are to be offered at a fee agreed upon by the Corporation & the Printer.
- M. The Printer shall not amend, insert, omit or delete any entry provided for printing by the Corporation without written authorization from the Corporation.
- N. The Printer shall indemnify the Corporation against any claims, what so ever that may arise from any person in connection with the printing or advertising in the Eswatini Telecommunications Directory.
- O. The Printer shall Advertise the Yellow pages, and all costs in respect of this shall be Printers sole responsibility
- P. The Printer must create an online Telecommunications directory free of charge, the Corporation will partner with Printer in coming up with innovative solutions to further develop the online directory. This online Telecommunications Directory shall be 100% owned by the Corporation. The Printer will be responsible for selling advertising space on the site and the Corporation will have a 40% share of revenues arising from the online Telecommunications Directory.

5. Other

- A. The Printer shall make available an editable soft copy of each year`s Telecommunications Directory for the duration of the contract. The copy shall be submitted to the Corporation and it shall contain accurate information and be presented and structured in a professional manner to be agreed upon by the Printer and the Corporation.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

- B. The Printer shall ensure that the white pages (A-Z section), and the yellow pages are available on the Corporation's internet site www.eswatinidirectory.co.sz
- C. The Corporation shall retain all rights to the copyright of the Eswatini Telecommunications Directory, including the classifieds section.
- D. The Corporation reserves the right to terminate the contract.

SECTION D TENDER EVALUATION CRITERIA

	DESCRIPTION	POINTS
1.	1. Responsiveness of Tender	
	<ul style="list-style-type: none"> All required documentation and information has been submitted. <ol style="list-style-type: none"> i. Brief Business Profile attached Form J. (2) ii. Certified copy of Valid Trading License – <i>compulsory requirement</i>. (2) iii. Original/Valid Tax Compliance Certificate – <i>compulsory requirement</i>. (2) iv. Latest audited financial statements. (2) v. Original Receipt for Purchase of Tender Document (2) <p>NB: A tender which obtains less than 50% of the points allocated above shall be deemed to be non-responsive and eliminated from further evaluation.</p>	10
2.	2. Technical Capability	25
	<ul style="list-style-type: none"> Quality of the product/service i.e. extent to which it meets tender specification or scope i.e. conformity to specifications, standards or terms of reference, without material deviation or reservation. Understanding of the assignment, as demonstrated by any methodology or design; (15) Proof of such relevant experience by providing three references for relevant / similar projects completed within the last three years, with contact persons and contact numbers; (10) <p>NB: SPTC reserves the right to contact any of the references listed.</p>	
3.	3. Availability of Resources	25
	<ul style="list-style-type: none"> Availability of resources for the project / tender. (10) Financial capacity; managerial capacity, qualifications, experience and extent of involvement / availability of key personnel who will be operating under the contract, including management and supervisory back up. (10) Lead Time – Acceptability. (5) 	



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

	<p>NB: A proposal with a score less than 60% (minimum technical qualifying mark) of the points allocated in 2 and 3 above shall be disqualified and eliminated from further evaluation.</p> <p>Technical evaluation shall be done separately and independently of any financial consideration.</p>	
4.	Price	40
	<ul style="list-style-type: none"> The price - framework must be detailed and comprehensive. (30) <p>The following evaluation formulae shall be used in the allocation of price score:</p> $Ps = \frac{\text{Lowest price} \times \text{Total Points}}{\text{Bid price}}$ <p><u>Where:</u> Ps - Points scored for bid under consideration.</p> <ul style="list-style-type: none"> Proposed payment terms and conditions; favorability to SPTC. (10) 	
	Total points allocation	100

NB: As part of the tender evaluation process, reference clients' site visits may be undertaken if deemed necessary.

REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

SECTION E TERMS AND CONDITIONS OF TENDER

1.0 Definitions

The following terms shall be interpreted as indicated:

- 1.1. "Closing time" means the date and hour for the deadline for receipt of bids.
- 1.2. "Contract" means the written agreement entered into between the purchaser and the supplier and including all attachments, appendices thereto and all documents incorporated by reference therein.
- 1.3. "Contract price" means the price payable to the supplier under the contract for the full and proper or satisfactory performance of his contractual obligations.
- 1.4. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a EPTC official in the procurement process or in contract execution.
- 1.5. "Day" means calendar day.
- 1.6. "Delivery" means delivery in compliance to the conditions of the contract or Purchase order.
- 1.7. "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable.
 - 1.7.1. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.8. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.9. "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.10 "Performance Security" means a guarantee or a bond from a successful tenderer's bank which should be provided by the successful tenderer to the procuring entity with the aim of compensation for any loss resulting from the tenderer's failure to complete its obligations under the contract;



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

- 1.12 “Purchase Order” means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.13 “Project site” where applicable, means the place of delivery or project implementation as indicated in bidding documents.
- 1.14 “Purchaser” means the organization (EPTC) purchasing the goods or procuring services.
- 1.15 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.16 “Supplier” means the successful bidder / tenderer who is awarded the contract to supply, maintain or administer (where applicable) the specified services or goods to the Corporation.
- 1.17 “Tenderer” means a prospective supplier who has submitted a bid or proposal for the tender.

2.0 Application

- 2.1. These general conditions of tender are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2. Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3. Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3.0 Terms and Conditions

- 3.1 This Request for Proposal is not a contract, and does not create an obligation on EPTC's part to purchase goods, services or works from any company submitting a proposal.
- 3.2 SPTC in its sole and absolute discretion reserves the right to:

- ✓ Reject any or all proposals, whether or not these instructions are followed.
- ✓ Reject any submissions not complying with the specified tender instructions.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

- ✓ Short list candidates and / or do site inspections at the premises of the tenderers or listed reference clients.
- ✓ Not base the final decision solely on price.

3.3 SPTC reserves the right at any point of the tender process, to disqualify any non-compliant tender proposal (i.e. proposals failing to meet the terms of these instructions) received;

3.4 EPTC reserves the right to accept or reject all proposals, at any time prior to the award of the contract, without thereby incurring any liability to the affected tenderer(s), or any obligation to inform the affected tenderer(s) of the grounds for the EPTC's action.

3.5 Unless otherwise indicated in the bidding documents, the Corporation shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.6 Invitations to bid are usually published in locally distributed news media and in the Corporation's website except for a tender waiver or selective tender.

3.7 The tender document as well as all other correspondence and documents relating to the tender exchanged by the tenderer and EPTC, shall be written in the English language.

3.8 To assist in the examination, evaluation and comparison of tenders, EPTC may, at its discretion, ask the tenderer for a clarification on any part of its tender and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or permitted.

3.9 SPTC does not bind itself to accept the lowest or any tender nor give any reason for the acceptance or rejection of a tender. EPTC may accept a tender for a part of the quantity offered or reject any tender without assigning any reason.

3.10 Acceptance or rejection of a tender offer will be communicated by a formal acceptance or rejection letter sent by fax, email and or normal post, directly to the tenderer. An acceptance by such letter will not mean that EPTC is binding itself to an agreement. EPTC shall only be bound under the agreement once the terms and conditions of the contract are agreed between the parties.

3.11 Tenderers will not be permitted to modify or change the substance of their proposals after the closing date and when the tender box has been opened.

