

**99/2022/EWSS/AVAYA/RFQ**

<b>DESCRIPTION:</b>	Appointment of a service provider to upgrade and maintain TCTA's Avaya telephone system
<b>DURATION:</b>	24 Months
<b>PROPOSED BID PROCESS:</b>	RFQ
<b>REQUESTOR:</b>	EWSS
<b>DIVISION:</b>	EWSS
<b>UNIT:</b>	Facilities and Logistics
<b>ISSUE DATE:</b>	14 <sup>th</sup> January 2022
<b>DATE REQUIRED:</b>	As soon as possible
<b>CLOSING DATE:</b>	25 <sup>th</sup> January 2022 @ 11h00
<b>METHOD OF SUBMISSION:</b>	Bids should be hand delivered to the following address; Centurion 265 West Avenue, Tuinhof building, Stinkhout Wing, Ground Floor
<b>CURRENT CONTRACT EXPIRY DATE:</b>	8 January 2021

**BACKGROUND**

TCTA would like to appoint a service provider to upgrade and maintain TCTA's Avaya telephone system.

**SCOPE OF WORK**

**DETAILED DESCRIPTION OF GOODS/SERVICES**

Refer to Annexure A Scope of work

**COMPANY EXPERIENCE REQUIRED**

Minimum 5 Years

**PERSONNEL EXPERIENCE REQUIRED**

The technician must have a minimum of 5 years' experience

**DELIVERABLES**

What key outputs are required, how will they be measured and when are they required

**RETURNABLES**

<b>MANDATORY</b>	<b>NON-MANDATORY</b>
<ul style="list-style-type: none"> <li>At least one current contract in place or a contract not older than 1 year for providing support services to an Avaya telephone system. The bidder must provide a letter from the bidder's customer, dated (not older than 3 months), outlining the services provided in terms of the scope of work of this RFQ, with a contactable reference and signed off by the duly</li> </ul>	

authorised person.				
<ul style="list-style-type: none"><li>• The technician must have a minimum of 5 years' experience in the provision of support services or upgrading Avaya telephony systems. The technicians CV must be attached with contactable references.</li><li>• Submission of BBBEE Certificate or Sworn Affidavit for EMEs &amp; QSEs</li></ul>				
TRANSFORMATION GOALS				
Only EME or QSE that are BBBEE Level 1 contributors.				
PROPOSED FUNCTIONALITY CRITERIA				
		FUNCTIONAL CRITERIA	WEIGHT	MINIMUM SCORE
	1.	Company Experience  0 – 4years = 0 points  5 – 10 years = 75 points  More than 10 years = 100 points	100	75
PROPOSED PRICING SCHEDULE				
Refer to point B				

## **ANNEXURE A: SCOPE OF WORK**

### **1. 24 MONTH SUPPORT PLAN**

The service provider will provide services for the Equipment and all Avaya applications at TCTA's premises. The service plan must cover 9 hours a day, 5 days a week (excluding public holidays and weekends) with a four (4) hour response for time for all major failures. The coverage will be as follows:-

- 1.1 Remote and onsite support for a major or minor failure and resolve the failure.
  - 1.1.1 Proactive Remote Monitoring.
  - 1.1.2 Monitoring of alarms from PABX and/or voice messaging system.
  - 1.1.3 Proactive Remote Monitoring 24 hours per day, seven days per week, 365 days per year (24 / 7 / 365)
  - 1.1.4 24 / 7 / 365 remote monitoring of alarms from PABX and / or voice messaging system.
- 1.2 Response Objectives
  - 1.2.1 Major Equipment Failure
    - 1.2.1.1 Remote response within two (2) business hours (Monday - Friday 8:00. – 17:00) upon receipt of a trouble report of a Major Failure by attempting to clear the failure remotely and / or contacting the End-User (TCTA) to begin troubleshooting the system failure.
    - 1.2.1.2 Onsite response by an engineer within four (4) business hours (Monday - Friday 8:00. – 17:00) upon receipt of a trouble report of a Major Failure, which cannot be resolved by a remote engineer.
  - 1.2.2 Minor Equipment Failure
    - 1.2.2.1 Response within eight (8) business hours (Monday - Friday 8:00. – 17:00) upon receipt of a trouble report of a Minor Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
    - 1.2.2.2 Onsite response within the next business day (Monday - Friday 8:00. – 17:00) at the local time at the Site upon receipt of a trouble report of a Minor Failure, which cannot be resolved by a remote engineer.

