



Office of Health Standards Compliance

Ensuring quality and safety in health care

Office of Health Standards Compliance, Block B, Eco Glades, Centurion

TERMS OF REFERENCE

**THE PROCUREMENT OF SUPPORT,
MAINTENANCE AND ENHANCEMENT OF THE
OFFICE OF HEALTH STANDARDS COMPLIANCE
(OHSC) TELEPHONY AND HEALTH OMBUD (HO)
CONTACT CENTER SOLUTION FOR A PERIOD OF
12 MONTHS**

OHSC/RFQ3/JUNE/2026

SUPPORT, MAINTENANCE AND ENHANCEMENT OF THE OFFICE OF HEALTH STANDARDS COMPLIANCE (OHSC) TELEPHONY AND HEALTH OMBUD (HO) CONTACT CENTER SOLUTION FOR A PERIOD OF 12 MONTHS

1. BACKGROUND TO THE OFFICE OF HEALTH STANDARDS COMPLIANCE

The Office of Health Standards Compliance (OHSC) is established in terms of the National Health Amendment Act, 2013 (Act No. 12 of 2013) (the “Act”). The OHSC is classified as a Schedule 3A public entity as defined by the Public Finance Management Act (Act No. 1 of 1999) (the PFMA).

2. BACKGROUND TO THE PROJECT

In June 2016, the OHSC/HO appointed a reputable service provider to establish a Complaints Contact Centre solution, including the required equipment.

The Contact center solution was commissioned in November 2016 and is currently operational. The service provider has, over time, supported, maintained, and optimised the solution for the OHSC.

The OHSC is seeking proposals for support, maintenance, and optimisation of the technology solution over 12 months.

The Call Centre was established to receive complaints from users of health services regarding breaches of norms and standards by health establishments. It will thus add value for the service provider to have worked within the healthcare sector. However, experience from other sectors will be considered.

3. CURRENT CONTACT CENTER SOLUTION

The OHSC is currently using the existing contact centre solution, which comprises multiple systems to deliver a turnkey solution.

The system in use is effective and provides the functionality the OHSC needs to conduct its business. The current solution is hosted on-premises within the OHSC data centre.

The system is made of subsequent components:

3.1 NEC IP SV9100 Telephony system

The current service is supplying OHSC with an NEC IP SV9100 Telephony system. This communication server is installed on-site at the OHSC Head Office, in the server room.

The NEC UNIVERGE SV9100 is a native IP communications server capable of delivering all the common PABX features required by OHSC for contact center operation.

The solution can support the stated OHSC station capacity requirements. It will also support future growth requirements for OHSC.

3.1.1 Station Capabilities

NEC UNIVERGE DT700

The NEC UNIVERGE DT700 is a provided terminal for contact center. The DT700 terminal offers a wide range of telephony features generally used and is attractively priced with rich feature functionality.

Desktop IP Terminals are ergonomically designed for natural comfort and facilitate use through an array of menu-driven soft key functions and easy-access function keys, combining VoIP benefits with all the features and functionality provided by the NEC UNIVERGE communication servers.

- DT730 Handset
- DT820 6/8 Key Handset
- VoIP encryption
- NEC UC Client
- Jabra BIZ 1900 (Agent's Headset)

3.2 Business Connect

The contact center application responsible for delivering the required contact center solution functionality. Business ConneCT is a modern contact centre solution designed to equip contact centers environments with the typical contact centre features found in most contact center solutions solutions, but further to this, Business ConneCT also brings specialized features such as Web Chat, screen pop ups and more importantly integration into Customer Relationship Management (CRM) applications to enable seamless information sharing between the two platforms and afford quick and efficient logging and resolution of issues. For OHSC, the Business Connect Contact Centre application will be integrated with Halo. Halo is a bespoke in-house CRM package developed to integrate with Business ConneCT tightly.

Business ConneCT offers all the most-wanted contact centre functionality. From basic call routing for a typical small helpdesk environment to enhanced functionality such as skill-based routing, email routing, Auto-attendant/IVR, caller identification, and Web Chat, together with complete supervisor management, including extensive reporting and live dashboard displays.

