



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

TENDER SPECIFICATIONS

DESCRIPTION: PROVISION OF HOSTED TELEPHONE SYSTEM SERVICES

REFERENCE NUMBER: TSTVETC-2020/06

**CLOSING DATE: THURSDAY 22 JULY 2021
NOT LATER THAN 11:00**

**DELIVERY ADDRESS FOR TENDER DOCUMENTS / APPLICATIONS:
TSHWANE SOUTH TVET COLLEGE
HEAD OFFICE
85 FRANCIS BAARD STREET
PRETORIA**

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1. Background

Tshwane South TVET College seeks to procure service providers to host telephone system in all Tshwane South TVET College campuses as well as the Head Office.

Tshwane South TVET College invites suitably qualified, appropriately accredited, and interested bidders who have, and can demonstrate, the necessary capacity, to submit proposals and or quotations for the provision of hosted telephone system.

Please Note: There will be no **briefing session**

2. Scope of Work

The Scope of this project is to replace the current analogue and digital telephone network system with the Centralized Hosted IP (Internet Protocol) system that support all campuses as well as Head Office (**REFER TO ANNEXURE A**).

3. Delivery of Goods and or Service(s)

It is expected that the appointed service provider be able to carry out the installation of new Hosted Telephone System including all necessary equipment. Completion of the project should at least be THREE (3) months without any disruption of the existing Telephone System.

4. Profile of The Service Provider

The Service Provider must clearly demonstrate the capacity to deliver in the field of telecommunication and networks. Tshwane South TVET College reserves the right to ask for documentation to prove financial capacity of the bidder(s).

5. Evaluation Criteria

TSHWANE SOUTH TVET COLLEGE APPLIES THE PROVISIONS OF THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, NO 5 OF 2000 and Preferential Procurement Regulations, 2011.

The evaluation of this bid shall include functionality whereby the bids will be evaluated in terms of the evaluation criteria embodied in the bid documents.

- The minimum qualifying score for functionality will be 70 points and bids that fail to achieve the minimum qualifying score will be automatically disqualified.
- Only bids that achieve the minimum qualifying score for functionality will be evaluated further in accordance with the 80/20 preference point systems prescribed in Preferential Procurement Regulations 5 and 6.

The evaluation criteria for functionality will be as below:

No	Qualifying Criteria for Short Listing	Points
1	Proof of similar projects with appointment letter and completion certificates to be provided: (failure to submit both documents will lead to scoring 0 point)	30
	• 1-2 Projects	10
	• 3-4 Projects	10
	• 5 and Above	10
2	The delivery of these services is time sensitive. As such the successful bidder will be required to produce a realistic programme and project methodology	20
	• Project Plan (Fully Explained)	10
	• Approach and methodology	10
3	Proof of capacity to perform the required service	50
	CV's, qualifications and registrations documents of key personnel	
	• Supervisor	30
	Minimum qualification – National Diploma (IT Related Field)	15
	Minimum experience of the Supervisor – 2-4 years = 10 points Above 4 years = 15 points	15

	• Registered Health and Safety Officer (SAMTRAC)	10	
	• Previous Experience of Health and Safety Officer 2-4 years = 5 points Above 4 years = 10 points	10	
TOTAL POINTS = 100			

• List of Previous Completed Projects					
Name of Project	Client	Nature of works	Contract value	Contact person	
• List of Current Projects					
Name of Project	Client	Nature of works	Contract value	Start Date	End Date

Bidders must provide sufficient proof/documents to justify awarding the above points, and such proof should include details of contactable references. Points will be awarded on a sliding scale, depending on the evidence provided.

The 80/20 preference point system shall be applicable as followings:

- Price **80**
- B-BBEE status level of contributor **20**

In order to facilitate a transparent selection process that allows equal opportunity to all service providers, Tshwane South TVET College will adhere to its policy on the appointment of service providers.

6. Bid Conditions

The Tshwane South TVET College Supply Chain Management Policy will apply.

1. Tshwane South TVET College does not bind itself to accept the lowest bid or any other bid and reserves the right to accept the whole or part of the bid.
2. Bids which are late, incomplete, unsigned or submitted by facsimile or electronically, will not be accepted.
3. Bidders must submit a valid B-BBEE Verification Certificate from SANAS Accredited Verification Agency or Registered Auditor approved by Independent Regulatory Board of Auditors (IRBA) in order to be eligible for empowerment points.
4. Companies with annual turnover less than R10million, Exempted Micro Enterprises (EME) are allowed to submit a sworn affidavit.
5. Companies who bid as a joint venture must submit a consolidated B-BBEE Verification certificate prepared for this bid only, from SANAS Accredited Verification Agency or Registered Auditor approved by Independent Regulatory Board of Auditors (IRBA) in order to be eligible for empowerment points. Companies who form part of this joint venture MUST be accredited.
6. Bids submitted shall be valid for a period of 90 days. *Bidders must factor exchange rate fluctuations in their bids as no adjustment to the quoted price will be accepted once the bid has been submitted.*
7. Deregistered and blacklisted companies including directors/owners/individuals linked to the company will not be considered. Due diligence will be conducted with successful bidders to validate submitted information.
8. Counter offers by service providers shall not be considered and shall therefore nullify the offer to the company.
9. Tshwane South TVET College reserves the right to amend the terms of reference before the closing date of the bid or to award whole or part of the bid to one or more service providers or to cancel the bid in whole, as well as to adjust the quantities before the final award is made.

