



Independent Communications Authority of South Africa

350 Witch-Hazel Avenue, Eco Point Office Park
Eco Park, Centurion, Private Bag X10, Highveld Park 0169
Telephone number: (012) 568 3000/1

Maintenance, Repairs, and Support for Audio Visuals, Video Conferencing & board booking Equipment/Systems at ICASA Head Office for a period of twenty-four (24) months

1. Introduction

The purpose of this RFQ is to invite qualified, experienced, and reputable service providers for monthly maintenance of the Audio Visuals, Video Conferencing Equipment and boardroom booking system maintenance for a period of twelve (12) months as per the specifications below:

- 1.1. The repairs, maintenance and support of existing Audio Visuals, Conferencing Equipment and boardroom booking system;
- 1.2. Check the general state of equipment by performing a system wide check;
- 1.3. Check all equipment and conditions of cables and related accessories, and correct where necessary; and
- 1.4 Assist with trouble shooting equipment issues related to the Audio Visuals Conferencing Equipment and boardroom booking system.

The services must be rendered at ICASA's Head office, situated at 350 Witch Hazel Avenue, Eco Point Office Park, Eco Park, Centurion. The requested services include but not limited to:

2. Scope of Work

- 2.1. Provide technical helpdesk for second level support.
- 2.2. The service provider will be required to respond to other ad-hoc calls as follows:
 - 2.2.1. Resolve a severity 1 problem within 2 hours of call logged by the ICASA. A severity 1 problem is defined as a problem where the failure is impacting the normal business activities of ICASA e.g. faults impacting any boardrooms;
 - 2.2.2. Resolve a severity 2 problem within 24 hours of call logged by the ICASA.
A severity 2 problem is defined as a problem where the system is malfunctioning;
 - 2.2.3. The service provider must acknowledge and send out a call-out technician within 2 and/or 24 hours of call logged by ICASA, as prescribed above;



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2.2.4. Service providers must keep clear records and produce statistics of calls logged and technicians' activities. Additionally, a job card of the service rendered must be provided by the technician;

2.2.5. All firmware, software and operating systems relating to the infrastructure need to be updated by an adequately qualified technician biannually or whenever an OEM releases a critical update;

2.2.6. All projector bulbs to be quoted on an as-and-when-required basis and to be covered in the contract;

2.2.7. All power supply units for the defined infrastructure need to be included unless user-related damage is proven;

2.2.8. Ad-hoc audio and video fixed infrastructure (if any) cabling repairs need to be included unless user-related damage is proven. This excludes all pre-molded detachable cabling; and

2.2.9. This scope of work sets forth requirements for software, hardware, maintenance, and other requirements e.g. projectors, booking system, LED Panel Screens and Projector Screens etc.

3. Maintenance and Support of the system

The service provider shall offer a maintenance service plan that includes:

3.1. Proactive AV health checks to be conducted monthly;

3.2. These scheduled AV health reviews are to be conducted by the service provider and results included in the monthly project report presented to ICASA;

3.3. The service provider is expected to conduct monthly maintenance services.

Furthermore, the service provider should also provide costing for services rendered after hours e.g. after hours rates.

3.4. This review will include the following functional areas, whichever applies:

3.4.1 Control System;

3.4.2 Video System;

3.4.3 Audio System;

3.4.4 PA System

ICASA currently has eighteen (18) boardrooms that have audio-visual equipment that requires maintenance. Below is the breakdown of the items that need to be maintained:



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- Five (5) projectors; and
- Thirteen (13) have LED Panel screens.

	Name of Boardroom	Equipment Description
1.	Katlehong	Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P
2.	Patlokitso	Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P
3.	Ubuntu	Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P Soundbar



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4	Hermaite	Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P
5	Opal	Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P Soundbar
6	Training Room	Epson Eb-U32 projector Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P Lucia 240/2 amplifier Tannoy Wall mounted speakers
7.	Kgotla Equipment Rack	Tesira Biamp (02734415) Extron IPCP Pro 350 (AITUEMV) Extron XPA 2002 Amplifier (AITUW3X) Edge 8 Port Network Switch 5 Port TP-Link Network Switch 5 Port TP- Link Network POE Switch TLSG1005P



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8.	Tintswalo	ProSpectre LSPCU86UG2 Display Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P Soundbar
9.	Kgaolong	Hisense Smart Display x 2 Arrive Touch Panel HDMI Cable Soundbar Yealink VC500
10.	Thabo Mbeki	ProSpectre LSPCU86UG2 Display x2 Arrive Touch Panel HDMI Cable Ceiling Speakers Voicelift Table Microphones Yealink VC800
	Thabo Mbeki Equipment Rack	Cloud CXA450 4 Channel Power Amplifier Tesira Forte C1 Biamp AMC Pro Power Amplifier
11.	Tshiungani	ProSpetre LSPCU86UG2 display Arrive Touch Panel Extron HCT 103 Extron HCR102 HDMI Cable Audio Cable VGA Cable We Present WiPG-1000P Soundbar
12.	Engineering & Technology	Mecer Display Arrive Touch Panel HDMI Cable VGA Cable We Present WiPG-1000P
13.	Moshate	Epson EB-U32 Projector