Business ConneCT (BCT), NEC's versatile Contact Centre suite, is simple and cost-effective to deploy and manage. The Contact Center Agent and Supervisor, utilizes a single database. BCT provides presence and Instant Messaging (IM), allowing agents or operators to see other BCT users' presence and to IM other BCT users.

3.3 Halo CRM

Halo is a Helpdesk and Case Management software solution which incorporates CRM and Tracking applications. Currently, this system is maintained on the test and live environments.

The OHSC contact centre uses the solution to track requests or incidents. The software's capabilities extend far beyond this and continue to be developed based on OHSC feedback, improvements, and requirements.

The system captures four request types: complaints, enquiries, alerts, and compliments, each with its own defined format.

3.4 VSA Rampage Telephone Management System

This is the monitoring of outbound, inbound, and internal call traffic to establish the level of use, misuse, and abuse of telephony resources, and to enable billing back to individuals and departments.

The VSA Rampage Call Accounting and Reporting solution manages processes while significantly reducing call cost.

3.5 Call Cabinet Voice Recorder

The Call Cabinet voice recorder records and stores each voice call associated with a particular case. This is to speed up the process and reduce the need for signed documents and face-to-face meetings, particularly when providing feedback to the complainant and recording the complainant's satisfaction.

3.6 SV9100 Remote working and Soft Phone

The NEC SV9100 PBX supports remote workers and uses the UC Client softphone, installed on the user's PC or laptop, USB Headsets, and SV9100 licenses. remote working solution that is reliable and offers telephone functionality, seamlessly integrating with current onsite applications to give users the same office experience while working remotely. In addition to the above, the SV9100 also provides the OHSC with its telephony system.

3.7 Satisfaction Survey

The satisfaction survey allows users to engage with the system at the end of the ticket lifecycle. As part of monitoring, the satisfaction survey will measure and evaluate performance based on responses from complainants, by sending a list of questions about the service they received, and the system can report on those responses.

3.8 IT Service Desk Solution

The on-premises Halo Service Desk solution supports six (6) licensed users to meet the detailed requirements of OHSC. It is an ITIL-based incident management system.

The Service Desk Modules include the following:

- Incident Management
- Asset Management
- Problem Management
- Knowledge Management
- Change Management
- Release Management Centre
- SLA Management

4. SCOPE OF WORK

The purpose of this request for proposal is to solicit proposals for providing ongoing support, maintenance, and optimisation of the existing contact centre solution for a period of 12 months.

4.1 The bidder to support, maintain and optimise the current services over a period of 12 MONTHS. As part of support and maintenance, the potential bidder needs to ensure that all relevant certificates are valid to ensure full functionality of the contact centre solution, and to cater for upgrades and fixes to the current version of the software for the duration of the contract.

4.1.1 BCT Call Centre license for a selected number of users.

4.1.2. SV9100 PABX with licence.

4.1.3 Telephone management system – VSA Rampage

4.1.5. Halo CRM, inclusive of UK Halo support.

4.1.6. SV9100 Remote working and Soft Phone

4.1.7. Satisfaction survey

- supply of Secure Socket Layer (SSL) certificates post expiry of the current period.

4.1.8 IT Service Desk Solution

4.1.9 Ensure that Software Assurance (SWA) is covered for the duration of the contract.

4.1.10 Short Messaging Service

4.2 System Enhancements

4.2.1 Optimisation/ enhancement of dashboards

4.2.2 Cater for the modification of datasets to the current system to allow for reporting.

4.2.3 Automatic generation of standard reports on a monthly and quarterly basis.

4.2.4 System to be able to pick up duplicates, auto-populate information – basic information related to the complainant.

4.3 Integration

The system should integrate seamlessly with the existing OHSC/HO bespoke application. The proposed interface with OHSC/HO systems via Application

Programming Interface (APIs). Note: new developments may require new API integrations. There should be no recurring per-user monthly fees for integrations with third-party systems.

4.4 Support and Maintenance

Support and maintenance are crucial stages to ensure the OHSC Contact Centre solution remains well-maintained and always operational. The duration of support and maintenance will be for 12 months.

