



an agency of the
Department of Arts and Culture

DATE: 17 MAY 2021

TERMS OF REFERENCE

TENDER NUMBER: SAHRA/ICT/01/06/2021

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY INVITES SUITABLY QUALIFIED SERVICE PROVIDERS TO PROVIDE HOSTED PRIVATE BRANCH EXCHANGE (PBX), VOICE OVER INTERNET PROTOCOL (IP) AND INTERNET CONNECTIVITY TO THE SAHRA OFFICES FOR A PERIOD OF 36 MONTHS

1 PURPOSE

The South African Heritage Resources Agency invites suitably qualified service providers to provide hosted Private Branch Exchange (PBX), Voice over Internet protocol (IP) and internet connectivity to the SAHRA's offices for a period of 36 months.

2 BACKGROUND

- 2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.
- 2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance. SAHRA has a number of properties situated in the various provinces of South Africa. All of these properties are heritage sites in terms of the above-mentioned Act.
- 2.3 SAHRA is currently receiving internet connectivity and VOIP services deployed across its offices including 2 offices in Cape Town CBD and 1 office in Pretoria CBD. SAHRA ICT infrastructure is managed in-house with support on an ad-hoc basis from external ICT vendors.

1

TOR: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE HOSTED PBX, VOICE AND DATA SERVICES FOR A PERIOD OF 36 MONTHS



an agency of the
Department of Arts and Culture

3. SCOPE OF SERVICES

3.1 HOSTED PBX SYSTEM

The hosted PBX system shall be provided for and owned by the service provider and securely hosted at their premises at no additional cost to SAHRA except for the monthly subscription fee, per account, to provide the following services for a period of 36 months:

- Mobile-to-Fixed Convergence
- Mobility (calls to follow user from desk phone to mobile phone or laptop)
- Client application on mobile device, smartphones iOS or Android
- Affordable handset devices
- Inbound, outbound and inter-site calls
- Free inter-site calls
- Internal call directory
- Call conferencing
- IVR menus (digital receptionist)
- Hunt list
- Voice mailboxes
- Extensions
- Call routing capabilities e.g. call transfer, call waiting etc.,
- Reception with integration of inter-building intercom system
- Secure pin dialling
- Technical support and reasonable system enhancements at no additional cost.

NB: Kindly note that there is a need for number porting if the winning bidder is different from the current provider.



an agency of the
Department of Arts and Culture

3.2 TELEPHONE MANAGEMENT SYSTEM (TMS)

The Telephone Management System (TMS) software and support thereof shall be all inclusive at no additional cost to SAHRA in order to manage the hosted PBX.

The Telephone Management System (TMS) software must provide all the following functionalities:

- Accessible securely via the internet browser
- User extension profile
- Access, view and download all invoices, statements and payments and itemised billing
- Access real-time account status and usage
- Account credit restrictions, monitoring and control at an organisational or user level
- Detailed reporting that is easy to navigate and delegate to managers
- Real-time cost reporting by extension, date, time and numbers dialled
- Summary cost report by extensions and groups
- Exportable reports to Microsoft Excel software
- Call trend and data analysis in graphical formats
- Call analytics
- Queue management
- Graphical status of extensions
- Voice mail sent to handset and/or email
- Full management of the PBX system from the console
- Management of media (tones, music, digital receptionist, menu recordings).
- Customised VOIP phone provisioning
- Customised service selection e.g. barring international calls per user

3.3 CALLING COSTS COMPARISON

The service provider shall compile and provide a detailed call costs comparison that is competitive with local telecoms market indicating the cost savings for both post-paid and pre-paid rates.



an agency of the
Department of Arts and Culture

3.4 VOICE AND DATA LINE SERVICES

Service Provider shall provide:

- a) Voice and data connectivity to 5 SAHRA sites as per the detailed requirements in section below.
- b) 98% Connectivity SLA.
- c) Centralized Internet Break-out, with hosted firewall.
- d) Support & Maintenance call centre.
- e) Remote support, fault reporting
- f) Quality of service, redundancy and seamless fail-over; and
- g) Services will be delivered at the following sites:

Site 1: 111 Harrington Street, Cape Town, 8001;

Site 2: 79 Roeland Street, Cape Town, 8001;

Site 3: 101 Sancardia Mall, 541 Madiba Street, Pretoria, 0001;

Site 4: 40a Somerset Street, Makhanda, 6139; and

Site 5: Onderdal School, Daljosaphat, Roggeland Road, Paarl, 7646.

