



GAUTENG
LEGISLATURE
Your View ~ Our Vision

TERMS OF REFERENCE

**Request for Proposal to Provide
DIGITAL BUSINESS PBX SERVICES
FOR A PERIOD OF 12 MONTHS FOR
GAUTENG PROVINCIAL LEGISLATURE**

1. BACKGROUND

- 1.1. Gauteng Provincial Legislature has provided approximately 588 landline digital telephones to Members, Staff and Contractors in three locations, two of which are in the Johannesburg CBD and one is in Cape Town.
- 1.2. The service provider must provide on-premises digital telephony system on a rental basis. The system must be Voice Over Internet Protocol (VOIP)-based communication system integrating all the identified GPL locations and enhancing increased mobility in communications.
- 1.3. The unified and collaborative communication system must be compatible with the GPL's network architecture that is based on the Cisco Enterprise Composite Module.
- 1.4. The successful service provider will be engaged for a negotiable period of twelve months.

2. INTRODUCTION

- 2.1 Gauteng Provincial Legislature needs the services of a competent service provider to provide a unified and collaborative communication system to the GPL on a rental basis for the duration of their contractual relationship.
- 2.2 The services rendered will be based on the ability of the service provider to deliver a solution that will accommodate the GPL's current communication needs.
- 2.3 While premised on on-site provision of digital IP telephony as a departure point, the solution must accommodate the need to move towards full integration of various communications platforms.

3. OBJECTIVES AND SCOPE

- 3.1 To seek a business partner or consortium that will provide an on-premises telephone system that will be integrated with wired and wireless as well as mobile platforms in assisting GPL to work efficiently and effectively.
- 3.2 The system should be on a **rental** agreement for a term twelve (12) months.
- 3.3 The system should boast user-friendly, GUI-based front ends that will need minimal formal training to become proficient

4. METHODOLOGY AND APPROACH

- 4.1 New technology dictates the unified messaging, collaboration, interactive, real-time and near real-time communications that connect people, information, and teams, helping to enable comprehensive and effective collaborative experiences
- 4.2 These terms of reference seek to replace the existing board with a modern hybrid telephone system. The system should also improve client service, and foster seamless communication among members and staff, stakeholders, and business associates. The long term desired outcome for this project is to focus on improving effective and efficient operations leveraging business objectives and to follow best practices and align with global standards.

- 4.3 Bidders need to provide an indication of how they are going to deliver in accordance with the above methodology and approach.

3. ROLE OF GAUTENG PROVINCIAL LEGISLATURE

- 4.1 Provide the computer network on which the unified and collaborative communication system will be based.
- 4.2 Pay the successful bidder the agreed rate at predetermined intervals for services rendered.
- 4.3 Conduct monthly contractor performance meetings.

5. ROLE OF THE SERVICE PROVIDER

- 5.1 Provide digital PBX Services to the GPL in line with these terms of reference.
- 5.2 Provide additional services as may be identified in the communication space to meet the GPL's changing communication needs in the execution of its constitutional mandates.
- 5.3 Provide the latest technology in the modernisation of the communication space to accommodate the necessary integration of various communication platforms.

6. SCOPE OF WORK

- 6.1 The preferred system should be able to provide and **not limited** to the following:
 - 6.1.1 Cutting-edge technologies like VoIP, SIP and XML, as basis for innovative communication solutions.
 - 6.1.2 Easy-to-use, customizable, web-interface, and to manage phone calls and integrate with other business applications (e.g. MS Exchange (outlook) with OCS, CRM and SAP) Unified and collaborative communications
 - 6.1.3 Seamless integration with mobility solutions (Blackberry, iPhones, android smart phone and Symbian)
 - 6.1.4 Open system architecture and use of global standards (e.g. SIP)
 - 6.1.5 Connection for multi-site.
 - 6.1.6 The system must also have and not limited to management tools, e.g. call recording, account codes, billing management, threshold allowances setup, delete and create extensions and assign access passwords.
 - 6.1.7 Flexible call routing (holidays, calendar, day and night, live operator)
 - 6.1.8 Call handling (hold, forward, transfer, pickup/park, DND, Caller ID)
 - 6.1.9 Integrated messaging with Follow-Me/Find-Me, voicemail and fax to email
 - 6.1.10 Call processing/routing (least cost routing functionalities or similar).
 - 6.1.11 Click-to-call from your computer or phone
 - 6.1.12 Call billing limit and split billing management (policy driven).
 - 6.1.13 Integrated Conferencing Solution

7. SERVICER PROVIDER'S PAYMENT

- 7.1 The Gauteng Provincial Legislature will the successful bidder a set fee at regular intervals as agreed for the provision of the solution for the duration of the assignment.
- 7.2 For evaluation purposes, the service provider's proposal must indicate the monthly cost of providing the required service.