4.4.1 Proposal must include, but is not limited to, the following:

- Technical Support and Maintenance criteria
- Provide technical and functional support.
- Provision for system enhancements (OEM/developer or user-based)
- Notify the IT unit of changes and upgrades.
- Perform diagnostics on software and services.
- Perform routine system management on applications.
- Recommend DBMS tuning changes and provide maintenance.
- Provide and approve release packaging of software changes.
- Assist the help desk with the coordination of user support activities.
- Respond to escalated trouble ticket items in accordance with established procedures.
- Perform all User Acceptance Testing (UAT) post-deployment of changes.
- Provision of technical document on system configurations.
- Follow OHSC change management procedures associated with maintenance and support.

4.4.2 Service Levels and Performance Targets

This section outlines the organisation's expectations for the Service Level Agreement (SLA) and Performance Targets. In responding to this RFQ, you should provide details on how you manage SLAs and Performance Targets in existing managed service engagements, and how you would adapt to OHSC's expectations.

It is envisaged that we will require a minimum of 6 hours per month for support and maintenance. The bidder must allow these support hours to be cumulative, meaning

that if the OHSC has not used hours in the current month, they can be carried forward to next month during this contract period.

4.4.3 Priority Levels for Service Requests

OHSC uses the following guidelines to prioritise customer requests and strives to begin working on the reported issue or problem within the target timeframe.

It should be noted that "response times" are not necessarily "resolution times". The time it takes to resolve each problem will depend on its nature and magnitude.

The SLA relates to normal office hours, i.e., Monday to Friday from 08h00 to 17h00.

PRIORITY	DEFINITION	RESPONSE TIME	ACKNOWLEDGEMENT TIME	RESOLUTION TIME
Very High	An issue affects the use of the software across the application(s) ' installation base. The application is completely down or inoperable.	Within 1 business hour	Acknowledging calls within the first hour of the 30 minutes of response time.	4 hours
High	An issue with no known workaround affects a group of users and needs to be addressed immediately.	Within 4 business hours	Acknowledging calls within the first 2 hours of the 4 hours of response time.	8 hours (Within 1 working day.)
Medium	An issue with a known workaround affects a single user and is not critical to address immediately.	Within 8 business hours	Acknowledging calls within the first 4 hours of the 8 hours of response time.	16 hours (2 days)

Low	A change request or enhancement that does not need immediate attention but is important to improve the client's experience	Within 40 hours (5 working days)	Acknowledging calls within the first 8 hours of the 40 hours of response time.	40 hours (5 days)
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4.5 Training and Skill Transfer of Knowledge Requirements

Formal training shall be a part of this contract. Bidders shall provide training on all new and updated software. In addition, bidders shall provide system configuration and related training for those who will be providing ongoing technical support. Online training will suffice where necessary. On-site training is required. Bidders would have to develop and maintain training and user guide manuals.

4.6 Variation from the current Contact Centre Solution and Replacement Conditions

4.6.1 Based on the items listed under the (**current Contact Centre Solution**) scope of work and Bill of Materials, bidders are required to indicate full compliance with all current solution components as outlined in this technical specification/Terms of Reference.

4.6.2 Where a bidder proposes to deviate from, replace, or substitute any of the existing components, the bidder must:

4.6.2.1 Clearly identify and explicitly indicate the specific item(s) from the existing set-up that are proposed for replacement.

4.6.2.2. Clearly state the reason for replacement, supported by verifiable evidence.

4.6.2.2.1 Note that replacement of any existing component will only be permitted where the item is confirmed to be end-of-life (EOL) and no longer supported by the Original Equipment Manufacturer (OEM). No other justification for replacement will be accepted.

4.6.2.2.2 Provide documentary proof from the OEM/vendor confirming that the item is out of life and support.

4.6.2.3 For all approved replacement items, the bidder must:

4.6.2.3.1 Provide a comprehensive alternative solution that meets or exceeds the functionality, performance, and integration requirements of the existing component.

