

ANNEXURE A

SCOPE OF WORK

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE VOIP SOLUTION OVER A PERIOD OF THIRTY-SIX (36) MONTHS.

1 INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Minerals, Energy Resources (DMRE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2 BACKGROUND AND OVERVIEW

CEF SOC is using an on-premises Skype for Business implementation for unified communication. CEF requires a service provider to supply, implement, and support, and maintenance for VOIP solution for CEF (SOC) Ltd

2.1 Current systems and IT environment.

Our core IT infrastructure is hosted on-premises with 120 users on VMWare virtual platform as follows:

- MS Windows Sever 2016 Active Directory with Azure connector.
- On-premises MS Exchange server 2016.
- Polycom VC solution.
- IP telephone handsets, Yealink T46S an T48S;
- Yealink CO960 conference phones for meeting rooms.
- SQL Server 2016 cluster.
- On-premises Skype for Business implementation.
- Sonus SBC.
- 30 concurrent SIP connections with MTN.
- 300 telephone extensions (number range 010 201 4700 - 4999).
- Microsoft E3 Volume licensing.

3 REQUIREMENTS

The CEF SOC Ltd invites bids from suitable service providers to design, supply and implement an on-premises VOIP solution to meet the following:

3.1 Minimum requirements:

- The proposed solution must be compatible or be able use current Yealink handsets and conference phones.
- Telephone management system for reporting (usage reports).
- Ability to assign and reassign telephone extension as and when required.
- Ability to record specific extensions.
- Voice and video conferencing capabilities.
- Instant Messaging and Presence.
- Voicemail Functionality.
- Softphones with compatibility to Windows, Android and IOS devices.
- Switchboard software with music on hold and after-hours voice prompt (CEF will provide PC hardware).
- 2 x headphones with microphone for switchboard operator.
- Microsoft Teams integration (optional and priced separately).

3.2 The winning bidder will be required to perform the following:

- Deploy and configure the proposed solution and end-point devices for the environment.
- Migrate all CEF users off the existing Skype for Business environment to the new solution.
- Decommission Skype for Business after successful implementation.
- The vendor shall provide all designs, planning and system architecture.
- Provide training for admin users.
- Provide support and maintenance of the system for a period of 36 months on time and material basis.
- Separate license costs and support and maintenance fees.
- Include support rate per hour in the bid response and monthly support fees based on estimated support hours required per month.
- The estimated support hours required are 20 hours per month.

3.3 The proposal must include:

- Pricing on the professional services, hardware, design, deployment, and configuration.
- Detailed support and maintenance model, outright purchase.
- Training of four (4) end users and three (3) technical staff members on administration of the solution.