7. Mandatory Documents

The following documents are mandatory and failure to submit them as specified will lead to a disqualification of the bidder's proposal.

- Valid Tax Clearance Certificate or SARS pin
- Certified B-BBEE Status Level of Contribution/sworn affidavit
- Invitation to Bid – SBD 1
- Declaration of Interest – SBD 4
- Preferential Points Claim Form – SBD 6.1
- Declaration of bidder's past SCM Practices – SBD 8
- Certificate of Independent Bid Determination – SBD 9
- CIPC Registration documentation
- Certified copies of ID's of shareholders/directors
- Proposed budget including costs (VAT Inclusive) per deliverable
- A description / company profile of the organization
- Audited financial statements for the last three (03) years
- Accreditation certificate(s) with relevant bodies (**e.g. ICASA**)
- Compensation for Occupational Injuries and Diseases (COID)

PLEASE NOTE: Proper certification of documents means:

- A copy of the original document must be certified with an original certification stamp.
- No copies of certified documents will be accepted.
- No certified copies of copies will be accepted.
- Certification must be dated and the date must not be older than six months.

8. Submission of Bids

Bidders must submit technical and financial proposals in **ONE SEALED** envelope clearly marked as below.

8.1 ORGANISATION AND MARKING OF ENVELOPES

Please note the following with regards to the envelope:

- It must be marked as follows:

BID NUMBER: Ref: TSTVETC-2020/06

Company Name:

8.2 HANDLING OF BIDS

All bid submissions must be done in hard copies as follows:

Bids should be deposited into the Tender Box:

Supply Chain Management Unit

Tshwane South TVET College – Head Office

85 Francis Baard Street

PRETORIA

0001

9. Closing Date and Time

Closing date: 22 July 2021

Closing time: 11h00.

No late submissions will be accepted!

NOTE: It is the responsibility of the bidder to ensure that all bid documents, as described above, reach the Tshwane South TVET College, at the above address, on or before the closing time.

10. Submission of Bids

NO telephonic or any other form of communication relating to this bid will be permitted with any other Tshwane South TVET College member of staff either by Bidders (as collective bidding team or individual of the bidding team), representative of Bidders, associates of Bidders, shareholders of Bidders, other than with the named individual stated below.

- ANY MEANS OF ATTEMPTING TO INFLUENCE ADJUDICATION PROCESS OR OUTCOMES OF ADJUDICATION PROCESS WILL RESULT IN IMMEDIATE DISQUALIFICATION OF THE ENTIRE BID.
- All enquiries regarding this bid must be in writing only and be directed to:

Procurement Office: Email: procureservices@tsc.edu.za

Note: Blacklisted companies appearing on the National Treasury database and prohibited from conducting business with public entities, will be disqualified.



Adv JT Chiloane
Principal/Chief Accounting Officer

21/8/2020
Date

APPROVED/NOT APPROVED

Approved



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ANNEXURE A

SPECIFICATION OF REQUIREMENTS (NEW HOSTED TELEPHONE SYSTEM)

1. PRODUCTS DESCRIPTION

Service providers are requested to provide model and image of the handsets we are going to utilise in the categories of standard, executive and switchboard. The headset of the switchboard operator should be included.

You are requested to supply us with a telephone solution with the following, but not limited, to the following capabilities:

1.1 CAPABILITIES OF TELEPHONE SOLUTION WE REQUIRE AS FOLLOWS:

- Switchboard, extender and Headset
- Caller Line Identification
- Organisational Phonebook
- Call Pick Up
- Call Back
- Call Forwarding to off-site Extension
- Auto-attendant and Music on hold
- Ring Group
- Out of office/divert calls
- Telephone Management System
- Call Monitor
- Inter-branch calling for free
- Phone Queues
- Automatic Call Pick up after hours
- Voicemail to Email
- Voice recording
- Call recording
- Fax to email
- Selective Call Rejection
- Standard Personal featured for each user
- Unlimited/scalable and no limit to expanding to telecommunication requirements

1.2 LIST OF NEW PHYSICAL APPLIANCES TO BE SUPPLIED AND INSTALLED:

In a nutshell the deliverables shall be a new telephone system with modern telephone handsets; a new switchboard & headset; and new cabling. The IP network shall replace the old inherited analogue/digital network we are currently using. Replacement of old analogue/digital cabling into IP network cabling would cater for old cabling conditions

The new system should be scalable with no limit to expanding to telecommunication requirements.

