

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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