ANNEXURE

SCOPE OF WORK   FOR

PROVISIONING OF HEADSETS FOR TEAMS CALLING FOR TRANSNET ENGINEERING COMPUTER USERS

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1.0　　　HEADSETS Overview and Objectives

1.1 Services Overview

This Annexure A sets forth the roles and responsibilities of the parties for the headsets Services provided. It includes the services and activities required to provide and support end-user computing devices (headsets) within Transnet Engineering.

These headset's will be used by employees within Transnet Engineering to facilitate communication during meetings and other engagements that are supported by Teams calling application. Previously we were largely dependent on traditional landline handsets.

1.2 Service Objectives

Transnet expects to achieve the objectives below through the Service Provider's provisioning and support of the devices as detailed in this Statement of Work:

- Meeting Transnet business needs for highly available, reliable, and secure Services.
- Improved employee productivity.
- A standardized headsets product.
- Supported business initiatives.
- Provide a product that will serve both as a Teams telephone and meeting device.

2 Scope of HEADSETS to be Supplied.

The required Headsets specifications should be similar to the following: -
- Wired Stereo Headset
- Ear Cups with Comfortable Cushions
- Adjustable Headband

3.0 Baseline Information

Transnet Engineering's headsets projected requirements is presented below, based on the current estimation. The headsets will be precured on an As and When basis over a period of two years or until the full order has been delivered.

3.1 Headsets Projections

DEVICE	DESCRIPTION	QUANTITY
HEADSET	MS Teams UC Certified Around the Neck Band Device with stereo speakers deliver sound from independent channels on both left and right sides, ear cushion soft audio foam covered in black leatherette, Noise Cancellation, Call management In-line call control unit for easy call management, Certified by Microsoft Teams, Light weight not more than 45g, creating a richer sound and a better experience, the device must be dustproof and water-resistant, and should connect to the end users PC. 2 years swop out warrantee with shipping at the bidder's cost should be included.	3790
EXECUTIVE BLUETOOTH HEADSET	MS Teams UC Certified over the head device that connects with a Bluetooth Class 3 USB dongle, Weight 36g. Battery type Rechargeable lithium-ion battery, water & dust resistant, Plug-and-play connectivity to computer, Connect two Bluetooth enabled devices at the same time, including mobile device and computer, State-of-the-art Noise isolating fit and/noise-cancelling microphone eliminates background noise, Stereo Speaker, Up to 14 hours battery life, Integrated busy light acting as a 'do not disturb' sign and protecting your focus, Call management In-line call control unit for easy call/volume management, Easy charging and docking with an optional charging stand to eliminate battery concerns. 2 years swop out warrantee with shipping at the bidder's cost should be included.	60
ONE EAR BLUETOOTH HEADSET	MS Teams UC Certified over the head device that connects with a Bluetooth Class 3 USB dongle, Plug-and-play connectivity to computer, Connect two Bluetooth enabled devices at the same time, including mobile device and computer, State-of-the-art noise-cancelling microphone eliminates background noise, Mono Speaker, Up to 14 hours battery life, Integrated busy light acting as a 'do not disturb' sign and protecting your focus, Easy charging and docking comes with an optional charging stand to eliminate battery concerns. 2 years swop out warrantee with shipping at the bidder's cost should be included.	160
TEAMS PHONE GENERAL USERS	Teams Phone to provides the following features :- Lets users answer inbound calls with a touch, and place outbound calls either by dialling the full phone number or by clicking a name in the client, Group call pickup and forward to group, Lets users transfers calls to another person, Lets users place a call on hold in the Teams service in the cloud, Call phone number from search, Calls from inside the company display a detailed caller ID that pulls information from the corporate directory, Lets users dial by name or by number anywhere in the search bar, Lets users securely connect, communicate, and collaborate with users in federated tenants. must be compatible with inhouse One Voice Operations Center Device Management tool. 2 years swop out warrantee with shipping at the bidder's cost should be included.	80

