

THE NATIONAL CREDIT REGULATOR

OCTOBER 2024

TERMS OF REFERENCE FOR THE APPOINTMENT OF A QUALIFIED & ACCREDITED CISCO SERVICE PROVIDER/ PARTNER FOR THE UPGRADE, PROFESSIONAL SERVICE, SUPPORT & MAINTENANCE OF THE NCR CALL CENTER TELEPHONY SOLUTIONS FOR A PERIOD OF THREE (3) YEARS.

RFP NUMBER: NCR936.10.2024

COMPULSORY BRIEFING

DATE: 11 OCTOBER 2024 AT 11:00PM

Microsoft Teams [Need help?](#)

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Meeting ID: 380 001 811 478

Passcode: PpdD74

DUE DATE: 29 OCTOBER 2024 AT 11H00 SHARP CAT

ADDRESS: 127-15TH ROAD RANDJES PARK MIDRAND (NCR OFFICES)

EMAIL YOUR RFP QUERIES TO: procurement@ncr.org.za

PART A- GENERAL TERMS OF CONDITIONS (SCM)

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of section 12(1) of the National Credit Act, Act 34 of 2005 and came into being on 1 June 2006.

The NCR will determine which bidding organisation ("bid participant"), if any, is appointed in response to this request for submission to appoint an ERP Solution Accredited Partner to provide, customised and implement the Finance and Procurement solution provide support and maintenance for a period of three (3) years.

General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2001/2022 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (Annexure B and B.1 that can be downloaded from NCR website - <https://www.ncr.org.za/index.php/procurement/tender-standard-bidding-documents/general-terms-conditions>).

Please read this document carefully and confirm your agreement to the terms prior to submitting your proposal.

2. The Proposal Format

- **Economy of proposal preparation**

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant's ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to and provided in a file of annexure.

3. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids.

4. Number of proposals

Each bid participant must provide two (2) hard copies and one (1) memory stick of their entire proposal, including all the documentation referred to in Section 7 below, in the format specified in that section. All submitted proposals will become the property of the NCR and will not be returned. The proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

5. Submission of proposals

- 5.1. Proposals must reach the offices of the NCR before 11:00AM on 29 October 2024, and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside.

a) RFQ No: NCR936.10.2024

b) TERMS OF REFERENCE FOR THE APPOINTMENT OF A QUALIFIED & ACCREDITED CISCO SERVICE PROVIDER/ PARTNER FOR THE UPGRADE, PROFESSIONAL SERVICE, SUPPORT & MAINTENANCE FOR THE NCR CALL CENTER AND TELEPHONY SOLUTIONS FOR A PERIOD OF THREE (3) YEARS

c) CLOSING DATE: 29 OCTOBER 2024 AT 11H00 AM,

- 5.2. Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark [, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).
- 5.3. Please note that this RFP closes punctually at 11h00 on 29 October 2024. No late submissions will be considered under any circumstances.
- 5.4. **All** the documentation referred to in Section 7 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

- 5.5. If responses are not delivered as stipulated in this Section 5.1, such responses will be considered “late”, and will not be considered for evaluation.
- 5.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 5.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 5.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 5.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 5.10. After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days’ notice will be given to relevant participants in advance of the presentation date.

6. Timetable

Date & time	Activity
07/10/2024	Issue RFP document
29/10/2024	Closing date
30/10/2024	Preliminary evaluation
31/10/2024	Evaluations by the Evaluation Committee
02/12/2024	Adjudication Committee meeting
06/12/2024	Appointment

National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

7. Documentation to be submitted.

Document that must be Submitted	Guideline		Consequence of Non-submission
Invitation to Bid – SBD 1	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Tax status SBD 1	Yes	Written confirmation that SARS may on an ongoing basis during the tenure of the contract disclose the bidder's tax compliance status. Proof of Registration on the Central Supplier Database Vendor number	Disqualification from process
Declaration of Interest – SBD 4	Yes	Complete and sign the supplied pro forma document	Disqualification from process
Preference Point Claim Form – SBD 6.1	Yes	Non-submission will lead to a zero (0) score on Specific goals	Zero points awarded for specific goals
Registration on Central Supplier Database (CSD)	Yes	The Service Provider must be registered as a service provider on the Central Supplier Database (CSD). If not registered, to complete the registration of company prior to submitting the proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number starting with MAAA.Submit proof of registration.	Disqualification from process
Acceptance of the General Terms and Conditions	Yes	https://www.ncr.org.za/index.php/procument/tender-standard-bidding-documents/general-terms-conditions	Bidders to confirm that they read

8. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on specific goals, allocated as indicated in the table below:

B-BBEE status level of contributor	Specific goals	Price
Total maximum points	20	80

The points system is outlined for the 80/20 to address the preferential procurement as followed:

8.1. SMME's which are owned by Black people.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	TOTAL NUMBER OF
Persons historically disadvantaged on the basis of race	81%- 100% black ownership	7
	51% - 80% black ownership	5
	31% - 50% black ownership	3
	0 – 30% black ownership	1

8.2. SMME's which are owned by People with disability

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged on the basis of disability	50 %- 100% owned by persons living with disabilities	3
	30% - 49% owned by persons living with disabilities	2
	0 – 29% owned by persons living with disabilities	1

8.3. SMME's which are owned by Women.

SPECIFIC GOAL	ACHIEVEMENT LEVEL	POINTS
Persons historically disadvantaged on the basis of gender – Women	81% - 100% owned by women	7
	51% - 80% owned by women	5
	31% - 50% owned by women	3
	0 – 30% owned by women	1

8.4. SMME's which are Youth owned business.

SPECIFIC GOAL	OWNERSHIP LEVEL	POINTS
Persons historically disadvantaged based on age	50%- 100% owned by persons who are	3
	30% - 49% owned by persons who are youth	2
	0 – 29% owned by persons who are youth	1

9. Evidence for specific goals

PROOF OF EVIDENCE TO SCORE SPECIFIC GOALS POINTS			
EVIDENCE	YES	NO	ATTACH EVIDENCE (indicate a page)
Share certificate			
ID Copies stamped by the commissioner of oath			
Sworn affidavits			
BBBEE certificates			
Proof of disability			
CIPC Documents			

NB: Bidders will only score points based on the evidence submitted.

10. Reporting of fraud and corruption

The National Credit Regulator management is commitment to transparency, integrity, and accountability, as described in our Code of Conduct and business principles. Which led to the establishment of the Ethics Line. The Ethics Line seeks to provide an independent and comprehensive service through enhanced anonymity assurance and a wide range of communication channels. Bidders and members of the public are encouraged to use the following toll-free line to report any misconduct relating procurement activities amongst others.

Fraud / Anti-Corruption Hotline

Report any incidents of wrongdoing to the KPMG Ethics Line					
0800	20	53	17	(Toll	Free

TERMS OF REFERENCES_CISCO CALL CENTRE UPGRADE, SUPPORT AND MAINTENANCE

1. PURPOSE:

The purpose of this project is to appoint a Qualified and CISCO Accredited Service Provider / Partner for the upgrade of the NCR Call Centre and Telephony Solution and provide managed professional, support and maintenance for entire CISCO Environment which includes Call Centre & Telephony Solution, and the firewall and VPN services for the period of three (3) years.

2. PROBLEM STATEMENT:

2.1 Call Centre and Telephony Solution:

NCR has implemented the CISCO Call Centre and Telephony Solution with effect from this date.

The solution is mainly used incoming and routing of calls as well as the Complaint Management solution for the external users. The solution is integrated with the Telkom Shared Call system / infrastructure as well as the MTN infrastructure services for the telephones.

The current Cisco infrastructure for the NCR Call Centre and back office is not covered under any service support contracts.

Although the current solution is still in use in support of the NCR operations, it is outdated and have not been upgraded since its inception.

NCR plans to retain the solution for the achievement of the return on investment as well as business continuity.

2.2 Firewall & VPN:

NCR have standardised its firewall and VPN services to CISCO. The software licenses for these two (2) services have recently been renewed and due to expire in August 2025. The organization, however, do not have support and maintenance in terms of the configurations and management of the services. Although, the organization relies on the support from CISCO as an OEM, this normally provides adequate value and efficiency due to required process required to be followed before the support and / or maintenance can be received.

The NCR offices' area is experiencing a serious challenge with regards to the intermittent power outages and

irrespective of the available backup power solutions, the organization have to regularly switch off the systems outside business hours to manage the risks of power surges and costs associated with the diesel maintenance.

3. OBJECTIVES:

The main objective of this project is to upgrade the current Call Centre & Telephony Solution to the latest solution and architecture including the support and maintenance of the NCR CISCO's environment.