3.12 EPTC reserves the right to modify, or change the specifications or even cancel the tender before the tender opening, and restart the tender process if necessary.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

- 3.13 The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialed by the person or persons signing the tender.
- 3.14 Tenders or any part thereof received after the stipulated closing date and time will not be accepted.
- 3.15 Tenders will be opened on the closing date and time; and Tenderers are invited to attend the Tender Opening Meeting for which they will be informed if there are changes on the date.
- 3.16 Tender Compliance and the bid price will be read and recorded in the presence of all the Tenderers or their representatives present during the opening. However, tenders shall be opened even if Tenderers or their representatives are not present at the scheduled time.
- 3.17 EPTC requires that Tenderers observe the highest standard of ethics during the tender process and execution of contracts.
- 3.18 Tenderers and their officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Tenderer or any other person in relation to the preparation or submission of tenders. In addition to any other remedies available under any law or any contract, EPTC may at its sole discretion immediately reject any tender submitted by a tenderer that engaged in any collusive tendering, anti-competitive conduct or any other similar conduct with any other tenderer or any other person in relation to the preparation or submission of tenders.
- 3.19 Any collusion amongst Tenderers or between Tenderers and EPTC personnel is forbidden and discovery of any such act will disqualify the Tenderer(s) and result in disciplinary action against the EPTC employee.
- 3.20 EPTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any EPTC employee involved with this tender or the tenderer has acted fraudulently and or in bad faith.
- 3.21 The tender, or contract if it has been concluded already, will be declared invalid if EPTC determines that the Tenderer, or any person acting on his behalf, has offered, promised or given a bribe, gift or other inducement to an officer or employee of EPTC with the intention of influencing the award of the contract. Any restriction imposed upon any such tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

- 3.22 The Tenderer should provide satisfactory evidence acceptable to EPTC to show that:
- 3.22.1 It is a reputable company with adequate technical knowledge, professional qualification, and wide experience with regards to the tender requirement.
 - 3.22.2 It has adequate financial stability and status to meet the stipulations under the contract. It is financially solvent and without current judgments or any other financial background which could prevent it from operating bank accounts, raising finance and conducting other activities which are essential to the running of a business.
 - 3.22.3 It has an adequately qualified and experienced team assigned for the work under this tender.
- 3.23 A tender document submitted by a joint venture (JV) of two or more companies must be accompanied by a document forming the joint venture; which precisely define the conditions under which the joint venture will function, its period of duration, the persons authorized to represent it and obligated thereby, the participation of the several companies forming the joint venture, and any other information necessary to permit a full appraisal of its function. The JV agreement should be submitted with the tender documents.
- 3.24 Tenderers are advised to provide all relevant information as required.
- 3.25 Any document submitted in reply to the RFP shall become the property of EPTC which shall be used, commercially, confidentially and solely for the purpose of the evaluation of tenders and the selection of a suitable vendor.
- 3.26 EPTC will award the contract to the tenderer whose tender has been determined to be substantially responsive to the tender requirements and who has offered the best evaluated tender price, provided that, such tenderer has demonstrated the capability and resources to complete the contract, and has offered the appropriate equipment and experienced personnel for the intended requirement.

4.0 Standards

- 4.1. The goods, works or services supplied shall be evaluated for determination of conformance to the standards mentioned in the bidding documents and specifications.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

5.0 Use of contract documents and information; inspection.

5.1. The supplier shall not, without the Corporation's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

5.2. The supplier shall not, without the Corporation's prior written consent, make use of any document or information mentioned in General Conditions of Tender clause 5.1 except for purposes of performing the contract.

6.0 Patent rights

6.1. The supplier shall indemnify the Corporation against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the Corporation.

7.0 Performance Security

7.1. Within thirty (30) days of receipt of the notification of contract award, the successful bidder may be requested to furnish to the Corporation a performance security of an amount to be determined by the Corporation or specified in the conditions of the Contract.

7.2. The proceeds of the performance security shall be payable to the Corporation as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3. The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the Corporation and shall be in one of the following forms:

7.3.1. Bank guarantee or an irrevocable letter of credit issued by a reputable bank located in Swaziland, SADC country or territory acceptable to the Corporation, in the form provided in the bidding documents or another form acceptable to the Corporation.

7.4. The performance security will be discharged by the Corporation and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

performance obligations under the contract, including any warranty obligations, unless otherwise specified.

7.5 EPTC reserves the right to demand a performance security or guarantee for all upfront payments required by a supplier.

