



## **ANNEUXUE A-BID SPECIFICATION**

### **TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE SUPPORT AND MAINTENANCE OF THE EXISTING TELEPHONY INFRASTRUCTURE FOR THE SADPMR FOR A PERIOD OF THIRTY-SIX MONTHS.**

#### **1. BACKGROUND**

The SADPMR has a Microsoft Teams Voice Calling Solution for internal communications, landline and mobile cellular phone calling as well as international dialing access for it's employees.

Microsoft Teams Telephony was introduced in the environment in 2021, the current contract is due to expire at the end of August 2026. Maintenance and support of the existing infrastructure will need to be carried out during the contract term over 36 months. The existing solution is integrated with Telkom Session Initiation Protocol (SIPs) and needs to be maintained and supported without any downtime.

The SADPMR has 130 Microsoft licenses for Teams that are used at the Kempton Park Head Office as well as remote sites.

Users are utilizing their Microsoft Teams desktop client for communications.

Microsoft Teams have been rolled out in the organization and SADPMR has started modernizing their communication and the solution needs to leverage all the features of Microsoft Teams Calling and Audio Conferencing.

#### **Current Solution**

<b>Category</b>	<b>Existing Asset / Details</b>
<b>SBC Hosted</b>	AudioCodes Hosted Appliance
<b>TMS Solution</b>	Proteus TMS
<b>SBC Version ID</b>	7.40A.005.306



Category	Existing Asset / Details
<b>SBC Capacity</b>	SBC Sessions: <b>30</b> / Transcoding Sessions: <b>30</b>
<b>MS Licensing</b>	M365 E3 + Microsoft Phone Standard (via EA)
<b>User Count</b>	130 Users (Concurrent call expectation: 30 sessions)

## 2. OBJECTIVE

The main objective of this project is to ensure that SADPMR can continue using the current solution and partner with a service provider who can provide SIP trunks and affordable call rates.

## 3. SCOPE OF WORK

SADPMR requires the following services:

- Solution must integrate or run natively with the existing Microsoft Teams.
- Provide a SIP Trunk with 30 Channels and must integrate with the existing 3<sup>rd</sup> party services.
- Integrate the SIPs to the existing Audio Codecs System.
- Ensure that the SADPMR can make calls using MS Teams externally.
- Port the SAPDMR numbers from the current provider
  - Number Range
    - The below numbers have been migrated to SIPs.
    - +27538313124
    - +27538313193
    - +27538313137
    - +27538313121
    - **Main: +27112237000**
    - Range:
    - +27112237000 until +27112237199
- Provide break-down of Local and International Call rates to various service providers.
- Ensure that the solution is secure.
- Maintain and support the current Voice Calling Solution for SADPMR.



- Ensure communication, integration and support with relevant 3rd parties to maintain the solution.
- Complete all the configuration and testing needed to ensure the solution works with all users within the SADPMR offices (Kempton Park and remote site).
- Configuration of all 130 users for Microsoft Teams clients on PCs, Laptops and Mobile.
- Configuration of the (Client) firewall and internal networks to ensure optimal functionality of the Voice Solution.
- Provide maintenance and support on an ad-hoc basis with an allocation of 24 hours per month for MS Teams and Session Border Controller (SBC) environment for 36 months.
- Provide a break-down of the hourly support rate and unused support hours to be carried over to the following months.
- Project kickoff of 5 days for hand-over from the current service provider.

#### **4. REQUIREMENTS**

The successful Service Provider must ensure all 130 licenses are fully functional and are able to receive and make local, mobile and international calls on mobile devices and PC's/laptops as well as the switch board.

- Solution must integrate or run natively with existing Microsoft Teams.
- Provide a SIP Trunk with 30 Channels and must integrate with the existing 3rd party services.
- Integrate the SIPs to the existing Audio Codecs System.
- Provide support for the hosted Session Border Controller (SBC) environment.
- Ensure that the SADPMR can make calls using MS Teams externally.
- Port the SADPMR numbers from the current provider.
- Provide break-down of Local and International Call rates to various service providers.
- Configure call policies to enable local and international calls.
- Ensure that the solution is secure.
- Solution must have call monitoring, reporting, barring and be able to pull reports.
- Solution needs to allow for 30 concurrent calls at any given time.
- The Service provider needs to cover all licenses and costs for the maintenance and support of the environment.
- The Service Provider must assist in configuration of the (Client) firewall and internal network optimization to ensure optimal functionality of the voice solution.
- The Service Provider need to provide full support for all 130 licenses for a period of 36 months.
- The Service Provider must provide full maintenance, hosting and upkeep of the solution



under a Service Level Agreement for 36 months.

- Features needed are: Auto Attendants, Call Queues, Call Forwarding, Voicemail, Group Pickup.
- The Service Provider need to provide full support for all Microsoft Teams' boardroom devices.

## **5. TRAINING AND SKILLS TRANSFER REQUIREMENTS**

- Hands-on and digital resources to support knowledge transfer to existing ICT Staff.
- Provide training manuals in soft copy.

## **6. MAINTENANCE REQUIREMENTS**

- Attending to all faults logged.
- Providing support and maintenance of the solution.
- Full service and maintenance agreement must include travel, labour and customer request calls.

## **7. PROJECT OUTPUTS/OUTCOMES**

The implemented solution should be fully documented as per SADPMR's requirements.

## **8. REPORTING**

- The successful bidder will report directly to ICT division on all technical matters.

