



City of Johannesburg
Johannesburg Development Agency

No 3 President Street
The Bus Factory
Newtown
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www.joburg.org.za

a world class African city

Dear Sir / Madam

REQUEST FOR FORMAL WRITTEN PRICE QUOTATIONS

Kindly furnish me with a written quotation for the supply, implementation and maintenance of the following services:-

An information Technology Helpdesk/Call Monitoring Electronic System

The system should be able to handle

- Call Logging by IT users
- Escalation Functionality
- Call redirection
- Regular Feedback to call initiator
- Call monitoring and comprehensive reporting
- Measuring and monitoring IT helpdesk performance
- Any call monitoring functionality deemed necessary by the requirements analysis

The quotation must be submitted on the letterhead of your business and can either be emailed or delivered by hand (place in box reception) not later than **10 Dec 2008** to:

Attention: Bekezela Mhlanga
The Bus Factory
3 President Street
Newtown
Johannesburg 2000
bmhlanga@jda.org.za

For any queries please contact

Bekezela Mhlanga
IT & Systems Manager
bmhlanga@jda.org.za
Telephone : 011 688 7866

Mbali Ntusi
IT & Systems Officer
mntusi@jda.org.za
Telephone: 011 688 7833

The following conditions will apply:

- A valid Tax Clearance Certificate must be submitted
- Price(s) quoted must be valid for at least thirty (30) days from date of your offer.
- Price(s) quoted must be firm and must be inclusive of VAT.
- A firm delivery period must be indicated.
- If the price quoted is above R 30 000 inclusive of VAT, the quotation will be evaluated in terms of the 80/20 preference point system as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000). For this purpose the Tax Clearance Certificate, Declaration of Interest and the BEE Forms are available on the JDA website (www.jda.co.za) and must be scrutinized, completed and submitted together with your quotation
- The successful provider will be the one scoring the highest point

NB: No quotations will be considered from persons in the service of the stateⁱ

Failure to comply with these conditions may invalidate your offer.

Building a better city

Directors
S. Nkosi (Chairperson) L. Bethlehem (CEO) R. Moola N. Fraser S. Sengani A. Roriston L. Matlhape V. Mokwena J.
Vilakazi L. Vuthula A. Goldsmith (Company Secretary)
Registration Number: 2001/005101/07

¹ * MSCM Regulations: "in the service of the state" means to be –

- (a) a member of –
 - (i) any municipal council;
 - (ii) any provincial legislature; or
 - (iii) the national Assembly or the national Council of provinces;
 - (b) a member of the board of directors of any municipal entity;
 - (c) an official of any municipality or municipal entity;
 - (d) an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);
 - (e) a member of the accounting authority of any national or provincial public entity; or
 - (f) an employee of Parliament or a provincial legislature.
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