8.0 Inspections, Tests and Analyses

8.1. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspections tests and analysis, the bidder or contractor's premises shall be open, at all reasonable hours, for inspection by a representative of the Corporation or an organization acting on behalf of the Corporation.

8.2. If there are no inspections requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the Corporation shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.3. Supplies and services which are referred to above and which do not comply with the contract requirements may be rejected. EPTC reserves the right to reject goods or services which do not comply with contract requirements.

8.4. Any contract goods shall on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected goods shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with goods which do comply with the requirements of the contract. Failing such removal, the rejected goods shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute goods forthwith, the Corporation may, without giving the supplier further opportunity to substitute the rejected goods, purchase such goods as may be necessary at the expense of the supplier.

8.5. The provisions of the above clauses 8.3 and 8.4 shall not prejudice the right of the Corporation to cancel the contract on account of a breach of the conditions and to seek any remedy it may have in law.

9.0 Delivery

9.1 Delivery of the goods or services shall be made by the supplier in accordance with the documents and terms specified in the contract.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

9.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the Corporation in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the Corporation shall evaluate the situation and may at its discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

10.0 Insurance

The goods or services supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified.

11.0 Payment

11.1. The method and conditions of payment to be made to the supplier under this contract shall be specified.

11.2. The supplier shall furnish the Corporation with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.

11.3. Payments shall be made by the purchaser not later than thirty (30) days after submission of an invoice or claim by the supplier, unless otherwise specifically agreed.

11.4. Payment will be made in Emalangeni or South African Rands, unless otherwise stipulated.

12.0 Prices

12.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized or in the Corporation's request for bid validity extension, as the case may be.

12.2 Bids should be valid for a period of at least 180 days (one hundred and eighty days) after the closing date. An extension of validity will be negotiated if necessary.



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

12.3 Tenderers should double check the prices quoted for accuracy before submitting their tender documents. Under no circumstances will EPTC accept any request for price adjustment on grounds that a mistake was made in the tendered prices.

12.4 By submission of the tender, the Tenderer implicitly certifies that:

- the prices in the tender have been arrived at independently without consultation, communication or agreement for the purpose of restricting competition, as to any matter relating to such prices, with any other Tenderer or competitor;
- unless otherwise required by law; the prices quoted in the tender have not knowingly been disclosed by the Tenderer and will not knowingly be disclosed, directly or indirectly, to any other Tenderer or competitor until he has been informed of the results of the Tender.
- no attempt has been made or will be made by the Tenderer to induce any other tenderer or competitor to submit or abstain from submitting a tender for the purpose of restricting competition.

12.5 Figures should not be altered or erased; any alteration should be effected by striking through the incorrect figures and inserting the correct figures in ink above the original figures. All such amendments should be initialled by the Tenderer in ink.

12.6 Arithmetical errors will be rectified only if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity. In such case, the unit price shall prevail, and the total price shall be corrected. If the tenderer does not accept the correction of the errors, his tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

12.7 All prices must be in Emalangeni or South African Rands; and must clearly reflect all taxes applicable or not applicable.

12.8 Prices must be provided by completion of a Bill of Quantities (BOQ) accordingly where they have been provided in the RFP document.

13.0 Penalties

If the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the Corporation shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

each day of the delay until actual delivery or performance. The Corporation may also consider termination of the contract.

14.0 Applicable law

Upon award of this tender, the contract shall be interpreted in accordance with the laws of the Kingdom of Swaziland, unless specifically agreed to otherwise.

15.0 Taxes and duties

16.1. A foreign supplier shall be entirely responsible for all taxes, including withholding tax (15%) and any other such levies imposed in Eswatini. Please refer to the following extract from the Eswatini Tax legislation:

“Withholding Tax on Payments to Non Resident Contractors

This applies to any person who makes payment, a result of an agreement relating to construction operations, to a person whose principal place of business is outside Eswatini. This withholding tax is on account of the liability of the non-resident. The withholder should furnish the non-resident person with a certificate showing amount of the payment under the agreement and tax deducted.”