4.6.2.3.2 Submit a detailed methodology outlining:

4.6.2.3.3 The approach and steps for replacing the existing item(s);

4.6.2.3.3.1 Migration, integration, and transition processes ensuring minimal disruption to operations.

4.6.2.3.3.2 Compatibility and interoperability with the existing OHSC ICT environment.

4.6.2.3.3.3 Risk mitigation measures, including how downtime will be avoided or minimised.

4.6.2.3.3.4 How the proposed solution aligns with and enhances the overall contact centre architecture.

4.6.2.4 In addition, for any proposed replacement, the bidder must provide the following:

4.6.2.4.1 Company Experience:

Minimum of five (5) years' proven experience in implementing, supporting, and maintaining the proposed solution, supported by referenceable projects.

4.6.2.4.2 Technical Skills of the Team:

Detailed information on the technical resources, including qualifications, certifications, and relevant experience aligned to the proposed technologies.

4.6.2.4.3 OEM Partnership Letters:

Valid and verifiable OEM partnership letters for all proposed replacement components.

4.6.2.4.4 Bill of Materials (BOM):

A complete and detailed Bill of Materials for the proposed solution, clearly:
Indicating all components, licenses, and technologies.

Mapping replacement items to the existing items being substituted.

4.6.2.4.5 Software Assurance (SWA):

Confirmation that Software Assurance, support, and maintenance coverage will be maintained for the full duration of the contract.

4.6.2.4.6 All proposed replacements must fully comply with the Evaluation Criteria, including but not limited to:

- Company experience requirements.
- Technical skills and resource capability.
- OEM partnerships
- Approach and methodology requirements.

Failure to provide acceptable justification (EOL only), clearly indicate replaced items submit required OEM proof and supporting documentation or align with evaluation criteria will result in the bidder being deemed non-compliant and may lead to disqualification.

5. MANAGEMENT OF PROJECT

5.1. Provide detailed information on how you will manage this project, including:

5.1.1 The project approach and project methodology that you will follow, including potential risks that you foresee, risk management approach and dependencies.

5.1.2 A project plan with a detailed breakdown of the projected time frames of activities (duration of tasks in workdays).

5.1.3 Information on project governance. Include information on:

- i. The management structure and procedures for the project.
- ii. Provision different skill mix that will be deployed on the project.
- iii. How you will give the OHSC feedback on the progress and outcomes of the project
- iv. How you will implement quality checks and controls to ensure that a project of excellent quality is delivered, and the objectives of the project are met.

6. PRICE

6.1 Pricing proposal must be cross-referenced to the sections in the Technical Proposal refer to pricing schedule template Annexure A and B.

6.2 Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.

6.3 The bidder must provide a pricing schedule linked to all the proposed tasks to be undertaken, together with any other costs.

6.4 All pricing must be quoted in South African Rand (ZAR), including VAT (15%).

7. TERM OF THE CONTRACT

7.1 The contract will commence upon the date of appointment (upon signing of a Service Level Agreement (SLA) by both parties) and will be for 12 months.

7.2 The contract may be terminated by the OHSC during the contract period after thirty (30) days written notice, if the service provider is negligent or does not perform

following the contractual stipulations, bid documents, proposals received and service level agreement to be entered.

7.3 The OHSC reserves the right not to award this contract.

8. PAYMENT TERMS

8.1 The OHSC undertakes to pay out in full within 30 (thirty) days from the receipt date of the original invoice all valid claims for work done to its satisfaction. No payment will be made where there is outstanding information/work not submitted by the appointed or contracted service provider, payment will only be processed after receipt of outstanding information.

8.2 Payments about services covered in this contract are to be equally split throughout the contract.

9. MANDATORY SECTION

PHASE 1: Mandatory document

NB: Bidders must take note of the following:

- To be completed by the bidders: bidders must indicate whether they comply and attach proof thereof.
- The proof attachments must be referenced as annexures.