4. PRODUCTS SPECIFICATIONS

- a) The Service Provider shall provide the following products to SAHRA:

Subscriptions:

- 155 x PBX Extensions to host 155 IP extensions spread across 5 SAHRA Offices
- All necessary hardware required for telephony at all the sites (e.g. handsets etc.)
- All hardware should be under extended warranty for the duration of the contract.
- Adequate network connectivity for voice and data for each location with the following minimum requirements:

Sites 1 and 2: 130 x Telephone extensions with 100Mbps and 50Mbps of voice and data connectivity.

Site 3: 15 x Telephone extensions with 50Mbps of voice and data .

Site 4: 2 x Telephone extensions with WIFI solution providing 10Mbps for voice and data.

Sites 5: 5 x Telephone extensions with WIFI solution providing 20Mbps for voice and data.



an agency of the
Department of Arts and Culture

Public IP address for *Site 1 and 2* for the video conference service.

- b) Service provider **MUST** provide detailed implementation schedule and timelines.
- c) Service provider **MUST** provide a proposal that includes ALL installation, project fees and delivery costs to commission the solution.

5. TERMS AND CONDITIONS OF TENDERING

- a) All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by the each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- b) SAHRA reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- c) SAHRA may require responsive bidders to present and discuss their proposals in person.
- d) SAHRA reserves the right not to make any appointment from the proposals submitted.
- e) Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- f) Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- g) SAHRA reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- h) Any and all project proposals shall become the property of SAHRA and shall not be returned.
- i) The bid offers and proposals should be valid and open for acceptance by SAHRA for a period of 90 days from the date of submission.
- j) Bidders are advised that submission of a proposal gives rise to no contractual obligations on the part of SAHRA.
- k) SAHRA reserves the right not to award the bid to the bidder that scores the highest points.



an agency of the
Department of Arts and Culture

- l) Disputes that may arise between SAHRA and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- m) In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract attached hereto, an original signed copy of which must be submitted together with all other bid documentation.
- n) All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- o) The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- p) The proposal must include a company profile/ organization profile, comprising a description of the organization of the bidder, its primary business activity, clients experience, management etc, including at least three references for companies, to whom the service provider has supplied the same service.
- q) After the successful service provider has received the purchase order, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.

6. RETURNABLE DOCUMENTS

- a. SBD 1 Invitation to BID
- b. SBD 2 Tax Clearance Requirements
- c. SBD 3 Pricing Schedule (Breakdown of pricing) – See Annexure A
- d. SBD 4 Declaration of Interests form.
- e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- f. SBD 6.2 Declaration certificate for Local Production and Content for Designated Sectors
- g. SBD 7.2 Contract Form (Rendering Services).
- h. General Conditions of Contract
- i. SBD 8 Declaration of Bidder's Past Supply Chain Management Practices.
- j. SBD 9 Certificate of Independent Bid Determination.
- k. Company profile including ICASA licensing and certification

NB: Failure to submit completed returnable forms as mentioned above may automatically disqualify your quotation. Please ensure that you submit CSD Registration Report.



an agency of the
Department of Arts and Culture

7. ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Tenders Issued	e-tender/ Tender Bulletin/Website	03 June 2021
Compulsory Clarification Meeting	Interested bidders should send their email addresses, SAHRA will send a Microsoft Teams invite for a Virtual Briefing session, on the said date and time	Date: 11 June 2021 Time: 11:00
Closing date & Opening of BIDs	BIDs opened at SAHRA Head Office	02 July 2021 @ 11:00

8. EVALUATION CRITERIA

a) All proposal offers received shall be evaluated based on the following phase out approach:

- **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to meet any of the conditions of the tender will automatically disqualify your tender on this phase.
- **Phase two:** Prequalification criteria (Obtaining 100% on Mandatory Requirements, failure to obtain 100% will disqualify your tender and not proceed further).



an agency of the
Department of Arts and Culture

To be completed by the bidder

**TECHNICAL AND FUNCTIONALITY SCORING CHECKLIST
(MANDATORY REQUIREMENTS AND NON-MANDATORY REQUIREMENTS)**

Each vendor must complete the checklist below.

