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# ESWATINI HOUSING BOARD

## EXPRESSION OF INTEREST

### EOI NO.2 OF 2026/2027- Telephone Management System


Eswatini Housing Board  
5<sup>th</sup> Floor, Sibekelo Building No.2  
Mbabane Office Park,  
Mhlambanyatsi Road  
Mbabane

Date of Issuance: 19<sup>th</sup> May 2026

Submission date: 9<sup>th</sup> June 2026



Promoting home ownership by proving quality social housing products and services to the Swazi nation

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## EOI NO.2 OF 2026/2027- Telephone Management System

Eswatini Housing Board wishes to invite regional service providers to submit Expressions of Interest (EOI) for the provision of a Telephone Management System.

EOI documents can be downloaded from EHB website [www.ehb.co.sz/tenders.php](http://www.ehb.co.sz/tenders.php) and from ESPPRA website [www.esppra.co.sz](http://www.esppra.co.sz) from Tuesday, 19<sup>th</sup> May 2026 to Tuesday, 9<sup>th</sup> June 2026.


EOI documents must be returned to EHB and deposited in the designated tender box at the 5<sup>th</sup> floor Sibekelo Building No.2, Mbabane, EHB reception on or before **12:00 noon on 9<sup>th</sup> June 2026**. EOI submissions should be in a sealed envelope marked with the **"EOI name"** and addressed to **"The Secretary, EHB Tender Committee, P.O. Box 798 MBABANE"**. Late and emailed EOI will not be considered.

Service Providers must submit two (2) EOI documents, one (1) original and one (1) copy. The document must contain the following documents:

- Certified copy of Trading License or Equivalent
- Current Original and Valid Tax Compliance Certificate
- A copy of Certificate of Incorporation and Form J or Equivalent
- Latest Audited Financial Statements
- Certified ID copies for Directors
- Police clearance for Company Directors or Affidavit
- Certified copy of Labor Compliance Certificate or Equivalent
- Eswatini National Provident Fund (ENPF) Compliance Certificate or equivalent if outside Eswatini.
- Detailed company profile
- Three trade reference letters
- Power of Attorney
- Declaration of Eligibility

It is EHB's sole discretion to shortlist or not to shortlist any of the service providers nor will EHB be bound to give reasons for not shortlisting any or all service providers.



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## **1. INSTRUCTION TO SERVICE PROVIDER**

### **1.1 Introduction**

Eswatini Housing Board wishes to invite regional service providers to submit expressions of interest for the provision of a Telephone Management Systems. The Expression of Interest process will solely rely on the content of the documents and the submitted response.

### **1.2 Terms of Reference**

#### **1.2.1 Purpose**

The primary objective of this initiative is to improve communication efficiency, and enhance staff mobility, and reduce ongoing telecommunications expenditure, while ensuring that business communications remain professional, reliable, and appropriately governed.

This EOI process shall not constitute a contract award process, and no contractual obligation shall arise from this exercise. Only firms that meet the minimum requirements and are shortlisted shall be invited to participate in the subsequent procurement stage.

Shortlisted firms shall be invited to participate in a Limited Tendering / Request for Proposals (RFP) process. The subsequent procurement stage shall include the issuance of detailed bidding documents outlining the technical specifications, scope of services, contractual terms, and evaluation criteria.

Progression to the subsequent procurement stage shall be based on:

- Compliance with the mandatory submission requirements;
- Achievement of the minimum technical threshold as determined during evaluation.

Only shortlisted firms shall receive the subsequent solicitation documents.

#### **1.2.2 Scope of services**

Interested service providers shall demonstrate the capability to supply, implement, configure, and support a Telephone Management System solution with, at a minimum, the following high-level functional capabilities:



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### **a) Business Voice Services**

The solution should provide enterprise-grade voice communication services that support internal and external calling requirements across the organization.

### **b) Messaging, Voicemail, and Presence Status**

The system should provide integrated messaging and voicemail functionalities, including user availability or presence status indicators to enhance communication efficiency.

### **c) Mobile Call Routing**

The solution should enable routing and forwarding of calls to staff mobile devices to support workforce mobility and business continuity.

### **d) Integration with Business Systems**

The proposed system should demonstrate compatibility and integration capability with the organization's existing business systems environment and related ICT infrastructure.