Mandatory Requirements		Comply	Do not comply	Properly mark your attachments from the Annexure.
NO				
1.	NEC Partnership <ul style="list-style-type: none"> • Attach a valid letter from NEC partnership. 			Annexure C1
2.	Call Cabinet Partnership. <ul style="list-style-type: none"> • Attach a valid letter from call Cabinet partnership. 			Annexure C2
3.	Halo Partnership <ul style="list-style-type: none"> • Attach a valid letter from Halo 			Annexure C3
4.	VSA Rampage Partnership <ul style="list-style-type: none"> • Attach a valid letter from VSA Rampage 			Annexure C4
5,	Bill of Materials			Annexure D

NB: Failure to attach a copy of the partnership documents shall lead to disqualification. The bidders need to ensure that letter of partnerships on OEM must be under company name, failure to accede to this requirement shall lead to disqualification.

Furthermore, in situations where the bidder intends to propose a substitute or replacement for any of the items listed above, it is mandatory for bidders to submit partnership letters for the replacement items. These letters must clearly specify which items from the mandatory section are being replaced. Please note that these letters will be verified.

In accordance with section 21 of the Protection of Personal Information Act, 2013 (POPIA), every external service provider (operator) that processes or has access to personal information on behalf of the Office of the Health Ombud (OHSC) must be bound by a written agreement that is fully POPIA-compliant in order to regulate the processing of personal information, ensure the implementation of appropriate technical and organisational security measures, and impose a duty of confidentiality.

10. STRUCTURE OF TECHNICAL PROPOSAL/ SELECTION CRITERIA/ COMPETENCIES

An assessment of functionality will be based on the evaluation criteria noted in the table below. Each of the evaluation criteria in the table will carry a weighting as indicated, and the service provider will be required to score a minimum of 80 points (out of the 100 points). Bidders who score less than 80 points out of 100 points (80% threshold) will not be considered for the final phase and will thus be eliminated.

The table below illustrates the summary of the technical evaluation criterion. The functionality will be evaluated as follows:

NO	EVALUATION CRITERIA	SUB EVALUATION CRITERIA	WEIGHT
10.1	Company Experience	<p>Proven Experience: The bidder must have a minimum of 5 years' experience of Contact Center Solution in support and maintenance and telephony knowledge and experience in each of the following:</p> <p>Bidder must have minimum of 5 years' experience in each of the following:</p> <ul style="list-style-type: none"> 1.1.BCT Call Center 1.2. NEC SV9100 PABX 1.3 Telephone management system – VSA Rampage 1.4. Call Cabinet Voice Recording 1.5. Halo CRM 1.6. SV9100 Remote working and Soft Phone (NEC UC client) 1.7 IT Service Desk Solution 1.8 Software Assurance (SWA) is covered for duration of contract. 1.9 Short Messaging Service Halo <p>Bidders meet all above requirements listed = 25</p> <p>Bidders do not meet all above requirements listed = 0</p> <p>Bidders need to provide the information on relevant experience as per terms of reference which will be reference letters, please refer to Annexure E – company experience.</p>	25