7. PERIOD OF THE ASSIGNMENT

- 7.1 The successful bidder will be contracted for the assignment for a period of twelve (12) months.
- 7.2 The contracting period will run for a period of twelve (12) months.

8. KEY ASSUMPTIONS

- 8.1 Any sub-contracting of part of the assignment will be entirely the responsibility of the successful bidder and at no stage will any sub-contracting arrangement be understood to be an arrangement between the Gauteng Provincial Legislature and any such sub-contracted party or parties.
- 8.2 The Legislature will make agreed payments to the successful bidder for the provision of the unified and collaborative VOIP-based communication system to the GPL.

9. REQUIRED COMPETENCIES

10. Adequate previous experience in the provision of digital business PBX Services.

11. MINIMUM REQUIREMENTS

- 11.1. At least 2 (two) years' experience in providing digital business PBX Services to comparable or larger entities.
- 11.2. At least one (1) running digital business PBX Services contract in the past five years.

12. EVALUATION CRITERIA

- 12.1. The evaluation criteria are weighted to reflect the importance of project requirements noted in all Specifications: All proposals submitted shall be evaluated based on the following criteria:
 - Evaluation Stage One: Administrative Compliance
 - Evaluation Stage Two: Pre-qualification functionality criteria
 - Evaluation Stage Three: 80/20 preference point system

11.1.1 Stage One Evaluation: Administrative Compliance

This is the evaluation criteria that measures compliance of service providers with the administrative requirements of this request and mandatory functional requirements as listed in

the Terms of Reference. Service providers who fail to meet all requirements will be disqualified from further evaluation.

11.1.2 Stage Two Evaluation: Functionality Evaluation Criteria

The evaluation criteria for measuring functionality, and the weighting attached to each criterion is listed in the table below. Service Providers who score 60 points and above will be considered for presentation evaluation. Failure to meet the minimum threshold of 60 points will result in automatic disqualification.

FUNCTIONALITY EVALUATION CRITERIA	DESCRIPTION	SCORE	WEIGHT
Industry Experience Knowledge and experience of a service provider in the provision of digital business PBX Services within corporate or government institutions	5 years' experience [provide testimonial]	5	10
	5+ years' experience [provide testimonial]	10	
Internal Capacity Number of Admin, Project Management and Operational Staff allocated to this project.	Details of staff, role on the project and organogram	10	10
Provision of Digital business PBX Services	Ability to provide digital PBX business services	25	25
Communication Management System Provision of details relating to the management information communication system on the service offering	Provision of sample communication management reports on the required service.	10	10
Quality of Performance Experience of the service provider in successfully executing projects of a similar nature (Indicate: project name, description, duration, value, client organisation and contact details)	4 successfully completed projects	5	10
	5+ successfully completed projects	10	
Locality Bidders business enterprises within the Gauteng region	Bidders business enterprises within the Gauteng region	5	5
Industry Accreditation and Registration Provision of particulars relating to industry accreditation and registration	Proof of registration within the applicable regulatory framework	10	10
		Total Points	80
		Threshold	60
Presentation Evaluation			
Bidders must prepare presentations providing details of how they are going to deliver on the Project over the twelve (12) months period. Service Providers will be evaluated out of 20 points and are required to achieve a minimum threshold of 10 points out of 20 points.			
		Total Points	20
		Threshold	10
		OVERALL COMBINED POINTS	100
		OVERALL COMBINED THRESHOLD	70
The overall combined score must be equal or above 70 points to proceed to stage three (preference score) evaluation phase.			

11.1.3 Stage Three Evaluation: Preference Score System

EVALUATION CRITERIA	SUB-CRITERIA	WEIGHTING/ POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20
TOTAL		100