The aim of the project is to ensure that the following benefits are realised:

- a) Flexibility for hybrid agents, allowing seamless collaboration between on-site and remote stuff;
- b) ***Enhanced reporting capabilities*** for deeper insights into call centre performance and customer interactions;
- c) Improved scalability to accommodate fluctuations in call volume, especially during peak seasons;
- d) Increased resiliency with reduced dependency on private data centres, ensuring business continuity;
- e) Elimination of periodic patching and upgrading tasks, leading to operational efficiency and cost savings;
- f) Cost Optimization by eliminating the need for hardware support and software upgrades associated with the solution infrastructure;
- g) Efficiency in the support and maintenance in the case of faults, damages on the equipments or related services;

4. Current state / infrastructure of the solution (software and hardware):

4.1 Internet Lines:

NCR have outsourced its internet infrastructure services to MTN who is currently the primary Internet Service Provider. The details of the internet lines are as follows:

Primary Line	=	20Mbps Fiber-Optic
Secondary Line	=	20Mbps Microwave

Each of the two (2) current NCR buildings have the same size of the internet lines connected through MPLS line with redundancy for each.

MTN is currently providing the internet services which includes support and maintenance services on the related infrastructure.

This infrastructure is integrated as a backbone with the Call Centre & Telephony Solution for voice services.

4.1.1 Licensing:

NCR's currently uses the perpetual licensing model which is no longer in support by CISCO and it is based on this point that a need to move to new subscription licensing method / model in order to have the ability to upgrade all the other related softwares to the latest model.

Over and above this, NCR uses Jabber and IP Communicator as softphones.

The 2-Ring Software licenses have been renewed and covered until August 2025 while the coverage for the Firewall & VPN softwares licenses is valid until August 2026.

4.1.2 Hardware:

2X Cisco BE7M-M5-K9:

- The are currently two Cisco BE7M-M5-K9 Physical Host Servers (Primary and Secondary) running all the NCR collaboration virtual servers. This hardware (servers) is currently not covered under any service support contracts.

Cisco announced the end-of-sale and end-of-life dates for the Cisco Business Edition 7000M (M5) and 7000H (M5) Appliances. And these were not renewed at the last of order on 02nd March, 2023.

Cisco ISR4331-Router:

- This router is the end device that connects NCR and current ISP (MTN) for both inbound and outbound calls. Its responsible for media resources, translating and routing calls. It is also not covered under any service support contracts.

Cisco announced the end-of-sale and end-of life dates for the Cisco ISR4300 series Platform and this was also not renewed or replaced at the last day to order on November 7, 2023.

Cisco UC phone (CP-8800-A-KEM):

- Normal switchboard devices use for routing of calls to the internal extensions. There is only one (1) device currently and the expansion module is broken.

4.1.3 Software:

The following are the current software used with the solution within the call centre & telephony solution:

- a) CUCM version 12.5 Perpetual
- b) IM&P version 12.5 Perpetual
- c) UCCX version 12.5 Perpetual
- d) UC version 12.5 Perpetual
- e) Cisco Unified Workforce Optimization which is no longer supported by Cisco

4.2 Firewall & VPN Services:

Additional to the above-mentioned services, NCR has implemented and utilises the CISCO Firewall and VPN solutions.

Below table describes the current solutions within the NCR Environment which is integrated with the Call Centre & Telephony Solution:

Description	Quantity
Cisco AnyConnect Plus License	200
Cisco FPR2120 Threat Defense Malware Protection	2
Cisco FPR2120 Threat Defense Threat Protection	2
Cisco FPR2120 Threat Defense URL Filtering	2

The above-mentioned software licenses are valid until August 2026. The pricing schedule must include the firewall & VPN licenses renewal post August 2026 in line with the 36 months support and maintenance of this project.

4.3 Support and Maintenance:

NCR currently have a support and maintenance agreement with a CISCO qualified and accredited provider / partner for the Call Centre & Telephony Solution. The contract / agreement with the current provider / partner is due to end early in the year 2025.

The 2-Ring, firewall and VPN Solutions licenses' coverage have validity period until August 2025 and 2026 respectively, however there is no OEM support and maintenance on these licenses' and / its related coverage.

5. Scope of Work:

The intention of this Request for Proposal (RFP) is for NCR to obtain proposals from CISCO qualified / accredited service providers and / or partners on the upgrade of its current Call Centre & Telephony Solution before the full end-of-life of both hardware and software as well as 3-Year Support and Maintenance (with OEM support) post the expiry date of the SLA with the current service provider.

5.1 Infrastructure:

The expectations or aim is for the upgrade / migration from the current infrastructure to the new (latest infrastructure version), specifically Cisco Webex Calling and Contact Centre.