		<p>NB!! Reference letters will be verified with the client and must correspond with Annexure E company experience.</p> <p>Submission of letters not in line / or compliant with the above requirement will not be considered.</p>																	
10.2	Technical Skills team	<p>The service provider needs to ensure that the following resources that will be assigned to the project:</p> <p>The resources must have minimum of 5 years of working experience in support and maintenance of technologies as per terms of reference requirements. The bidder must ensure that a detailed curriculum vitae (CV) for each resource to be place on the project and proof of <u>certified</u> certifications submitted with the proposal where applicable.</p> <table border="1"> <thead> <tr> <th>No</th> <th>Skill Required</th> <th>Requirement</th> <th>Points</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Service Delivery / Project Manager</td> <td> <p>Year of experience</p> <p>Minimum of 5 years of working experience as Service Delivery /Project Manager in contact center and telephony environment.</p> </td> <td>5</td> </tr> <tr> <td>2</td> <td>Unified communication specialist</td> <td> <p>Year of experience</p> <p>Minimum of 5 years of working experience as a support engineer on NEC SV9100 & NEC Business connect.</p> <p>Certification:</p> <p>NEC SV9100 & NEC Business connect.</p> </td> <td>5</td> </tr> <tr> <td>3</td> <td>Halo configuration & support specialist</td> <td> <p>Year of experience</p> <p>Minimum of 5 years of working experience in Halo CRM & ITSM configuration and support.</p> </td> <td>5</td> </tr> </tbody> </table>	No	Skill Required	Requirement	Points	1	Service Delivery / Project Manager	<p>Year of experience</p> <p>Minimum of 5 years of working experience as Service Delivery /Project Manager in contact center and telephony environment.</p>	5	2	Unified communication specialist	<p>Year of experience</p> <p>Minimum of 5 years of working experience as a support engineer on NEC SV9100 & NEC Business connect.</p> <p>Certification:</p> <p>NEC SV9100 & NEC Business connect.</p>	5	3	Halo configuration & support specialist	<p>Year of experience</p> <p>Minimum of 5 years of working experience in Halo CRM & ITSM configuration and support.</p>	5	15
No	Skill Required	Requirement	Points																
1	Service Delivery / Project Manager	<p>Year of experience</p> <p>Minimum of 5 years of working experience as Service Delivery /Project Manager in contact center and telephony environment.</p>	5																
2	Unified communication specialist	<p>Year of experience</p> <p>Minimum of 5 years of working experience as a support engineer on NEC SV9100 & NEC Business connect.</p> <p>Certification:</p> <p>NEC SV9100 & NEC Business connect.</p>	5																
3	Halo configuration & support specialist	<p>Year of experience</p> <p>Minimum of 5 years of working experience in Halo CRM & ITSM configuration and support.</p>	5																

		<p>Bidder meets 3 out of 3 resources with minimum relevant working experience of 12 MONTHS for each resource = 15</p> <p>Bidder meets less than 3 resources with minimum relevant working experience of 12 MONTHS for each resource = 0</p> <p>NB!! If one of the qualifications above is not submitted, this will result in zero (0) scoring for these criteria.</p>	
10.3	References	<p>The bidder must submit reference letters that are not older than ten years from the date of publication of this RFQ. These reference letters must be from clients for whom the bidder has provided provisioning support and maintenance of NEC SV9100 & NEC Business ConneCT, and Halo CRM & ITSM. The submitted reference letters should demonstrate the bidder's experience and compliance with the terms of reference requirements for support and maintenance.</p> <p>Bidders must submit a minimum of three (3) contactable references on official letterheads and the client for whom the services were rendered. The letters should also have a clear indication of the year(s) that the services were rendered.</p> <p>The reference letter must include the following requirements:</p> <ul style="list-style-type: none"> • description and relevance to the tendered project • role of the tenderer • duration of the project • signed letter by primary contact at the company. <p>Three (3) Reference letters or more = 15</p> <p>Less than three (3) reference letters = 0</p> <p>NB!! Reference letters will be verified with the client and must correspond with Annexure E company</p>	15

		experience. Submission of letters not in line / or compliant with the above requirement will not be considered.	
10.4	Approach and Methodology on Scope of Work	The bidder must have a clear understanding of the Terms of Reference and be capable of delivering the following requirements for the OHSC. as per section 4 of the terms of reference. The bidder must provide the OHSC with project plan/Gant chart and detailed narrative of how they plan to support and maintain the services listed below.	45
		10.4.1 BCT Call Center	
		10.4.2 NEC SV9100 PABX	
		10.4.3 Telephone management system – VSA Rampage	
		10.4.4. Call Cabinet	
		10.4.5 Halo CRM	
		10.4.6 SV9100 Remote working and Soft Phone (NEC UC client)	
		10.4.7 IT Service Desk Solution	
		10.4.8 Software Assurance (SWA) is covered for duration of contract.	
		10.4.9 Short Messaging Service integration to Halo CRM.	
		Bidder meets all requirements listed above = 45 Bidder meets less than 9 requirements = 0	
		FUNCTIONALITY TOTAL	100

Proposals that score at least 80 points or more (minimum of 80%) on technical evaluation criterion above evaluation will qualify will be considered for the final phase (Price and B-BBEE status level contribution).

Bidders who score less than 80 points out of 100 points (80% threshold) will not be considered for the final phase and will thus be eliminated.