### **e) Centralized Service Management and Reporting**

The system should provide centralized administration tools for management of users, extensions, permissions, and telecommunications services, including usage monitoring and reporting capabilities.

### **f) Cost Control and Oversight**

The solution should allow centralized administration of telecommunications expenditure and provide tools for monitoring usage patterns and controlling communication-related costs.

### **g) Cost Efficiency**

Service providers should demonstrate clear cost advantages and operational efficiencies when compared to traditional PABX and landline-based telephone systems.


### **h) Implementation and Support Services**

The scope shall include installation, configuration, testing, user onboarding, knowledge transfer, and post-implementation support and maintenance services.

### **i) Security and Reliability**

The solution should provide secure, stable, and reliable communication services with appropriate safeguards for user access, data protection, and service continuity.



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### 1.3 Submission

1.3.1 EOI documents must be returned to EHB and deposited to the designated tender box at the **5<sup>th</sup> Floor Sibekelo Building, Mbabane** EHB reception on or before **12:00 noon on 9<sup>th</sup> June 2026**. EOI submissions should be in a sealed envelope marked with the **"EOI name"** and addressed to **"The Secretary, EHB Tender Committee, P.O. Box 798 MBABANE"**.

1.3.2 Where a Service Provider is qualified for more than one category, submission must be done in separate envelopes for each category.

### 1.4 Latest Date for Submission & Modifying

A Service Provider may modify or withdraw their EOI before the deadline for submission of the EOI. In the event that a Service Provider wishes to withdraw the EOI, there must be notification in writing, addressed to [tendering@ehb.co.sz](mailto:tendering@ehb.co.sz). On submission of bid, EOI cannot be withdrawn or modified within the submission of EOI. Where a Service Provider wishes to substitute or modify an EOI, He/she shall do so in writing and address it to [tendering@ehb.co.sz](mailto:tendering@ehb.co.sz). Modified/replaced EOI documents shall be clearly marked and submitted before the EOI submission deadline.

### 1.5 Persons Excluded from this EOI

Public officers and politicians shall not participate in all EHB EOIs.

### 1.6 Completion of the Expression of Interest

1.6.1 The original EOI document must be completed fully in black ink and signed by the authorised signatory to validate EOI. Declaration must be completed and signed by the authorised signatory and returned to EHB. Failure to do so will result in the ineligibility of the EOI.

1.6.2 The completed EOI document must be returned. Missing pages will result in the ineligibility of the EOI.

### 1.7 Evaluation Criteria

The evaluation will be undertaken to determine whether EOIs are complete and responsive to the basic instructions and requirements of the EOI document. A binary approach (pass or fail) will be used when evaluating the eligibility documents. The evaluation committee will automatically reject



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the EOI, should the Service Provider fail to submit the following documents; **three relevant trade references, a Trading License and a valid tax compliance certificate.**

### 1.7.2 Technical Evaluation

Service provider(s) will be evaluated based on the following minimum criteria. The minimum score required to pass 70 %, service providers who fails to meet the minimum passing mark will not be shortlisted.

Description	Points %
<b>A. Company experience on previous projects successfully completed of similar nature (in terms of scope).</b> (i) Demonstrated experience in implementing Telephone Management Systems, VoIP, Unified Communications, or related enterprise communication solutions within the last five (5) years (20) (ii) Provide reference letters from previous clients with contactable reference (15)	35
<b>B. Company Profile and Technical Capacity</b> (i) Demonstration of organizational capability, partnerships with technology providers (10) (ii) Availability of local support services (10)	20
<b>C. Technical approach &amp; Methodology</b> Demonstrates clear understanding of the Terms of Reference- EHB's communication requirements, operational environment, mobility needs, and cost management objectives.	25
<b>D. Team Composition</b> Company organogram, including qualifications of technical personnel.	20
<b>Total</b>	100


### 1.8 Clarifications

All enquiries relating to this Expression of Interest may be addressed to the Procurement Office at: [tendering@ehb.co.sz](mailto:tendering@ehb.co.sz). Clarifications may be requested not later than **Tuesday, 2<sup>nd</sup> June 2026**. To ensure that all Service Providers receive the same information, answers to questions asked by any one of the Service Providers shall be provided to all Service Providers without disclosing the identity of the Service Provider who posed the question.