“Comply” means that the proposed solution meets the requirements of SAHRA (2 points)

“Not comply” means that the proposed solution does not meet the requirements of SAHRA (0 points)

Mandatory Requirements

HOSTED PBX SYSTEM

Deliverable	Comply	Not Comply
1.1.1 The solution should be a secured cloud hosted solution. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.2 The solution should be a mobile-to-fix convergence. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.3 The solution should cater for Mobility (calls to follow user from desk phone to mobile phone and laptop). Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.4 The solution should have client application on mobile devices (iOS or Android) and laptops. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

Deliverable	Comply	Not Comply
1.1.5 The solution should provide free inter-site calls (between SAHRA Offices). Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.6 The solution should provide call conferencing facility. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.7 The solution should provide IVR menus (digital receptionist). Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.8 The solution should provide a reception with integration of inter-building intercom system. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.9 The solution should provide technical support at no additional cost. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

Deliverable	Comply	Not Comply
1.1.10 The solution should provide call routing capabilities e.g., call transfer, call waiting etc. Substantiate by describing how you meet this requirement.		
Substantiate:		

TELEPHONE MANAGEMENT SYSTEM

Deliverable	Comply	Not Comply
1.1.11 The solution should be accessible securely via the internet browser. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.12 The solution should provide user extension profile. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.13 The solution should access real-time account status and usage. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.14 The solution should provide real-time cost reporting by extension, date, time and numbers dialed. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

Deliverable	Comply	Not Comply
1.1.15 The solution should provide exportable reports to Microsoft Excel software. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.16 The solution should provide queue management. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.17 The solution should provide customised VOIP phone provisioning. Substantiate by describing how you meet this requirement.		
Substantiate:		

CALLING COSTS COMPARISON AND SLA

Deliverable	Comply	Not Comply
1.1.18 The solution should provide a detailed call costs comparison that is competitive with local telecoms market indicating the cost savings for both post-paid and pre-paid rates. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.19 The solution should provide a detailed technical and functional support plan with draft Service Level Agreement that will be proposed and costed. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

VOICE AND DATA LINE SERVICES

Deliverable	Comply	Not Comply
1.1.20 The solution should provide connectivity to 5 SAHRA sites accessing network shared services and internet services. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.21 The solution should be available at all times with a system uptime of 98%. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.22 The solution should provide centralized Internet Break-out, with hosted firewall. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.23 The voice and data connectivity will be delivered as the project plan to support the following.: <ul style="list-style-type: none"> • 155 x PBX Extensions to host 155 IP extensions spread across 5 SAHRA Offices. • All necessary hardware required for data and telephony services at all the sites. This includes telephony handsets. • All hardware will have under extended warranty covering the duration of the contract. • Adequate network connectivity for voice and data for each location. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

Non-mandatory Requirements

HOSTED PBX SYSTEM

Deliverable	Comply	Not Comply
1.1.24 The solution should provide affordable handset devices. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.25 The solution should provide the capability of inbound, outbound and inter-site calls. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.26 The solution should cater for internal call directory. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.27 The solution should have hunt list. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.28 The solution should provide voice mailboxes. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

Deliverable	Comply	Not Comply
1.1.29 The solution should provide telephone extensions. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.30 The solution should provide secure pin dialling. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.31 The solution should provide a reception with integration of inter-building intercom system. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.32 The solution should provide technical support at no additional cost. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

TELEPHONE MANAGEMENT SYSTEM

Deliverable	Comply	Not Comply
1.1.33 The solution should provide access, view and download all invoices, statements and payments and itemised billing. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.34 The solution should provide account credit restrictions, monitoring and control at an organisational or user level. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.35 The solution should allow access for detailed reporting that is easy to navigate and delegate to managers. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.36 The solution should provide a summary cost report by extensions and groups. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.37 The solution should provide call trend and data analysis in graphical formats. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

Deliverable	Comply	Not Comply
1.1.38 The solution should provide call analytics. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.39 The solution should provide graphical status of extensions. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.40 The solution should provide voice mail sent to handset and/or email. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.41 The solution should provide full management of the PBX system from the console. Substantiate by describing how you meet this requirement		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.42 The solution should provide management of media (tones, music, digital receptionist, menu recordings). Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

Deliverable	Comply	Not Comply
1.1.43 The solution should provide customised service selection e.g., barring international calls per user. Substantiate by describing how you meet this requirement.		
Substantiate:		