Withholding Tax on Payments Non Resident Persons

A person who makes payment to any non-resident person is required to withhold tax on the gross amount resulting from a contract which has a Swazi source of income excluding an employment contract. The main purpose of the contract should be the performance of a service. Goods supplied in the performance of the service shall be excluded from the calculation of the tax as they are only incidental i.e. a non-resident mechanic who comes with tools and service parts will be liable to such tax on the labour fees only not the service parts.

Non-Resident Withholding Tax on Royalties and Management Fees

Every person who makes any payment of royalty or management fee or both to a person not ordinarily resident in Eswatini is required to withhold tax. The tax is final and a certificate should be furnished to the non-resident person.

Sportsmen and Entertainers

This is imposed on any remuneration paid to, or the gross receipts of, public entertainers, sportsman, theatrical, and musical, group of public entertainers from outside Eswatini or not ordinarily resident in Eswatini. Withholding such tax is a responsibility of the local agent, promoter or any other person making payment to the non-resident.”



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

16.2. A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods or services to the purchaser.

16.3 Suppliers who charge VAT must attach a certified copy of a VAT Registration certificate.

17.0 Work Permit

It shall be the sole obligation of the awarded tenderer, if non-resident / foreign, to solicit a work permit from the Government of Eswatini at no cost to EPTC.

18.0 Intention to Award Contract

The awarding of contract shall be recommended to the best evaluated tenderer, as determined by the evaluation methodology and criteria specified in the invitation document. The contract award decision shall be taken by the appropriate approvals authority, but the award decision does not constitute a contract. Following the contract award decision, EPTC will prepare a notice indicating the name of the best evaluated tenderer, the value of the proposed contract and any evaluation scores. The notice will be sent to all tenderers who submitted tenders by letter and, where appropriate, by fax or email; and will be Published on the Eswatini Public Procurement Regulatory Agency website. EPTC will allow a period of at least ten working days to elapse from the date of dispatch and publication of the notice before a contract is awarded. The contract will be awarded following negotiations. After negotiations are completed, EPTC will promptly notify, in writing, other suppliers on the shortlist that they were unsuccessful.

SECTION F TENDERER'S DESIGNATED LIASON

Tenderers must indicate below a single designated contact person, through whom all communications between EPTC and the company will take place:

Contact Name:

Telephone:

Designation:

Fax:

Signature:

Email:



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

SECTION G - DECLARATION OF ELIGIBILITY FORM

The bidder must provide a signed declaration in the following format in company letterheads:

[Name of Bidder, Address, and Date]

**To: The Managing Director
Eswatini Posts and Telecommunications Corporation
PO Box 125
Mbabane H100
Eswatini**

Dear Sir,

RE: Tender No: 05 of 2020/21 For Printing and Publishing of EPTC Directory (2023)

We, hereby declare that:

- (a) We, have a legal capacity to enter into the contract;
- (b) We, are not insolvent, in receivership, suspended, bankrupt or being wound up and not subject of any legal proceedings;
- (c) We, have not been convicted of any criminal offence related to professional conduct or making of false statement or misrepresentations of qualifications to enter into a contract within a period of five (5) years preceding the commencement of the procurement proceedings; and
- (d) We, do not have a conflict of interest in relation to the procurement requirement.
- (e) We, have fulfilled our obligations to pay taxes and social security contributions; and adhere to basic labour legislation.
- (f) We, are not subject to suspension from participating in public procurement; and none of our directors or officers have been involved in a tenderer or supplier currently subject to suspension.

Authorized (Full Name): _____

Signature: _____ Date: _____



REQUEST FOR PROPOSAL FOR PRINTING AND PUBLISHING OF THE 2023 SWAZILAND TELECOMMUNICATIONS DIRECTORY

