

## **MAQUASSI HILLS LOCAL MUNICIPALITY**

### **RENTAL AND MAINTENANCE OF TELEPHONE SYSTEM FOR MAQUASSI HILLS LOCAL MUNICIPALITY (3 years contract)**

#### **PABX Specifications**

##### **1. Main system**

- Support for 16x Public concurrent calls
- Support for VOIP/SIP Trunks
- Dedicated network line for VOIP/SIP calls
- IP-Based telephone system
- Up to 168 extensions (Total 120 extensions currently)
- Account codes per user
- Call logging with support for budgeting
- Lightning Surge Protection
- Support for remote extensions
- Auto Attendant
- Voice recording

#### **Sites:**

Connections must be supplied for each remote site to enable connectivity to main PABX system located at Wolmaransstad Main Office building.

Wolmaransstad Main Building

Wolmaransstad Engineering (Unit U)

Wolmaransstad Traffic Department

Wolmaransstad Library

Tswelelang Youth Centre

Leeudoringstad Traffic Department

Leeudoringstad Library

Makwassie Paypoint

Makwassie Library

Lebaleng Library

Waterworks



#### **Wolmaransstad Main Office**

- 90x Telephone Extensions
- 4mbps Dedicated network connection

#### **Wolmaransstad Engineering (Unit U)**

- 9x Telephone Extensions
- 4mbps Dedicated network connection

#### **Wolmaransstad Traffic Department**

- 9x Telephone Extensions
- 4mbps Dedicated network connection

#### **Wolmaransstad Library**

- 4x Telephone Extensions
- 1mbps Dedicated network connection

#### **Tsweleng Youth Center**

- 9x Telephone Extensions
- 1mbps Dedicated network connection

#### **Leeudoringstad Traffic Department**

- 3x Telephone Extensions
- 1mbps Dedicated network connection

#### **Leeudoringstad Library**

- 2x Telephone Extension
- 1mbps Dedicated network connection

#### **Makwassie Paypoint**

- 2x Telephone Extension
- 1mbps Dedicated network connection

#### **Makwassie Library**

- 2x Telephone Extension
- 1mbps Dedicated network connection



### **Waterworks**

- 1x Telephone Extension
- 1mbps Dedicated network connection

### **Lebaleng Library**

- 2x Telephone Extension
- 1mbps Dedicated network connection

## **2. INTENT OF THE SPECIFICATIONS**

2.1 It is the intent of these specifications to:

- 2.1.1 Clearly describe the minimum standards and requirements with regard to the service provider and equipment that is to be installed and maintained in MAQUASSI HILLS LOCAL MUNICIPALITY

## **3. MINIMUM STANDARDS AND REQUIREMENTS**

- 3.1. Supply and maintenance of Multifunctional Telephone System.
- 3.2. Experienced technical staff to be assigned to the project for the full term.
- 3.3. A full-time technical expert must be specifically assigned to the municipality for the duration of the contract.
- 3.4. Technical staff must be on site to do repairs within 12 hours of date and time of receipt of call out.
- 3.5. All the equipment installed by the service provider must be insured by the service provider and provision must be made for this in the tender.
- 3.6. No management fee shall be payable to the service provider
- 3.7. Lightning surge protection must be provided, and the service provider must make provision for it in the tender.
- 3.8. An efficient and tested TELEPHONE MANAGEMENT system must be installed to cater for the monitoring of calls, restrictions, budget set-ups, telephone pin codes and generation of reports
- 3.9. The telephone system must cater for connection to a customer care unit.
- 3.10. The telephone system must cater for speed dialing.

### **3.2 MAINTENANCE**

- 3.2.1 A technician must be on site to attend to general repairs and maintenance within 12 hours of call.
- 3.2.2 During Council Agenda printing days, a technician must be on site within 1 hour of him being called. These days that the technician is to be available will not exceed 3 days per month and will be communicated to the service provider in advance.