TEAMS PHONE EXCO PA'S	Teams Phone to provides the following features :- Lets users answer inbound calls with a touch, and place outbound calls either by dialling the full phone number or by clicking a name in the client, Group call pickup and forward to group, Lets users transfers calls to another person, Lets users place a call on hold in the Teams service in the cloud, Call phone number from search, touch screen, Calls from inside the company to display a detailed caller ID that pulls information from the corporate directory, Lets users dial by name or by number anywhere in the search bar, Lets users securely connect, communicate, and collaborate with users in federated tenants. Graphical portrait 5.5" color touch screen (720 x 1280). must be compatible with inhouse One Voice Operations Center Device Management tool. 2 years swop out warrantee with shipping at the bidder's cost should be included.	10

Table 1: HEADSET Projection

4.0 HEADSETS Services Requirements

4.1 Service Descriptions and Roles & Responsibilities
Inclusive to this Annexure, the following applies:

4.1.1 Product Procurement, Management and Planning Services

- Product Selection
- Product Procurement and Planning

4.1.2 Vendor Management and Administration Services

- This is an AS AND WHEN procurement.

4.1.3 Provisioning Services

- Order Management
- Delivery Management / Proof of Delivery

4.1.4 Asset Management and Support Services

- Break / Fix Services / Replacement
- Premium Support

SCOPE OF WORK – Unified Communications Devices

Table 1. Service Descriptions and Roles & Responsibilities

Service Category and Description	Responsibility		Pricing Guidance
	Service Provider	Transnet Engineering	
Product Selection	• Sources and proposes device models in line with Transnet Engineering standards. • Sources and proposes equipment on special requests. • Provides demo devices to Transnet Engineering for testing purposes. • Recommends changes and enhancements as products are developed and enhanced. • Ensure optimum pricing	• Sets and provides hardware standards for the devices needed by end users across Transnet Engineering. • Receives demo devices for testing purposes free of charge. • Tests demo devices for suitability and durability in the Transnet Engineering environment. • Approves devices for procurement	Included in the fees
Product Procurement and Planning	• Manages stock levels and provide according to the required units.	• N/A	Included in the Fees
Manage back-to-back agreements	• Manages the replacement process (i.e., out of the box damage / malfunctioning)	• N/A	Included in the Fees

Service Category and Description	Responsibility		Pricing Guidance
	Service Provider	Transnet Engineering	
Order Management	• Proposes a suitable order process in line with Transnet Engineering's requirements. • Implements the order process as agreed. • Accepts orders from delegated Transnet Engineering employees. • Places orders to the OEM	• Agrees on and approves order process – formats and standards, time frames. • Process Transnet business requirements • Generate headsets orders	Included in the Fees
Order Preparation	• Prepare devices in line with orders – device specification.	• N/A	Included in the Fees
Delivery	• Delivers orders to customers in full. • Provides Proof of Delivery documents for sign off. • Deliver headsets within 7 days of obtaining purchase order. • Obtains sign off on POD documents from Transnet Engineering employee or nominated alternative contact person. • Manages return orders. • Manages dead on arrival equipment. • Delivers replacement equipment as per original delivery.	• Provides detailed contact details and delivery address on all orders takes acceptance of delivered devices. • Signed the proof of delivery (POD) documents as per the agreed format and process. • Collates copies of PODs at the relevant ICT head offices. • Unpacks and inspects order for compliance (to be done by a qualified technician and not the employee) within 14 days.	Included in the Fees
Installation and Commissioning	• N/A	• Arranges installation and commissioning of the equipment in line with Transnet processes	N/A
Contracts Administration	• Agrees to the governance for the management and administration of the Product. • Adheres to the agreed governance for the management and administration of the Services – documentation, financial processes, change control process, etc. • Ensures optimum product pricing. • Ensures optimum rates for exchange rate hedging, lending rates. • Maintains quality of products.	• Provides guidance on governance for management and administration of the Services. • Adheres to the agreed governance for the management and administration of the Services – documentation, financial processes, change control process, etc.	Included in the Fees