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		Arrive Touch Panel Extron HCT 1-3 Extron HCR 102 HMDI Cable Audio Cable VGA Cable We Present WiPG-1000P
14.	Garnet	Epson EB-U32 Projector Arrive Touch Panel Extron HCT 1-3 Extron HCR 102 HMDI Cable Audio Cable VGA Cable We Present WiPG-1000P
15.	Fathuwani	Arrive Touch Panel Extron HCT 1-3 Extron HCR 102 HMDI Cable Audio Cable VGA Cable We Present WiPG-1000P
16.	Matlotlo Capital	Arrive touch panel Mecer display screen Extron HCT 103 Extron HCT 102 HDMI Cable Audio Cable VGA Cable Barco We Present WPG-1000P
17.	Pinagare	ProSpetre LSPCU86UG2 display Arrive Touch Panel Extron HCT 103 Extron HCR102 HDMI Cable Audio Cable VGA Cable We Present WiPG-1000P
18.	Legal	ProSpetre LSPCU86UG2 display



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		Arrive Touch Panel Extron HCT 103 Extron HCR102 HDMI Cable Audio Cable VGA Cable We Present WiPG-1000P
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4. Evaluation Criteria

4.1 Technical Evaluation

The technical evaluation of quotations will be carried out in phase 1. Quotations will be evaluated in terms of the prevailing supply chain policy applicable to ICASA and should be noted that:

4.1.2. A minimum of 70% points out of 100 points on technical capability will be cut-off to qualify for further evaluation of Price & BBBEE.

4.1.2 ICASA will analyze and assess technical capability and therefore the service provider should demonstrate the following:

Table 1 – Technical Evaluation Criteria (below)



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CRITERIA	WEIGHTING POINTS	RATING SCORE 1-5	COMMENTS
1. Company experience and capabilities: The bidder must demonstrate experience in maintenance, repairs & support of Audio Visuals, Video Conferencing Equipment & Boardroom Booking System. • 10 years and above (5) • 7-9 years (4) • 4-6 years (3) • 1-3 years (2) • Less than 12 months (1)	60		
2. Staff/Personnel Experience Capabilities: The appointed personnel/ technicians should have experience in the service, installation (New-components), maintenance and repairs of Audio Visuals, Video Conferencing Equipment and Boardroom booking system; attach the CV's and qualifications of the Technical staff: • 5 CVs (5) • 4 CVs (4) • 3CVs (3) • 2 CVs (2) • 1/ none CV (1)	40		
3.Staff/Personnel Experience Capabilities Certified qualifications that relate to the CVs attached • 5 Certified qualifications for the submitted CVs(5) • 4 certified qualifications for the submitted CVs (4) • 3 certified qualifications for the submitted CVs (3) • Uncertified qualifications (2) • No qualifications attached (1)	20		



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5. DISCLAIMER

5.1 ICASA reserves the right not to appoint a service provider and is also not obliged to provide reasons for the rejection of any proposal.

5.2 ICASA reserves the right to:

5.2.1. Award the contract or any part thereof to one or more service providers;

5.2.2 Reject all submitted proposals;

5.2.3 Request further information from any service provider after the closing date, for clarification purposes; and

5.2.4 ICASA reserves the right to reduce or increase the quantities of the maintained existing equipment as the organization anticipates replacing the existing old equipment if a need arises.

6. PRICE SCHEDULE

Description of goods and services	Quantity	Cost over the period of 24 Months (excluding VAT)
Maintenance, and repairs of the existing audiovisuals, video conferencing equipment & boardroom booking system monthly	24	R
Call Out Fees per month during working hours (Monday-Friday)	24 x R500	R12 000.00
Contingency costs (Replacement of equipment and spare parts, projector lamps, etc.)		R100 000.00
Total (Exclusive of VAT)		
VAT @15%		
Total Cost(VAT Inclusive) for 24 months		



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7. Contingency Fee Claims Process

7.1 The set amount will be used for repairs/replacement of audiovisuals, video conferencing equipment, and boardroom booking system components only;

7.2 The service provider will provide a market-related quotation for the part that needs to be replaced and obtain approval from ICASA before fitting or replacing the part or component.

7.3 Proof of replacement or repair of this component/part will need to be provided on the maintenance report submitted to ICASA.

7.4 In case where no replacement or repairs of components were done the contingency fee will remain in the ICASA budget account and not be billed by the appointed service provider.

7.5 Under no circumstances will the service provider claim his/ her call-out fees on the contingency budget, please provide the costing of your call-outs to the spreadsheet provided on No.6. (Price schedule).