## **LIST OF MANDATORY RETURNABLE DOCUMENTS**

### **a. The tenderer must complete the following returnable documents:**

Certificate of Authority for Signatory  
Compulsory Enterprise Questionnaire  
Declaration of Tender's Past Supply Chain Management Practices / Interest (MBD 4)  
Form of Offer  
Declaration of Bidder's Past Supply Chain Management Practices (MBD 8)  
Certificate of Independent Bid Determination (MBD 9)  
Pricing Schedule (MBD 3.1)  
Attach municipal account(s) as per the company registration certificate  
In case where a bidder is leasing a property, lease agreement with SAPS affidavit (Clearly stating if the director or company is renting out)  
Bidders that are residing in Traditional lands must attach a recent letter from the Tribal Authority falling within the bid period together with SAPS affidavit clearly stating that the bidder does not pay rates and taxes  
Proof of payment of municipal account of not more than 30 days old  
Company registration certificate  
Copies of Identity document of Partners or Directors  
Valid Tax Clearance certificate  
Proof of registration with Central Supplier Database (CSD)  
Valid documents to score for specific goals  
Proof of registration with the relevant body

### **b. Tender offers will only be accepted if:**

- The tenderer has in his or her possession an original valid Tax Clearance Certificate issued by the South African Revenue Services
- The tenderer is not in arrears for more than 3 months with municipal rates and taxes and municipal service charges;
- The tenderer or any of its directors is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector; and

#### **• The tenderer has not:**

- a) abused the Employer's Supply Chain Management System; or
- b) failed to perform on any previous contract and has been given a written notice to this effect.
- c) The tenderer has completed the Compulsory Enterprise Questionnaire and there are no conflicts of interest which may impact on the tenderer's ability to perform the contract in the best interest of the Employer or potentially compromise the tender process.





## 7. FUNCTIONALITY CRITERIA

**A MINIMUM SCORE OF 70 OUT OF 100 IS REQUIRED**

Criteria	Score	Subtotals	Totals	Evidence Needed
<b>A. BUSINESS LOCATION</b>		(30)		
<ul style="list-style-type: none"> <li>Local Company within Municipal Area</li> <li>Company within Dr Kenneth Kaunda District</li> <li>Company within the NW Province</li> <li>Company located outside the Province</li> </ul>	[30] [25] [20] [10]			Proof of address: Lease Agreement, Municipal Account or Company Registration document
Points Scored (A)			30	
<b>B. EXPERIENCE OF TECHNICAL STAFF ASSIGNED TO THE PROJECT</b>	Score	(25)		
<ul style="list-style-type: none"> <li>Provide experience of technical staff in years of assigned to the project.</li> <li>Greater than 5 years</li> <li>3-4 years</li> <li>1-2 years</li> </ul>	[25] [20] [15]			Attach CV's Failure to attach CV's will result in no score being allocated
Points scored for (B)			25	
<b>C. NUMBER OF TECHNICAL STAFF FOR MAINTENANCE AND CALL OUTS SPECIFICALLY ASSIGNED TO THE PROJECT</b>	Score	(10)		
<ul style="list-style-type: none"> <li>Greater than 5 people</li> <li>3-4 people</li> <li>1-2</li> </ul>	[10] [5] [2]			Certified Organogramme, or appointment letters
Points Scored for (C)			10	
<b>D. EXPERIENCE IN SIMILAR CONTRACTS</b>	Score	(35)		
<ul style="list-style-type: none"> <li>5 or more contracts completed</li> <li>3 to 4 contracts completed</li> <li>1 to 2 contracts completed</li> </ul>	[35] [30] [10]			Appointment letters and Testimonials
Points Scored (D)			35	
Total Score by Bidder (A + B + C + D)			100	
<b>TENDERERS SCORING LESS THAN 70 POINTS WILL BE REJECTED.</b>				

The number of paper copies of the signed contract to be provided by the employer is one (1)