VOICE AND DATA LINE SERVICES

Deliverable	Comply	Not Comply
1.1.44 The solution should provide support & maintenance call centre. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.45 The solution should provide remote support, fault reporting. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.46 The solution should provide quality of service to ensure voice quality, redundancy and seamless fail-over. Substantiate by describing how you meet this requirement.		
Substantiate:		



an agency of the
Department of Arts and Culture

No.	Criteria	Points
1	Project Planning based on scope of work: The bidder must provide details on how the project will be managed including the methodology and approach, risks management and deliverables. The points will be allocated as follows: a) Detailed project methodology and approach including quality management plan (10 points). b) Detailed project milestones and phases, resource allocation, and project estimated timelines (5 points). c) Project change management risk associated with scope, quality and schedule and costs (10 points).	25
2	Functionality and Technical Requirements: Mandatory Requirements The bidder must complete the scoring templates above and points will be allocated as follows: ✓ 100% (30 points) ✓ 85% to 99% (20 points) ✓ 60% to 84% (10 points) ✓ Below 60% (0 points) Non- Mandatory Requirements The bidder must complete the scoring templates above and points will be allocated as follows: ✓ 100% (30 points) ✓ 85% to 99% (20 points) ✓ 60% to 84% (10 points) ✓ Below 60% (0 points)	25 15
3	a) Demonstrated experience and expertise in: <i>Number of similar projects i.e hosted PBX, MPLS/Connectivity and telephony service with above 100 users, implemented in the last 3 years:</i> <ul style="list-style-type: none"> ▪ Above 8 clients (10 points) ▪ Between 4 and 8 clients (5 points) ▪ Below 4 (0 points) <i>To claim the points the bidder must attach to the bid document traceable and contactable references together with letters of appointments and letters of reference from the clients that have receive the service.</i>	10 10



an agency of the
Department of Arts and Culture

<p>b) Technical and business support The bidder must provide a detailed plan for technical and business support. A draft service level agreement must be attached, and the documents will be scored as follows:</p> <ul style="list-style-type: none"> ▪ Technical and business support plan and draft service level agreement provides clear performance objectives, clear performance metrics for uptimes/downtimes and response times; escalation procedures; clear penalty and exist clauses. The plan also provides detailed skills development and transfer to SAHRA's ICT personnel (10 points) ▪ Technical and business support plan and draft service level agreement are not clearly defined. Service level agreement and skills transfer plan are not clearly and comprehensively defined. (0 point) <p>c) Industry or Technical Certifications in the project team</p> <ul style="list-style-type: none"> ▪ The bidder must have ICASA licence and technical certification in <ul style="list-style-type: none"> ✓ VOIP and Telephony, ✓ Networking or equivalent and ✓ certified project manager on PMBOK, PRINCE II or equivalent. <i>To claim points certified certificates must be attached. (15 points).</i> ▪ The bidder does not have ICASA licence and technical certification in <ul style="list-style-type: none"> ✓ VOIP and Telephony, ✓ Networking or equivalent and ✓ certified project manager on PMBOK, PRINCE II or equivalent. (0 points). 	<p>15</p>
<p>Total</p>	<p>100</p>

A bidder must obtain a minimum of 70 points on the prequalification phase in order to progress to the next phase. Failure to obtain 70 points will render your proposal non-responsive.

- **Phase three:** preference points for Broad-Based Black Economic Empowerment (BBBEE) Status Level of Contribution (80/10 preference points system), where 80 points are allocated to price, and 20 points are allocated to BBBEE status level as follows;



an agency of the
Department of Arts and Culture

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

9. Price (VAT included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.



an agency of the
Department of Arts and Culture

10. SUBMISSION OF TENDERS

Tenders must be submitted in a sealed envelope, marked as confidential and for the attention of **Supply Chain Management - Bid No: SAHRA/ICT/01/06/2021**
Project Name: Hosted PBX, Voice and Data Services

BIDS must be placed in the Tender Box located at:
SAHRA's Head Office
111 Harrington Street,
Cape Town
Tel: 021 462 4502

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.

11. CLOSING DATE AND TIME

CLOSING DATE: FRIDAY, 02 JULY 2021 AT 11H00 – NO LATE TENDERS WILL BE ACCEPTED.

12. FOR ENQUIRIES, please contact in writing:

Ms A. Mkhize
Supply Chain Management
South African Heritage Resources Agency
111 Harrington Street
Cape Town
8000
Tel: 021 462 4502
Email: amkhize@sahra.org.za