11. PRICING.

11.1 The bidder must provide a pricing schedule as per attached **Annexure A & B.**

11.2 The bidder must clearly indicate the total cost inclusive of VAT for the project.

11.3 The OHSC reserves the right not to award the RFQ to the lowest price.

11.5 All monetary amounts must be in South African Rand and inclusive of Value Added Tax (VAT) for VAT registered vendors.

ANNEXURE A - PRICING SCHEDULE

All bidders must adhere to the pricing schedule when submitting proposal.

Note: All prices must be VAT inclusive and must be quoted in South African Rand (ZAR).

No	Description	Qty	Period Months	12 months
1	BCT Contact center solution Licenses		12	
2	SV9100 PBX with licenses		12	
3	SV9100 Software Assurance (SWA)		12	
4	Telephone Management System -VSA Rampage		12	
5	Call Cabinet Voice Recording		12	
7	HALO CRM		12	
8	HALO CRM SWA		12	
9	Support / Optimisation	50 hours		
10	Enhancement costs	10 hours		
11	New development (API's or other)	10 hours		
12	SMS Solution	1		
13	SMS services installation	1		
14	Interface (API)	10 hours		
14	Satisfaction survey: supply of Secure Socket Layer (SSL) certificates post expiry of current period	1		
16	SWA upgrade cost	10 hours		
17	Any other costs (elaborate)			
	SUB TOTAL			
	15% VAT			
	GRAND TOTAL			

The support and maintenance of 50 hours over a period of 12 months from service provider. In likely event the OHSC needs additional hours, provision will be paid by OHSC to pay for the actual hours as time and material.

With reference to point 17 (any other costs) on pricing schedule, kindly note that these costs need to be justified.

In cases where a bidder proposes a replacement solution, they must adhere to the pricing table structure outlined above.

ANNEXURE B – SUPPORT & MAINTENANCE HOURLY RATES FOR 12 MONTHS. YEARS.

	12 Months
Resource	Rate per Hour Inc VAT
Support & Maintenance Hourly Rate – Business Hours	
Support & Maintenance Hourly Rate – After Hours	

ANNEXURE D - BILL OF MATERIALS FOR CONTACT CENTER SOLUTION

SYSTEM PART	QTY	PART NO	FULL DESCRIPTION
SV9100 CP20	1	960026172000	BCT Operator Lic. BCT Operator license enables operator role for one operator.
SV9100 CP20	21	960026176000	BCT Voicemail Only User Lic. BCT Voice Mail Only User license provides the employee only voicemail.
SV9100 CP20	1	960026180000	BCT Agent - Skill based Routing Lic. BCT Agent – Skill based Routing licence enables call routing based on agent skills in addition to longest idle routing.
SV9100 CP20	1	960026181000	BCT Agent - Outbound Lic. BCT Agent - Outbound licence enables automatic dialing of outbound campaigns and call-back from queue.
SV9100 CP20	1	960026182000	BCT Agent - Email Routing Lic. BCT Agent - Email Routing licence enables routing of emails.
SV9100 CP20	2	960026185000	BCT Supervisor Lic. BCT Supervisor licence enables the supervisor role for one concurrent supervisor
SV9100 CP20	1	960026186000	BCT Supervisor Full Reporting Lic. BCT Supervisor Full Reporting licence enables access to the full range of BCT reports
SV9100 CP20	1	960026188000	BCT Wallboard Lic. BCT Wallboard licence enables the configuration and operational use of LED wallboards.
SV9100 CP20	1	960026432000	BCT Soft Wallboard Lic. BCT Soft Wallboard license
SV9100 CP20	1	BE106405	CHS2U RACK MOUNT KIT 19 Rack mount kit for 2U 6-slot chassis
SV9100 CP20	1	BE112988	CHS2UG-EU 19" Chassis
SV9100 CP20	1	BE119025	GCD-CP20 SV9100 CP20 CPU
SV9100 CP20	1	BE113281	GPZ-IPLE IP Resource Daughtercard
SV9100 CP20	1	BE113286	SD-A1 EU 1GB/15HR SD Card
SV9100 CP20	294	BE114042	SV9100 SYSTEM PORT-01 LIC SV9100 SYSTEM PORT License
SV9100 CP20	1	BE114044	SV9100 VERSION LIC (R2) SV9100 VERSION LIC (R2) License
SV9100 CP20	1	BE114047	SV9100 VERSION LIC (R5)
SV9100 CP20	1	BE114050	SV9100 VERSION LIC (R8)