The service provider are expected to provide two (2) separate pricing proposal for:

- a) the upgrade of the current on-premise infrastructure; and
- b) the support and maintenance with on-site voice and network engineer (at least once a week for a period of 36 months);

The pricing must include the required hardware (upgrade or return to warranty) in relations to the current ones described in the background including the full installations and / or configurations (as well as the integrations with the other described solutions such as internet infrastructure and the firewall & VPN).

5.2 Licenses:

- Additional 150 FLEX to add to the 100 available and the configuration / activation thereof and annual renewal for the contract period;
- **2-Ring Software Licences:**
Annual renewal of the 2-Ring Software License at the expiry date of August 2025.
- Firewall & VPN Licenses are currently covered until August 2026;

All licenses (register) MUST be in line with the 36 months contract and are to end / expire at the same time;

5.3 Hardware:

Replacement / Warranty Extension of the current hardware to the latest version.

5.4 Switchboard:

The switchboard device must only be replaced with the software to be installed on the desktop or laptops (refer to the pricing schedule).

5.5 Software:

New / latest version:

The expectation is to upgrade to the following versions or the latest at the time of project delivery / implementation:

No.	Item	Version
1.	CUCM	15 / latest
2.	IM&P	15 / latest
3.	UCCX	12.5
4.	Cisco Unified Workforce Optimization	An equivalent
5.	Unit Connection	15 / latest

5.6 Professional Support & Maintenance:

The support and maintenance for a period of three (3) years post the upgrade project and the expiry of the current contract. The Support & Maintenance MUST include the following, not exhaustive:

- 5.6.1** On-site voice and network engineer (at least one day per week for a 8-hour per day);
- 5.6.2** Remote support as and when it is required in the line with the SLA;
- 5.6.3** Hardware swop-in / replacement and reconfiguration in line with the OEM warranty and the current configurations / architecture;
- 5.6.4** Backup and DR Restore Services;
- 5.6.5** Any other relevant Support & Maintenance services related to the architecture.

6. EVALUATION CRITERIA:

6.1 MANDATORY REQUIREMENTS:

6.1.1 COMPULSORY BRIEFING SESSION:

The interested bidders MUST attend the Compulsory Briefing Session as schedule.

Evidence Required:

- Proof / Evidence that the bidder has attended the Compulsory Briefing Session- Name and Surname of the person attended and the Name of the Company and related contact details.

*** this will be extracted from the Microsoft Teams Attendance Register ***

6.1.2 CISCO ACCREDITATION:

The interest bidders must demonstrate their ability / capability to provide / supply, support and maintain the CISCO related products.

Evidence Required:

- submission of the OEM Accreditation Certificate / Documentation.

7. FUNCTIONAL REQUIREMENTS:

The prospective bidder's proposal will be scored according to the below points system and scoring criteria:

0 = Zero Experience / 0 and / or Irrelevant Information / None submission

1 = Poor;

2 = Does not meet the requirements;

3 = Partially meets the requirements;

4 = Meets the Requirements;

5 = Exceeds the Requirements

Item No.	Criteria Description	Weighting										
1.	GENERAL FUNCTIONALITY											
	<div><div><div>COMPANY / BIDDER'S EXPERIENCE</div><div>At least five (5) Years of experience in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions (10) points)</div><table><tr><td>More than 5 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>5 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions</td><td>= 4 Meets the Requirements</td></tr><tr><td>4 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions</td><td>= 3 Partially meets the requirements</td></tr><tr><td>3 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions</td><td>= 2 Does not meet the requirements</td></tr><tr><td>Less than 3 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions</td><td>= 1 Poor</td></tr></table></div><div><div>- Complete Annexure_C in full;</div></div></div>	More than 5 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 5 Exceeds the Requirements	5 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 4 Meets the Requirements	4 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 3 Partially meets the requirements	3 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 2 Does not meet the requirements	Less than 3 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 1 Poor	20
More than 5 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 5 Exceeds the Requirements											
5 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 4 Meets the Requirements											
4 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 3 Partially meets the requirements											
3 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 2 Does not meet the requirements											
Less than 3 years in the supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 1 Poor											

