



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

**REQUEST FOR TENDER (RFP)**

**TENDER NAME : QUALITY MANAGEMENT SYSTEM  
IMPLEMENTATION**

**TENDER NUMBER : 01 of 2021-22**

**CLOSING DATE AND TIME : 21 JULY 2021 @ 9:00 a.m**



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## 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.



## 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 Tender (RFT) 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**  
**P.O. Box 125**  
**Mbabane H100**  
**Eswatini**
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](mailto:namiled@sptc.co.sz) no later than 16 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.

Closing and Opening Date	21 JULY, 2021 at 09:00 AM
Pre-tender briefing and Site Inspection	N/A



### SECTION C SCOPE / SPECIFICATIONS OF TENDER

ISO 9001:2018 standard is a worldwide most popular standard of Quality Management System(QMS), which is a process based international standard covering all aspects of an organization. It builds the capacity of an organization to consistently develop and strengthen its systems and procedures alongside providing quality services. Major features of the system are consistency in the quality of services and continual improvement. To integrate the concept of quality assurance in development processes with enhanced level of compatibility ISO 9001 is a best tool. It provides a framework for systematically institutionalized strategic plan for improvement. It has built-in characteristics that help identifying gaps and strengths carrying out force analysis of an organization in terms of management systems and the identification of contemporary market needs and expectations. It provides a mechanism to design and develop innovative solutions under controlled environment where review, verification, validation and relevant quality control and quality assurance parameters are in place to ensure quality of outputs.

This standard recommends that organizations should plan to perform at higher level than the existing situation. This standard has built-in characteristics to ensure the system sustainability through Monitoring and Evaluation System (M&E). Under M&E internal quality auditors/monitors are trained to perform the M&E activities on regular basis. Non-conformances in the system are identified and possible corrective /preventive actions are taken. M&E forms basics of performance improvement. It requires continual review of the system and enables necessary measures to improve the system.

#### i. Task

- EPTC invites proposals from companies/ vendor's with a proven consultancy experience in implementing ISO 9001:2018 Quality Management System.

#### ii. Scope of work

The company/ vendor shall assist the Corporation in the following as part of the scope:

- Developed Gap analysis report to be used as a basis for the implementation process
- Preparation of work plan
- Identification of lead team and facilitating training
- Developing the quality policy
- Integrate all existing policies and develop policies where gaps are identified for better alignment into the Corporation process
- Facilitating the awareness training
- Developing the quality manual and quality procedures



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- Developing quality objectives and action plans
- Provide necessary induction and training to all EPTC staff
- Capacitate appointed internal auditors from all business units on review and quality audit processes as per the requirements of the ISO standards.
- Facilitating an internal audit
- Defined performance improvement tools that would assist the Corporation to achieve its objectives to be ISO 9001:2018 certified and meet customer requirements.
- Review of the results and implementing corrective action

NB – The ISO implementation guidelines must be used as reference throughout the implementation process.

### iii. Deliverables

By the end of the project the following will have been achieved:

- Developed QMS Manual
- Developed baseline risk assessment
- Developed QMS policy
- Developed QMS procedures
- Developed QMS work instructions and objectives for each department
- Developed system for records and forms
- Trained and appointed internal auditors
- Certification of the Corporation for ISO 9001:2018

### iv. Duration of the project

The duration of the project shall be for 4 months

Milestone	Due date
Initiation (Gap analysis report review)	
Planning	
Assessment	
Implementation	
Internal Audit	
Management Review	
Corrective Actions	
Certification	
Continual Improvement Setup	



**C1. SPECIFIC AREAS**

**GEOGRAPHICAL SCOPE OF ASSIGNMENT**

Following areas will be covered during ISO implementation

Area	Key Areas/ Functions to be covered under ISO
Hhohho	a) Corporate Services b) IT c) Legal d) Finance e) Marketing f) Eswatini Telecoms g) Post offices
Manzini	a) Eswatini Telecoms b) Postal – Central sorting c) Post offices d) Telecentres e) Warehouses f) Phutfumani logistics
Shiselweni	a) Eswatini Telecoms b) Post Offices c) Telecentre
Lubombo	a) Eswatini Telecoms b) Telecentres c) Post Offices