SV9100 CP20	24	BE114058	SV9100 SOFTPHONE-01 LIC SV9100 SOFTPHONE (SP310) License
SV9100 CP20	86	BE114065	SV9100 IP TRUNK-01 LIC SV9100 IP TRUNK License
SV9100 CP20	5	BE114073	SV9100 REMOTE CONF-01 LIC SV9100 REMOTE Conference License
SV9100 CP20	1	BE114081	SV9100 XMLPRO LIC SV9100 XMLPRO License
SV9100 CP20	184	BE114497	SV9100 IP PHONE DT-01 LIC SV9100 IP Phone DT License
SV9100 CP20	1	BE118381	SV9100 VERSION LIC (R9) SV9100 VERSION LIC (R9)
SV9100 CP20	1	BE119862	BCT R11 PLATFORM UPGR LIC Upgrade license for a BCT system. Customers that have bought a BCT major release prior to BCT 11.x require a BCT 11.x Upgrade License to install and run BCT 11.x software.
SV9100 CP20	16	EU901001	SV9100 NEC STD SIP IP PHONE01 LIC SIP license to be used with NEC devices such as DECT
SV9100 CP20	1	EU910079	BCT Contact Center Package Lic. BCT Contact Center Package, consists of licenses for 1 Supervisor, 10 agents, 1 x Voicemail, 12 VMP ports and enables auto attendant /IVR
Halo ITSM	1	Halo ITSM	Incident Management, SLA Management, Change Management, Assets Management, Problem Management, Release Management, Full Reporting, Self Service Portal. Complaints Management with full reporting and dashboard. 40 named licenses.
Rampage TMS	1		Telephone management with Budget Barring

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of institution	State

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL
PROCUREMENT REGULATIONS 2022**

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 **To be completed by the organ of state**

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the 90/10 preference point system.
- b) The applicable preference point system for this tender is the 80/20 preference point system.
- c) Either the 90/10 or 80/20 preference point system will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 **To be completed by the Organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	
SPECIFIC GOALS	
Total points for Price and SPECIFIC GOALS	100

- 1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.
- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc}
 \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\
 \\
 P_S = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right) & \mathbf{or} & P_S = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)
 \end{array}$$

Where

P_S = Points scored for price of tender under consideration

P_t = Price of tender under consideration

P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} \mathbf{80/20} & \mathbf{or} & \mathbf{90/10} \\ \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \mathbf{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- Ps = Points scored for price of tender under consideration
- Pt = Price of tender under consideration
- Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—

- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
- (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1 (80/20): Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Percentage (%) Ownership by HDIs	Points (5)	
81-100	5	
61-80	4	
41-60	3	
21-40	2	
1-20	1	
0%	0	
Percentage (%) Ownership by Women	Points (8)	
91-100	8	
81-90	7	
71-80	6	
61-70	5	
51-60	4	
41-50	3	
21-40	2	
1-20	1	
0	0	
Percentage (%) Ownership by Youth	Points (6)	
81-100	6	
71-80	5	
61-70	4	
41-60	3	
31-40	2	
1-30	1	
0	0	

Percentage (%) Ownership by Disability	Points (1)	
1-100	1	
0%	0	

Table 2 (90/10): Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points allocated (90/10 system) (To be completed by the organ of state)	Number of points claimed (90/10 system) (To be completed by the tenderer)
Percentage (%) Ownership by HDIs	Points (2)	
51-100	2	
1-50	1	
0%	0	
Percentage (%) Ownership by Women	Points (4)	
81-100	4	
61-80	3	
21-60	2	
1-20	1	
0	0	
Percentage (%) Ownership by Youth	Points (3)	
71-100	3	
41-70	2	
1-40	1	
0	0	
Percentage (%) Ownership by Disability	Points (1)	
1-100	1	
0	0	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favorable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

.....

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