



To : Supply Chain Management

Re : Hosted Voice over IP (VoIP) telephone solution (1 September 2022 – 31 January 2024)

Date : 10 June 2022

Specification:

Description	Qty	Unit Price	Total Price (Per Unit)
<p>Request a service provider to provide the KwaZulu-Natal Film Commission with:</p> <ul style="list-style-type: none"> • Supply, install, configure, and support a hosted Voice over IP (VoIP) telephone solution. • Current KZNFC main number (0310039000) and all direct extension numbers (0310039001 – 0310039069) must be ported and then trunked back into KZNFC. • Service providers are required to quote per telephone instrument to be supplied as the number of telephone instruments required may vary and telephone instruments provided must be ISACA approved. • The telephone numbers will reside on the provider network but will remain the property of the KZNFC in the event of a change of service providers. • Softphones with Windows, Android, and iOS compatibility. • Microsoft Teams integration. • Receptionist switchboard: Allow for a receptionist to monitor phone status for selected employee phones and efficiently manage incoming calls. • Conference phone (Boardroom) • Music/Message on Hold: Play music or a recorded message when the call is on hold or when it is outside of working hours. • User codes: enable unique 5-digit dialing user codes to track usage and calls made. • Telephone Management System (TMS): IT personnel must have access to get usage reports, create user codes, assign telephone extension names, and set call limits. • Reporting: produce usage reports and audit trails, usage reports must show usage per user based on the user's dialing code. • The solution should support call forwarding, voicemail, and call transfer. • Provide end-user training, IT personnel administrative/TMS training, and training for switchboard operators. • Incident logging/service request system (telephone or email), reported incidents should be responded to timely. 	60		

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Board members: N. Malange, J. Wills, M. Mzimela, N. Mthembu, L. Berning, C. Coetzee, L. Ngcobo, S. Zondi

KZN Film Commission • 10th floor Musgrave Towers, 115 Musgrave Road, Berea 4001, South Africa Tel: +27 31 003 9000 Email: info@kznfilm.co.za

<ul style="list-style-type: none"> • Generate and submit monthly telephone bills (departmental bills and total bill for KZNFC) for the duration of the contract. • Managed Services: SLA on technical support. • Preferably, the solution must utilize the existing dedicated fibre link and existing LAN infrastructure. Any additional infrastructure requirements must be specified and quoted for accordingly. • It is the responsibility of the service provider to fully set up, configure, install, and test the solution before sign-off. 			
Total Price (Exclusive of VAT)			
VAT @ 15%			
Grand Total (VAT Incl)			

End User Contact Details:

Contact Person: Lwazi Nodada **Contact Number:** 0739516195

EVALUATION CRITERIA:

- **Prequalification Criteria (Disqualifying Criteria)**
B-BBEE status Level 1 or 2, an EME or QSE
- **Local production and Content: (If Applicable)**
- **Mandatory Requirement: (If Applicable)**
A valid ECN/ECNS license from ICASA to deliver telecommunication services in South Africa. (Where the license is not available, a signed agreement with a Party who has the required license).
- **Functionality (If Applicable)**
N/A
- **Price and Preference Points:**
80/20 preference points will be applicable for the evaluation of this process in accordance with the Preferential Procurement Policy Framework Act 2000 (Act No. 5 of 2000 and B-BBEE Act).

All quotations with all the required documentation to be forwarded to scmquotes@kznfilm.co.za and for enquiries related to SCM to be forwarded to scm@kznfilm.co.za

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 KwaZulu- Natal Film Commission

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