**SECTION D TENDER EVALUATION CRITERIA**

	<b>DESCRIPTION</b>	<b>POINTS</b>
<b>1.</b>	<b>Responsiveness of Tender</b>	
	<p>Required documentation to be submitted.</p> <ul style="list-style-type: none"> <li>i. Company Profile, Form J and Form C or equivalent for foreign registered companies, and Proof of registration with the relevant professional or regulatory body where applicable.</li> <li>ii. Certified copy of Valid Trading License.</li> <li>iii. Original/Valid Tax Compliance Certificate.</li> <li>iv. Certified copy of VAT Registration Certificate.</li> <li>v. Declaration of Eligibility; Technical Bid Form; and Financial Proposal Submission Forms.</li> <li>vi. Certified copy of Labour Compliance Certificate.</li> <li>vii. Latest audited financial statements.</li> </ul>	
<b>2.</b>	<b>Technical Capability</b>	<b>50</b>
	<ul style="list-style-type: none"> <li>• Quality of the product / service i.e. extent to which it meets tender specification, conformity to specifications without material deviation or reservation; (30)</li> <li>• Proof of relevant experience by providing three reference letters for similar projects completed within the last three years, with contact persons and contact numbers; and brief description of the work carried out. (10)</li> <li>• Proposed methodology to undertake the project, with a four months' work plan (10)</li> </ul> <p><b>NB:</b> EPTC reserves the right to contact any of the references listed.</p>	
<b>3.</b>	<b>Availability of Resources</b>	<b>50</b>
	<ul style="list-style-type: none"> <li>• Availability of resources as evident in submitted financials or proof of source of financial resources to finance project ie. bank letter, etc. (15)</li> <li>• Managerial capacity, training, qualifications, experience and extent of involvement / availability of key personnel who will be operating under the contract, including Contracts Manager and supervisory back up. (20)</li> <li>• Curriculum Vitae and Qualifications of key management personnel assigned</li> </ul>	





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	<p>to the project with details of relevant experience. (15)</p> <p><b>NB:</b> A proposal with a score less than 80% (minimum technical qualifying mark) of the points allocated in 2 and 3 above shall be disqualified and eliminated from further evaluation.</p>	
<b>4.</b>	<b>Price</b>	
	<ul style="list-style-type: none"> <li>The pricing must be comprehensive; clearly showing all taxes to be charged, total price, and other related charges.</li> </ul> <p><b>NB: Award will be based on the lowest priced technically responsive tender. This will be to the lowest price tender from bids that obtained the minimum technical qualifying mark above.</b></p>	
	<b>Total points allocation</b>	<b>100</b>



## **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 an 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;
- 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 EPTC 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.
  - ✓ 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 EPTC 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 EPTC 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.

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.

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.

#### **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 Eswatini, 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 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.

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, it's 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 Emalangeneni 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 120 days (one hundred and twenty days) after the closing date. An extension of validity will be negotiated if necessary.

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 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 Eswatini, unless specifically agreed to otherwise.

### 15.0 Taxes and duties (Please visit [www.sra.org.sz](http://www.sra.org.sz) for further details)

15.1 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 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.”*

15.2 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.

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

### **16.0 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.

### **17.0 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.

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**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:

Designation:

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Signature:

Telephone:

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Fax:

Email:

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**SECTION G - DECLARATION OF ELIGIBILITY FORM**

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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: 01 of 2020/21 QUALITY MANAGEMENT SYSTEM IMPLEMENTATION**

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: \_\_\_\_\_



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**SECTION H - TECHNICAL BID SUBMISSION FORM**

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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: 01 of 2021/22 QUALITY MANAGEMENT SYSTEM IMPLEMENTATION**

I, the undersigned declare that:

(a) I, the undersigned, offer to provide the above services in accordance with your Request for Proposal and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

(b) We, hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to disqualification.

(c) If negotiations are held during the period of validity of the Proposal as indicated in Section I, we undertake to negotiate on the basis of the proposal. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

(d) We, undertake, if our proposal is accepted, to initiate and complete the provision of the services in accordance to your requirements.

(e) We, understand that Eswatini Posts and Telecommunications Corporation is not bound to accept the lowest or any proposal.

Yours Sincerely,

Authorized Signature : \_\_\_\_\_

Full Name : \_\_\_\_\_

Title of Signatory : \_\_\_\_\_



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**SECTION I - FINANCIAL PROPOSAL SUBMISSION FORM**

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*[The Financial Proposal Submission Form should be included in the financial proposal.]*

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: 1 of 2021/22      QUALITY MANAGEMENT SYSTEM IMPLEMENTATION**

I, the undersigned declare that:

(a) I, offer to provide the above services in conformity with the Request for Proposal and to technical and financial proposals;

(b) A detailed financial proposal is attached;

(c) The proposal will be valid for a period of \_\_\_\_\_ (numerical) / \_\_\_\_\_ (words) calendar days from the date fixed for the proposal submission deadline in accordance with the Request for Proposal, and it shall remain binding upon myself, subject to any modifications resulting from negotiations, and may be accepted at any time before the expiration of that period.

(d) I, understand that you are not bound to accept any proposal that you receive;

Yours Sincerely,

Authorized Signature : \_\_\_\_\_

Full Name : \_\_\_\_\_

Title of Signatory : \_\_\_\_\_