## **9. COMPLETION DATE**

The expected duration of the project will be thirty-six (36) months.

## **10. COMPULSORY VIRTUAL BRIEFING SESSION**

A compulsory virtual information / briefing session will be held, and a meeting invite link will be sent out with the publication bid documents.

## **11. EVALUATION CRITERIA**

The bid will be evaluated on the following three (3) stages:

### **11.1 STAGE 1: MANDATORY REQUIREMENTS**

11.1.1 Bidders must submit the following documents to advance to the Functionality Evaluation:



- The bidder must be certified for Microsoft Solutions Partner for Modern Work - attach a valid certificate or a valid confirmation letter from Microsoft.

## 11.2 STAGE 2: FUNCTIONALITY EVALUATION

The functionality will be scored against the following criteria. Please note that where a "Minimum Rating to Qualify" for a criterion has been indicated, a bidder will be disqualified if not achieved.

<b>FUNCTIONALITY: STAGE 2</b>		
<b>Criteria</b>	<b>Sub - criteria</b>	<b>Points</b>
<b>Company experience.</b>	<p>Company should have five (5) years' experience working and providing Microsoft Teams support services. Company profile to be included.</p> <p>Less than 5 years = 0 points ; 5 and more years =5 points</p> <p>Bidders must submit at least three (3) minimum contactable reference letters with reference to the successful completion of Microsoft Teams support projects as per the SADPMR requirements.</p> <p>Reference letters must be in the company letter head to include project description and duration.</p> <p>The reference letters must be within the past five (5) years.</p> <p>Less than 3 letters = 0 points; 3 - 7 letters = 5 points; 8 and more letters= 10 points.</p>	<b>15</b>
<b>Technician experience</b>	<p>Technicians must have a minimum of five (5) years' experience in deploying and maintaining the Voice Calling Solution with Microsoft Teams and detailed CV required.</p> <ul style="list-style-type: none"> <li>• Detailed CV's and qualifications of technicians executing Microsoft Teams support services must be attached.</li> <li>• Technicians must be Microsoft Teams certified</li> </ul>	<b>30</b>



<b>FUNCTIONALITY: STAGE 2</b>		
<b>Criteria</b>	<b>Sub - criteria</b>	<b>Points</b>
	<p>(Attach proof of a valid certification from the vendor).</p> <ul style="list-style-type: none"> <li>• Attach CV and proof of certification</li> </ul> <p>5 years' work experience with no certification = 0 points;            5 years' work experience with certification = 15 points;            6 and more years' work experience with certification = 30 points.</p>	
<b>Specification Requirements</b>	<p>Provide a detailed proposal in line with point <b>4. (Requirements) above.</b></p> <p>All requirements must be met.</p>	<b>40</b>
<b>Project plan</b>	<p>Service providers are required to provide a clear project plan with final outputs and identified timeframes for the Microsoft Teams support service to be rendered, including a maintenance plan for a period of thirty-six (36) months.</p> <ul style="list-style-type: none"> <li>• Maintenance and Support of the solution.</li> <li>• Planned roll-out to client machines.</li> <li>• Maintenance of the SBC (Session Border Controller).</li> </ul> <p>Project plan submitted without time frames, maintenance and roll-out plan = 0 points;            Project plan submitted with time frames, maintenance and roll-out plan = 10 points.</p>	<b>10</b>
<b>Proof of address</b>	<p>Service providers should provide proof of their physical address where they are operating. Municipal bill, Rates and Taxes, water and lights invoice/statements not older than three months or a valid lease agreement.</p> <p>Any copy supplied must be certified and the certification must not be older than six months.</p>	<b>5</b>



<b>FUNCTIONALITY: STAGE 2</b>		
<b>Criteria</b>	<b>Sub - criteria</b>	<b>Points</b>
	Proof of physical address (less than 3 months or valid lease agreement) and certified = 5 points.	
<b>Total Points</b>	<b>100 Points</b>	

**NB: BIDDERS OBTAINING 70 POINTS OR MORE SHALL PROCEED TO STAGE THREE OF EVALUATION WHICH IS PRICE AND PREFERENCE POINTS.**

**12. STAGE 3: PRICE AND PREFERENCE POINTS.**

The 80/20 Principle is based on Price and special goals for SADPMR.

The following formula is to be used to calculate the points out of 80 for price inclusive of all applicable taxes.

**12.1.1** A maximum of 80 points is allocated for price on the following basis:

$$P_s = 80 \left( 1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

$P_s$  = Points scored for price of bid under consideration

$P_t$  = Price of bid under consideration

$P_{min}$  = Price of lowest acceptable bid



**12.1.2A** maximum of 20 points to be awarded to a bidder for the specific goals listed on the SADPMR preferential procurement policy as follows:

Special Goals	80/20 Points System	Relevant Evidence
Enterprises owned by black Women (51 % shareholding).	5	Latest CSD Report and certified ID copies of directors
Entities that are small, medium, and micro enterprises.	5	Latest CSD Report and financial statement
Entities owned by black people (51% shareholding).	5	Latest CSD Report and certified ID copies of directors
Enterprise based in the Gauteng province	5	Proof of residence

### **13. OTHER CONDITIONS**

- 13.1** Bidders must submit an original bid and one (1) copy of the technical proposal plus an electronic copy on a USB.
- 13.2** Bidders are further requested to separate financial proposals from technical proposal/two envelopes system.
- 13.3** Any enquiries must be referred, in writing, to the specified person.