Item No.	Criteria Description	Weighting												
2.	<p><u>AVAILABILITY OF POOL OF PROJECT RESOURCES:</u></p> <p><u>Availability of the Pool of the Project Team / Resources:</u></p> <table><tr><td>The bidder have:<ul style="list-style-type: none">• 1x Project / Account Manager;• More than 1x Security Engineer;• More than 1x Network Engineer• Other consultants</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>The bidder have:<ul style="list-style-type: none">• 1x Project / Account Manager;• 1x Security Engineer;• 1x Network Engineer</td><td>= 4 Meets the Requirements</td></tr><tr><td>The bidder have:<ul style="list-style-type: none">• 1x Project / Account Manager;• 1x Security Engineer;• 0x Network Engineer;</td><td>= 3 Partially meets the requirements</td></tr><tr><td>The bidder have:<ul style="list-style-type: none">• 0x Project / Account Manager;• 1x Security Engineer;• 0x Network Engineer;</td><td>= 2 Does not meet the requirements</td></tr><tr><td>The bidder have one (1) or / two (2) missing resources</td><td>= 1 Poor</td></tr><tr><td>The bidder have no resources</td><td>= Zero</td></tr></table> <p>As per the table of Project Resources – Annexure_D</p>	The bidder have: <ul style="list-style-type: none">• 1x Project / Account Manager;• More than 1x Security Engineer;• More than 1x Network Engineer• Other consultants	= 5 Exceeds the Requirements	The bidder have: <ul style="list-style-type: none">• 1x Project / Account Manager;• 1x Security Engineer;• 1x Network Engineer	= 4 Meets the Requirements	The bidder have: <ul style="list-style-type: none">• 1x Project / Account Manager;• 1x Security Engineer;• 0x Network Engineer;	= 3 Partially meets the requirements	The bidder have: <ul style="list-style-type: none">• 0x Project / Account Manager;• 1x Security Engineer;• 0x Network Engineer;	= 2 Does not meet the requirements	The bidder have one (1) or / two (2) missing resources	= 1 Poor	The bidder have no resources	= Zero	20
The bidder have: <ul style="list-style-type: none">• 1x Project / Account Manager;• More than 1x Security Engineer;• More than 1x Network Engineer• Other consultants	= 5 Exceeds the Requirements													
The bidder have: <ul style="list-style-type: none">• 1x Project / Account Manager;• 1x Security Engineer;• 1x Network Engineer	= 4 Meets the Requirements													
The bidder have: <ul style="list-style-type: none">• 1x Project / Account Manager;• 1x Security Engineer;• 0x Network Engineer;	= 3 Partially meets the requirements													
The bidder have: <ul style="list-style-type: none">• 0x Project / Account Manager;• 1x Security Engineer;• 0x Network Engineer;	= 2 Does not meet the requirements													
The bidder have one (1) or / two (2) missing resources	= 1 Poor													
The bidder have no resources	= Zero													
4.	<p><u>EXPERIENCE OF THE KEY PROJECT TEAM: (20 points)</u></p> <p>4.1. Project / Account Manager – (10 points)</p> <p>Must have at least 3 years' experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions.</p>	10												

Item No.	Criteria Description		Weighting
	4 years and above experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 5 Exceeds the Requirements	10
	3 years' experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 4 Meets the Requirements	
	2 year's experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 3 Partially meets the requirements	
	1 experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 2 Does not meet the requirements	
	Zero years' experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 0-1 Poor	
	4.2 Security and Network Engineer/s – (10 points)		10
	Must have at least 3 years' experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions		
	4 years and above experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 5 Exceeds the Requirements	
	3 years experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 4 Meets the Requirements	
	2 years experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 3 Partially meets the requirements	
	1 year experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 2 Does not meet the requirements	
	Zero years experience in implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions	= 1 Poor	