Switches should comply with Power over Ethernet (POE) gigabits ports and managed switch. The service provider to ensure they cover warranty of switches and all appliances during the duration of the contract.

To avoid old cabling conditions, we would like service providers to replace and install new cabling across the premises where landlines would be installed.

Lightning and surge protection is compulsory including uninterrupted power supply (UPS) associated with your cabinet power.

You should be able to establish whether the insurance we have will cater for the acts of the universe that may strike your equipment for quick restoration, in case.

2. REQUIREMENTS

2.1 FEASIBILITY STUDY

An initial in-depth feasibility study to be conducted across the five sites to determine the necessary infrastructure required. That would include connectivity, local area network infrastructure and electrical layout.

2.2 SITE INSPECTION

Site inspection of our current telephone layout is afforded to the service providers in order to have a better understanding and perspective of our telecommunication environment.

3. PROPOSAL REQUESTED

3.1 Design overview (indicating the conceptual design of the proposed solution)

Please provide Hosted Network Diagram of how Hosted Telephone Solution will look like across the five sites.

3.2 Connectivity

Based on the design overview you have provided kindly indicate the infrastructure of what your connectivity would be made of and how it would be supported. The new system should be configured to suite our environment.

3.3 Voice Optimisation

Briefly provide us with a management plan about voice and data with respect to security precautions and quality of service

3.4 Failover (secondary connection for voice)
Provide a brief description of your failover plan

3.5 Security
Provide description of your Managed Firewall Service

3.6 Call Rates
This section is associated with itemised billing. Service providers are kindly requested to provide us with a table categorising their Call Rates. Service providers should provide us with per second billing.

They should indicate the Call Rates that match the following categories next to it:

Call Rates:

- 3.6.1** Fixed line (Local and National)
- 3.6.2** Mobile
- 3.6.3** International
- 3.6.4** Special numbers

3.7 Infrastructure Description Table
Provide the table of the description of your entire infrastructure and quantity opposite the description.

- 3.8 Pricing**
 - 3.8.1 Capital costs**
Provide a table indicating monthly rental cost of the capital products
 - 3.8.2 Service Costs**
Provide a table indicating monthly rental cost of the services

3.8.3 Costs Summary
Provide a COST summary breakdown of Total Cost (excl. VAT) and Total Cost (incl. VAT)

Indicate rental of capital products and rental of the services; thereafter add both to determine the proposed total rental per month.

4. QUOTATIONS AND TERMS OF CONTRACT
Service providers should provide us with three options when providing a COST summary breakdown based on the following:

- 3years contract
- 5years contract and
- Outright purchase

5. PROJECT MANAGEMENT
We request project management approach of deliverables from the onset once the project has been awarded. Service providers should ensure seamless transition experience during switch over.

6. SUPPORT AND MAINTENANCE SERVICE

We request maintenance agreement for servicing the client, callouts and labour. Service level agreement (SLA) is required based on items below:

- Incident reporting and resolution
- Escalations
- Scheduled maintenance during contract should be covered by SLA

Service provider to ensure that we have a dedicated Account Manager

7. TRAINING

We request training to be provided to all our IT staff, switchboard operators and all staff members who will be using the new infrastructure.

8. COMPLIANCE

Service providers should be having an operating licence to perform the work on hand
Telephone solution equipment should comply with ICASA Regulations
Service providers are requested to indicate which licencing regulations they comply to.

9. REFERENCES

Kindly provide us with names and/or emblems to fit an A4 page of some of your prominent reference organisations you are currently providing telecommunication to.
In addition, provide contact details of representatives of three organisations we may require to ask relevant questions about your telecommunication service.

10. GENERAL

You may be requested to supply further information as it deems fit from our Supply Chain Management (SCM).

Service providers should provide us with a stable telephone solution with minimum interruptions.

We request acceptance of zero percent (0%) escalation on HARDWARE for the duration of the contract

We request service providers to inform us if there would be a SERVICE escalation during the period of contract and by which percent if there is going to be any.

Precaution to be alerted by service providers when handing over from one provider to another based on porting. Service providers to commit to a Project Management approach during the process of switch over.

Service provider should commit that we keep all our existing numbers. Numbers should remain the property of TSC in the event TSC choose to change SIP providers in future.

Ownership of the telephone equipment after contract term should be under the name Tshwane South TVET College (TSC).

At the end of the contract, service providers should commit that we (TSC) get ownership of all equipment in our premises while we are licensing on the cloud.

Rental on contract should fall away after contract expires, except for itemised billing, which caters for continuity of ongoing telecommunication services thereafter.

Service providers are requested to ensure settlements of previous accounts before we switch over, so that there is no double billing on telephone accounts.

Service providers are requested to cancel accounts of sites for which we are no longer using their telephone solution before we switch over to the new provider.