### 1.9 Language

All documents submitted must be in English. All questions and/or requests for clarification made by the Service Provider in relation to the Expression of Interest must be in English.



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### **1.10 Notification to Successful Service Providers**

EHB will notify the successful Service Providers of the acceptance of their proposal within the period of Expression of Interest validity or any extended period of validity of Expression of Interest, if applicable.

### **1.11 Applicable Law**

This EOI shall be interpreted in accordance with the laws and regulations in effect in The Kingdom of Eswatini.

### **1.12 Cost of Tendering**

The Service Provider shall bear all costs associated with preparation and submission of the Expression of Interest.

### **1.13 Definitions**

In this Contract, the following terms shall be interpreted as indicated:

- a) "The Contract" means the agreement entered into between the Employer and the Service Provider, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- b) "The Services" means the various maintenance and emergency repair services that are the subject of this contract and/or other materials which the Service Provider is required to supply to the Employer under the Contract.
- c) "Expression of Interest" or "EOI" means this solicitation of a formal technical Tender, including a qualifications statement.
- d) "The Employer" means the organization purchasing the Services (EHB).
- e) "Service Provider" is a person or corporate body who's EOI to provide the Services has been accepted by the Employer

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**2. SUBMISSION FORM**

[The Service Provider must provide a signed declaration in the following format, in company letterheads:

[>>>Name of Company, Address, and Date>>>]

TO: The Chief Executive Officer  
 Eswatini Housing Board  
 PO Box 798  
 Mbabane  
 H100  
 Eswatini

Dear Sir/Madam,

**RE: EOI NO.2 OF 2026/2027- TELEPHONE MANAGEMENT SYSTEM**

I, the undersigned, offer to participate in **EOI NO.2 OF 2026/2027- Telephone Management System** to the Eswatini Housing Board in accordance with this expression of interest.

I hereby submit our expression of interest, which displays compliance to the requirements and evaluation criteria. I hereby declare that all the information and statements made in this submission is true and accept that any misinterpretation contained in it may lead to disqualification.


Yours Sincerely,

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

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

Email Address: \_\_\_\_\_



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### 3. DECLARATION OF ELIGIBILITY

[The Service Provider must provide a signed declaration on its company letterhead in the following format. If the EOI is being presented by a joint venture or consortium all members must each sign their own declaration.]

[>>>Name of Company, Address, and Date>>>]

To: The Secretary of the Tender Committee

Eswatini Housing Board

P.O. Box 798

Mbabane

Dear Sir/Madam,

#### **Re: EOI NO.2 OF 2026/2027- Telephone Management System**

We hereby declare that: -

- a) I/We, have the legal capacity to enter into a contract in the event we are shortlisted and successful bid.
- b) I/We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;
- c) I/We have fulfilled our obligations to pay taxes and social security contributions;
- d) I/We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- e) I/We do not have a conflict of interest in relation to the procurement requirement.
- f) I/We do not have a conflict of interest in relation to the procurement requirement.

Signed \_\_\_\_\_

Authorised Representative \_\_\_\_\_

Date \_\_\_\_\_



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#### 4. EXPRESSION OF INTEREST CHECKLIST

Confirm if the following items are all in order and sign off **(N.B All the documents must be submitted as per below order)**

Item	Tick if in order
Certified copy of Trading License or Equivalent	
Current Original and Valid Tax Compliance Certificate	
A copy of Certificate of Incorporation and Form J or Equivalent	
Latest Audited Financial Statements	
Certified ID copies for Directors	
Police clearance for Company Directors or Affidavit	
Certified copy of Labor Compliance Certificate or Equivalent	
Eswatini National Provident Fund (ENPF) Compliance Certificate or equivalent if outside Eswatini.	
Detailed company profile	
Three trade reference letters	
Power of Attorney	
Declaration of Eligibility	

I/we confirm that I/we have thoroughly read the EOI document and completed all sections that needed to be filled and attached all required documents. I/we also certify that the information furnished in this EOI is correct.

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

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

Date: \_\_\_\_\_



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### 5. EHB VENDOR LIST INFORMATION (Attach with your submission)

1. Company Name

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2. Contact Numbers

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3. Company Directors

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4. Contact Person

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5. Physical Address

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6. Email Address

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**Disclaimer**

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