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Item No.	Criteria Description		Weighting												
	support, and maintenance of the CISCO Call Centre and / Telephony Solutions														
	As per the table of references for Team experience – Annexure_E (E1, E2, E3)														
5.	<p><u>QUALIFICATIONS OF THE KEY PROJECT TEAM / PERSONNEL: (10 points)</u></p> <p>5.1. Project / Account Manager – (5 points)</p> <p>The Project / Account Manager must possess at least a certificate in Project Management (e.g. PMP, Prince2 Professional) from an accredited training institution, e.g. SAQA, CHE, QCTO</p> <table><tr><td>Certificate in Project Management (OR any other qualification with PM as a Mayor)</td><td>= 5 Meets the Requirements</td></tr><tr><td>No formal project management qualification</td><td>Zero</td></tr></table> <p>5.2. <u>Security and / or Network Engineer – (5 Points)</u></p> <p>The Security / Network Engineer MUST possess at least a Certified CISCO Expert certificate from an accredited training institution e.g. SAQA, CHE, QCTO</p> <table><tr><td>Cisco Certified Internetwork Expert (CCIE (Collaboration)) plus additional CISCO Certified qualifications (including Security related)</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>Cisco Certified Internetwork Expert (CCIE (Collaboration))</td><td>= 4 Meets the Requirements</td></tr><tr><td>Cisco Certified Network Professional (CCNP)</td><td>= 3 Partially meets the requirements</td></tr><tr><td>Cisco Certified Network Associate (CCNA)</td><td>= 2 Does not meet the</td></tr></table>		Certificate in Project Management (OR any other qualification with PM as a Mayor)	= 5 Meets the Requirements	No formal project management qualification	Zero	Cisco Certified Internetwork Expert (CCIE (Collaboration)) plus additional CISCO Certified qualifications (including Security related)	= 5 Exceeds the Requirements	Cisco Certified Internetwork Expert (CCIE (Collaboration))	= 4 Meets the Requirements	Cisco Certified Network Professional (CCNP)	= 3 Partially meets the requirements	Cisco Certified Network Associate (CCNA)	= 2 Does not meet the	5
Certificate in Project Management (OR any other qualification with PM as a Mayor)	= 5 Meets the Requirements														
No formal project management qualification	Zero														
Cisco Certified Internetwork Expert (CCIE (Collaboration)) plus additional CISCO Certified qualifications (including Security related)	= 5 Exceeds the Requirements														
Cisco Certified Internetwork Expert (CCIE (Collaboration))	= 4 Meets the Requirements														
Cisco Certified Network Professional (CCNP)	= 3 Partially meets the requirements														
Cisco Certified Network Associate (CCNA)	= 2 Does not meet the														

Item No.	Criteria Description		Weighting
		requirements	
	No formal qualification	Zero	
	NB: Submit the proof of qualifications for the Project Team captured on Annexure_B		
6.	<u>PROJECT PLAN AND COMPLETION TIMELINES</u> The bidder must clearly indicate that project plan with timelines, resource allocation, risk mitigation process, training and change management are addressed. <ul style="list-style-type: none"> i. The bidder must provide the proposed project plan with clear miles stone from start to completion. Note:>>The project plan in terms of full delivery must not exceed a period of three (3) months. <ul style="list-style-type: none"> ii. Identification of risks that may hinder the upgrade, transition and mitigation process must be outlined; iii. Training of internal administrators and end-users in all relevant department – provide the training schedule; iv. Proposed Change management process / strategy; v. Migration / Transitioning Strategy (from current environment to the new one, including integration with all the other critical devices such as ISP routers, firewall, backup power supplies, etc.)); 		20
	The bidder has clearly outlined the process for the points required (i- v) above and complete the migration and implementation in less than three (3) months or less	= 5 Exceeds the Requirements	
	The bidder has clearly outlined the process for the points required (i- v) above and complete the migration and implementation in three (3) months	= 4 Meets the Requirements	

Item No.	Criteria Description		Weighting												
	The bidder has clearly outlined the process for the points required (i-v) above and complete the migration and implementation in more three (3) months	= 3 Partially meets the requirements													
	The bidder has not clearly outlined the processes / plan relating to (1 -2 points are covered) above.	= 2 Does not meet the requirements													
	The bidder has not clearly outlined the processes/plan relating to (1 -3 points) above.	= 0-1 Poor													
7.	<p><u>REFERENCES:</u></p> <p>The bidder must provide at least 4 contactable references for supply / provision, implementation, support, and maintenance of the CISCO Call Centre and / Telephony Solutions or similar nature <u>in the past three (3) years:</u></p> <table><tr><td>More than 4 Reference Letters submitted</td><td>= 5 Exceeds the Requirements</td></tr><tr><td>4 Reference Letters submitted</td><td>= 4 Meets the Requirements</td></tr><tr><td>3 Reference Letters submitted</td><td>= 3 Partially meets the requirements</td></tr><tr><td>2 Reference Letters submitted</td><td>= 2 Does not meet the requirements</td></tr><tr><td>1 Reference Letters submitted</td><td>= 1 Poor</td></tr><tr><td>0 Reference Letter</td><td>= 0</td></tr></table> <p>NB: Reference Letters must be in company letterheads, signed by authorized company personnel, <u>clearly describing the project.</u></p> <p>Note:>> Reference letters which do not meet the above, will be scored as irrelevant.</p>		More than 4 Reference Letters submitted	= 5 Exceeds the Requirements	4 Reference Letters submitted	= 4 Meets the Requirements	3 Reference Letters submitted	= 3 Partially meets the requirements	2 Reference Letters submitted	= 2 Does not meet the requirements	1 Reference Letters submitted	= 1 Poor	0 Reference Letter	= 0	10
More than 4 Reference Letters submitted	= 5 Exceeds the Requirements														
4 Reference Letters submitted	= 4 Meets the Requirements														
3 Reference Letters submitted	= 3 Partially meets the requirements														
2 Reference Letters submitted	= 2 Does not meet the requirements														
1 Reference Letters submitted	= 1 Poor														
0 Reference Letter	= 0														
	TOTAL		100												