### **2. UPGRADE OF THE AVAYA SYSTEM**

- 2.1 Upgrade of the Avaya system which should cover the following but not limited to:-

200	IPO R11 PWR USER 1 LIC
200	ASBCE R8 STD SVCS IPO LIC

200	ASBCE R8 ADV SVCS IPO LIC
1	ASBCE R8 VE VAPP IPO FILES LIC
440	AV SPACES BUS TERM SUB 1 YR AN
10	IPO RTS 8X5 - 500 V2 1YPP
10	IPO RTS 8X5 - 120G7 1YPP
1	Installation and configuration once off

### **3. HOSTING**

- 3.1 Hosting of TCTA's Avaya IP Office 500 v2 Telephone system
- 3.2 Provide services on an online platform with users connecting remotely to the system from anywhere using internet.
- 3.3 Hosting of the recording system and managing all the recordings.
- 3.4 Hosting and managing the TMS system with all users.
- 3.5 Provide upgrade of the telephone system for the contract period of 24 months.
- 3.6 Upgrade the system with Mobile users licenses.
- 3.7 Provide online reception soft console.
- 3.8 Maintain all upgrades and future migrations
- 3.9 Manage all system licenses
- 3.10 Manage all QOS with low to no latency
- 3.11 Provide all required network hardware switches and cables for the PBX
- 3.12 Provide physical security and insurance against theft and loss for the Avaya IP Office

### **4. HARDWARE PROVISION OF SIP TRUNK**

- 4.1 Provide 90 SIP trunks with Session Boarder Controller
- 4.2 60 concurrent calls
- 4.3 Provide firewall and security for the trunks and PBX
- 4.4 Port current PRI trunks and convert to SIP trunk
- 4.5 Provide remote and mobile connection and all breakout both inbound and outbound calling
- 4.6 Prioritize all voice calls
- 4.7 Allocate user extensions to remotely connect

### **5. INTEGRATION**

- 5.1 Converge mobile and fixed services into one user profile
- 5.2 Online VOIP and remote users' connection
- 5.3 Provide Instant Messaging, voicemail, presence-based services
- 5.4 Integration of messaging and presence
- 5.5 Integration of fixed and mobile voice calls

- 5.6 Voicemail
- 5.7 Host of and management of Telephone Management System (TMS Man-3000). Must include the replacement of any hardware
- 5.8 Manage all licenses and upgrades of TMS
- 5.9 Provide monthly and as and when telephone reports

## **6. RECORDING AND RECORDING MANAGEMENT**

- 6.1 Host and manage Avaya telephone recordings system
- 6.2 Make all call recordings available as and when required
- 6.3 Secure all recordings from theft and loss

## **7. TRAINING**

- 7.1 Provide training for all users and create an electronic user manual.

## B. PRICING SCHEDULES

### SYSTEM UPGRADE COSTS

No 1	Qty	Description	Unit Cost	Total Cost
1	200	IPO R11 PWR USER 1 LIC		
2	200	ASBCE R8 STD SVCS IPO LIC		
3	200	ASBCE R8 ADV SVCS IPO LIC		
4	1	ASBCE R8 VE VAPP IPO FILES LIC		
5	440	AV SPACES BUS TERM SUB 1 YR AN		
6	10	IPO RTS 8X5 - 500 V2 1YPP		
7	10	IPO RTS 8X5 - 120G7 1YPP		
8	1	Installation and configuration once off		
9	10	Training		
TOTAL				
VAT				
TOTAL INCLUDING VAT				

### MONTHLY SLA

No 1	Qty	Description	Unit Cost	Total Cost
1	1	SBC Termination with 90 SIP Channels		
2	200	VPN user access		
3	1	Public IP and Firewall services		
4	1	Support Plan		
TOTAL				
VAT				
TOTAL INCLUDING VAT				