SCOPE OF WORK – Unified Communications Devices

Service Category and Description.	Responsibility		Pricing Guidance
	Service Provider	Transnet Engineering	
	• Executes corrective and preventative actions for noncompliance and nonperformance as identified by either party. • Initiates and drives service improvement plans when required.	• Coordinates communication and activities required for the successful execution of the contract. • Identifies areas of noncompliance and nonperformance • Initiates corrective or preventative actions and relevant service. • improvement plans.	
Financing of Devices	• Ensures optimum pricing on all Products. • Ensures optimum rates of exchange and hedging rates. • Ensures optimum lending rates. • Secures own funding and sureties on Products.	• Considers and approves proposals for fee adjustments. • Tables and adopts such approvals at the relevant Steering Committees for formal documentation.	Included in the Fees
Invoicing and Payments	• Presents detail of proposed invoices to TE representatives for verification and sign off. • Presents monthly accurate invoices and statements as required. • Provides supporting documentation as required.	• Collates sign offs from TE representatives. • Verifies and pays invoices. • Recovers from TE's as per agreed sign offs	Included in the Fees
Insurance	• Provides insurance on own activities and equipment up to the point of delivery	• Updates the Risk department on the volume and value of headset's	Excluded from the Fees

SCOPE OF WORK – Unified Communications Devices

Service Category and Description	Responsibility		Pricing Guidance
	Service Provider	Transnet Engineering	
	• Provides replacement equipment or settlement amounts for headset's stolen, lost or damaged beyond repair that are in the service provider's position. • Report stolen and lost HEADSETS's with the OEM's	• Manages incidents thefts and losses of headsets internally. • Replaces at its own cost of the device. • Informs the Service Provider of incidents and thefts. • Liaises with line management to recover losses resulting from user damage and negligence in line with Transnet's policies	
Change Management	• Provides demo units for testing at the nominated customer sites in Gauteng and Durban • Adds the Products to the contract for ordering once approved. • Ensures availability of Product once approved.	• Conducts testing on the changed components, models, end-of-life product replacements or enhancements. • Approves the changed components, models, end-of-life product replacements or enhancements to be added to the contract. • Safe keeps the demo equipment for testing purposes at the Transnet sites until the contract schedule for the last device of the demo type is returned to the Service Provider • Returns demo equipment not fit for use to the Service Provider.	Included in Fees
In Warranty Maintenance and Repairs	• Will repair and/or replace the in-warranty headset. • Will manage transportation of the damaged headset.	• Will repair and/or replace the Physical damaged or stolen headset at Transnet Engineering's cost.	Included in Fees
End of life equipment	• Any equipment older than 3 years is considered end of life.	N/A	

SCOPE OF WORK – Unified Communications Devices

Break/Fix Services / Out of Warrantee Repairs	• Completes assessments on damaged headset's and provides quotes inclusive of indications of time to repair. • Coordinates the repairs with the contracted third parties with minimum impact to Transnet's business. • Performs the necessary corrective repairs and verification tests on headsets sent to the Service Centre and returns repaired devices to the originating End-User location. • Co-ordinates with the ICT office impacted and all other necessary Service	• Approves quotations. • Conducts appropriate tests on repaired End-User Devices to ensure the End-User Device is operating appropriately. • Provides sign off for Resolved Incident(s). • Ensures that provision is made for loan equipment in agreements with Third Party equipment vendor. • Through its IT Data Services Service Provide or internal. Field Services Engineers	• Included in Fees for hardware in warranty. • Quotation based for out of warrantee hardware and physical damage.

Service Category and Description	Responsibility		Pricing Guidance
	Service Provider	**Transnet Engineering**	
	• Provider, Third-Party and Transnet support organizations to manage all Level 2 & Level 3 technical support requests to resolution and closure	• Troubleshoots, diagnoses, and resolves incidents and problems relating to headsets. • Arranges for headset's to be shipped to the appropriate Service Centre to perform necessary repair activities to correct problems that cannot be corrected on site. • Manages the HEADSETS loan equipment as appropriate for the duration of time that the headsets are being repaired.	
Premium Support	• Provides a premium support service for Product repairs and restoration.	• Provides the Service Provider with a list of HEADSETSs requiring premium support	Included in the Fees

Service Category and Description	Responsibility		Pricing Guidance
	Service Provider	Transnet Engineering	
Problem Determination and Resolution	• Tracks and analyses incidents to determine problem areas with Products and quality. • Takes corrective or preventative action to minimize device outages. • Swaps out devices with repeat failures.	• Assists the service provider in identifying problem areas and defective devices or device components. • Tests proposed actions where required.	Included in Fees

Reporting	• Availability statistics • Incident Resolution statistics • Problem Management • Change Management • Change Controls approved and adopted	• Review reports during monthly Service management meetings	

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