Bidders must score a minimum of 70% to be eligible for the Pricing and Specific Goals Evaluation.

8. PRICING:

8.1 The Pricing must all be inclusive of VAT;

8.2 [Separate Pricing Proposal for the On-Prem and Cloud Hosting MUST be provided;](#)

8.3 The pricing must include the full Software Licensing and annual renewals;

Note: - Licenses are renewable annually.

8.4 The Pricing must include the Professional, Support and Maintenance for a period of three (3) years.

8.5 The pricing to be provided must be in South African Rand even if there is Rand / Dollar rate applicable to software licenses;

8.6 Pricing must include annual escalations if applicable.

ANNEXURE_A_PRICING SCHEDULES:

1. Option 1_Upgrade_On-Premise Environment:

No.	Item Description	Quantity	Unit Price	Total Prices (incl. VAT)
1.	Servers 5 years OEM extended warranty with support & maintenance	2		
2.	Router 5 years OEM extended warranty with support & maintenance	1		
3.	Software Upgrade:			
	CUCM version 15 (FLEX)	200		
	IM&P version 15 (FLEX)			
	UCCX version 12.5 (FLEX)	45		
	Unity Connection (UC) version 15	10		
	Cisco Unified Attendant Console Standard (1 Operator = 1 license)	2		
4.	Replacement of:			
	Quality Management & Call Recording (concurrent sessions)	45		
5.	Installation, Configuration / Activation & Migration Services:	1		
6.	Integration / Configurations with other	1		

No.	Item Description	Quantity	Unit Price	Total Prices (incl. VAT)
	services:			
	Firewall;			
	Internet Service Provider (ISP)			
	2-Ring Dashboard & Wallboard			
	Deskphones			
7.	One Ear Piece Headsets: (with noise cancellation capabilities)	50		
8.	Firewall & VPN Software Licences renewals (post August 2026)			
9.	2-Ring Software Licenses renewals (post August 2025)			
Total				

Please Note:

1 user = 2 devices (soft-phones and desk-phones)

1 Operator = 1 devices for the Switchboard License;

Refer to Annexure_B for further information (which is not exhaustive).

2. Option 2_Ugrade_Cloud Hosting Environment:

No.	Item Description	Quantity	Unit Price	Total Prices (incl. VAT)
1.	Servers 5 years OEM extended warranty with support & maintenance	2		
2.	Router 5 years OEM extended warranty with support & maintenance	1		
3.	Software Upgrade:			
	CUCM version 15 (FLEX)	200		
	IM&P version 15 (FLEX)			
	UCCX version 12.5 (FLEX)	45		
	Unity Connection (UC) version 15	10		
	Cisco Unified Attendant Console Standard (1 Operator = 1 license)	2		
4.	Replacement of:			
	Quality Management & Call Recording (concurrent sessions)	45		
5.	Installation, Configuration / Activation & Migration Services:	1		
6.	Integration / Configurations with other services:	1		

No.	Item Description	Quantity	Unit Price	Total Prices (incl. VAT)
	Firewall;			
	Internet Service Provider (ISP)			
	2-Ring Dashboard & Wallboard			
	Deskphones			
7.	One Ear Piece Headsets: (with noise cancellation capabilities)	50		
8.	Firewall & VPN Software Licences renewals (post August 2026)			
9.	2-Ring Software Licenses renewals (post August 2025)			
10.	Hosted Voice Gateway			
Total				

Please Note:

1 user = 2 devices (soft-phones and desk-phones)

1 Operator = 1 devices for the Switchboard License;

The voice gateway must be hosted on cloud due to the current limitation with regard to the internet infrastructure line.

Refer to Annexure_B for further information (which is not exhaustive).

3. Support and Maintenance:

The support and maintenance for a period of three (3) years post the upgrade project and the expiry of the current contract.

No.	Item Description	Quantity	Unit Price	Total Prices (incl. VAT)
1.	Support & Maintenance 1.1 Which includes on-site voice and <u>network</u> engineer (at least one day per week for a 8-hour per day); 1.2 Remote support as and when it is required in the line with the SLA; 1.3 Hardware swop-in / replacement and reconfiguration in line with the OEM warranty and the current configurations / architecture; 1.4 Backup and DR Restore Services; 1.5 Any other relevant Support & Maintenance services related to the architecture.	36		
Total				

Note:

- a) The network services relate to the support and maintenance on the firewall and VPN services in line with this architecture.

ANNEXURE_B: BILL OF QUANTITIES:

#	Item Name	Description	Quantity
1.0	A-FLEX-3	Collaboration Flex Plan 3.0	1
1.1	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	250
1.2	A-FLEX-NUPL-P	NU On-Premises Calling Professional	200
1.3	A-FLEX-ENH-CUBE	CUBE Enhanced Trunk Session License	50
1.4	A-FLEX-SRST-E	SRST Endpoints (1)	400
1.5	A-FLEX-P-PRO	Unified Communications Manager Smart License - Pro (1)	200
1.6	A-FLEX-P-UCXN	Unity Connection Smart License (1)	200
1.7	A-FLEX-P-ER	Emergency Responder Smart License (1)	600
1.8	A-FLEX-FILESTG-ENT	File Storage Entitlement	4000
1.9	A-FLEX-PROPACK-ENT	Pro Pack for Cisco Control Hub Entitlement	200
1.10	A-FLEX-MSG-NU-ENT	Messaging Named User Entitlement (1)	200
1.11	A-FLEX-CUAC-S	Unified Attendant Console Standard	2
1.12	A-FLEX-SW-15-K9	On-Premises SW Bundle v15	1

2.0	A-FLEX-CC	Flex Contact Center	1
2.1	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	1
2.2	A-FLEX-J-AGT-RTU	On-Premises PCCE & UCCE, Hosted CCE & CCX Agent RTU	1
2.3	A-FLEX-05-12.5-K9	On-Premises UCCX Std & Prem Media Kit v12.5	1
2.4	A-FLEX-PJX-SVR12.5	On-Premises UCCX Standard & Premium Server v12.5 (incl. 12.6)	1
2.5	A-FLEX-PJXPAGT12.5	On-Premises UCCX Premium Agent License v12.5	45
2.6	A-FLEX-NQM-O	Quality Management Named Agent Overage	1
2.7	A-FLEX-NQM	Quality Management Named Agent	45
2.8	A-FLEX-PJXPC	Flex CC On-Premises UCCX Premium Concurrent Agent	45
2.9	A-CC-NQM-M-ENT	Quality Management Named Agent Entitlement	45

3.0			
3,1	Jabra	Jabra - Evolve 20 MS Mono USB Headset	50
3,2	UCS Servers	5 years OEM extended	2
3,3	CUBE Router	5 years OEM extended warranty with support & maintenance	1
3,4	VMware Licence	VMware licence upgrade	64
3,5	Installation	Installation, Configuration / Activation & Migration Services	1
3,6	Integration	Integration / Configuration with other services	1
3,7	CON-SNT-FPR21GFN	SNTC-8X5XNBD Cisco Firepower 2120 NGFW Appliance	2

ANNEXURE_C: COMPANY EXPERIENCE**SCHEDULE OF COMPANY'S EXPERIENCE: LIST OF REFERENCES****COMPANY NAME:** _____

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

Note:

- Please attach the reference letters from the previous clients in line with what is specified on this table.

ANNEXURE_D: POOL OF PROJECT RESOURCES

SCHEDULE OF POOL OF PROJECT TEAM / RESOURCES:

No.	Name of Project Resource / Team Member	Role in the Project (Project / Account Manager / Security Engineer / Network Engineer (and / or other Consultant, etc.)	List of Qualifications per Resource
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Note:

- Please attach the copy of qualifications per resource as specified on this table

ANNEXURE_E: PROJECT / ACCOUNT MANAGER’S EXPERIENCE**LIST OF REFERENCES****E-1: PROJECT MANAGER’S NAME:** _____

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							
5							
6							

E-2: SECURITY ENGINEER’S NAME: _____

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							

5							
6							

E-3: NETWORK ENGINEER'S NAME: _____

No.	Name of Institution	Project Description	Project Start Date (dd/mm/yyyy)	Project End Date (dd/mm/yyyy)	Name of Reference	Contacts Details of Reference	
						Telephone No.	Email Address
1							
2							
3							
4							
5							
6							

