



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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TERMS OF REFERENCE

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY INVITES
SUITABLY QUALIFIED SERVICE PROVIDERS TO PROVIDE HOSTED
PRIVATE BRANCH EXCHANGE (PBX), VOICE OVER INTERNET
PROTOCOL (VOIP) AND INTERNET CONNECTIVITY TO THE SAHRA
OFFICES FOR A PERIOD OF 24 MONTHS

SAHRA/ICT/VOIPandINTERNET/07/2024



TERMS OF REFERENCE

1. PURPOSE

- 1.1 The South African Heritage Resources Agency invites suitably qualified service providers to provide hosted Private Branch Exchange (PBX), Voice over Internet protocol (IP) and internet connectivity to the SAHRA's offices for a period of 24 months.

2. BACKGROUND

- 2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.
- 2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance. SAHRA has a number of properties situated in the various provinces of South Africa. All these properties are heritage sites in terms of the above-mentioned Act.
- 2.3 SAHRA is currently receiving internet connectivity and VOIP services deployed across its offices including 2 offices in Cape Town CBD, 1 office in Paarl, 1 Office in Makhanda and 1 office in Pretoria CBD. SAHRA ICT infrastructure is managed in-house with support on an ad-hoc basis from external ICT vendors.
- 2.4 SAHRA is in the process of upgrading their office space at 111 Harrington Street and will therefore require connectivity services for one office facility in Cape Town for the duration of the new contract.

3. SCOPE AND SERVICES REQUIRED

3.1 HOSTED PBX SYSTEM

The hosted PBX system shall be provided for and owned by the service provider and securely hosted at their premises at no additional cost to SAHRA except for the

monthly subscription fee, per account, to provide the following services for a period of 24 months:

- Mobile-to-Fixed Convergence
- Mobility (calls to follow user from desk phone to mobile phone or laptop)
- Client application on mobile device, smartphones iOS or Android
- Affordable handset devices
- Inbound, outbound, and inter-site calls
- Free inter-site calls
- Internal call directory
- Call conferencing
- IVR menus (digital receptionist)
- Hunt list
- Voice mailboxes
- Extensions
- Call routing capabilities e.g. call transfer, call waiting etc.,
- Reception with integration of inter-building intercom system
- Secure pin dialling
- Technical support and reasonable system enhancements at no additional cost.

NB: Kindly note that there is a need for number porting if the winning bidder is different from the current provider.

3.2 TELEPHONE MANAGEMENT SYSTEM (TMS)

The Telephone Management System (TMS) software and support thereof shall be all inclusive at no additional cost to SAHRA in order to manage the hosted PBX.

The Telephone Management System (TMS) software must provide all the following functionalities:

- Accessible securely via the internet browser
- User extension profile
- Access, view and download all invoices, statements and payments and itemised billing
- Access real-time account status and usage
- Account credit restrictions, monitoring and control at an organisational or user level
- Detailed reporting that is easy to navigate and delegate to managers

- Real-time cost reporting by extension, date, time and numbers dialled
- Summary cost report by extensions and groups
- Exportable reports to Microsoft Excel software
- Call trend and data analysis in graphical formats
- Call analytics
- Queue management
- Graphical status of extensions
- Voice mail sent to handset and/or email
- Full management of the PBX system from the console
- Management of media (tones, music, digital receptionist, menu recordings).
- Customised VOIP phone provisioning
- Customised service selection e.g. barring international calls per user

3.3 CALLING COSTS COMPARISON

The service provider shall compile and provide a detailed call costs comparison that is competitive with local telecoms market indicating the cost savings for both post-paid and pre-paid rates.

3.4 VOICE AND DATA LINE SERVICES

Service Provider shall provide:

- a) Voice and data connectivity to 4 SAHRA sites as per the detailed requirements in section below.
- b) 98% Monthly Uptime Connectivity SLA.
- c) Centralized Internet Break-out, with hosted managed firewall.
- d) Include Annual licensing of firewalls for duration of contract.
- e) Support & Maintenance call centre.
- f) Remote support, fault reporting.
- g) Quality of service, redundancy and seamless fail-over. (All services on main line must failover to secondary line.)
- h) Monthly Stress Testing of failover connection.
- i) Quality of service setup for MS Teams Traffic for all sites (On either the Firewall or the Internet link), and
- j) Services will be delivered at the following sites:

Site 1: 79 Roeland Street, Cape Town, 8001;

Site 2: 220 Madiba Street, Pretoria, 0002;

Site 3: 40a Somerset Street, Makhanda, 6139; and

Site 4: Onderdal School, Daljosaphat, Roggeland Road, Paarl, 7646.

4. PRODUCTS SPECIFICATIONS

a) The Service Provider shall provide the following products to SAHRA:

Subscriptions:

- 155 x PBX Extensions to host 155 IP extensions spread across 4 SAHRA Offices
- All necessary hardware required for telephony at all the sites (e.g. handsets, firewalls etc.)
- All hardware should be under extended warranty for the duration of the contract.
- Adequate network connectivity for voice and data for each location with the following minimum requirements:

Site 1: 127 x Telephone extensions with 100Mbps of voice and data connectivity.

Site 2: 20 x Telephone extensions with 50Mbps of voice and data.

Site 3: 3 x Telephone extensions with 10Mbps (If 10Mbps not available please provide closest available bandwidth option) for voice and data.

Site 4: 5 x Telephone extensions with 20Mbps for voice and data.

5 usable Public IP address/29 Subnet for Site 1 to 3.

**** Where Fibre is not available a microwave solution can be proposed according to required bandwidth specification.**

- The number of physical handsets required must be as follows:

Site 1: 50 Physical handsets (1 x reception handset and then 49 x Normal)

Site 2: 20 Physical handsets (1 x reception handset and then 19 x Normal)

Site 3: 3 Physical handsets (1 x reception handset and then 2 x Normal)

Site 4: 5 Physical handsets (1 x reception handset and then 4 x Normal)

****All 155 extensions are required, but the number of handsets must be as above due to the office renovation that is in progress, staff without a physical handset at Site 1 will utilise the VOIP application on the Mobile phones (Android and iOS).**

b) Service provider MUST provide detailed implementation schedule and timelines.

- c) Service provider **MUST** provide a proposal that includes ALL installation, project fees and delivery costs to commission the solution.

4. TERMS AND CONDITIONS OF PROPOSALS

- 4.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- 4.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 4.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 4.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 4.5 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 4.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 4.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 4.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 4.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 4.10 The proposals should be valid and open for acceptance by SAHRA for a period of 120 days from the date of submission.



- 4.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 4.12 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 4.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.
- 4.14 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- 4.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote and a sample annual report book.
- 4.16 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 4.17 It is the conditions of this Tender that, a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**
 - a. SBD 1 Invitation Bid
 - b. SBD 3.1 Pricing Schedule
 - c. SBD 4 Declaration of Interests form
 - d. SBD 6.1 Preference points claim form (valid BBBEE certificate/sworn affidavit must be submitted together with this completed document.
 - e. SBD 7.2 Contract Form (Rendering Services)
 - f. General Conditions of Contract

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation. Please ensure that you submit an original valid tax clearance certificate.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

5. ANTICIPATED TIME SCHEDULE AND PROCESS

Request for Tenders Issued	e-tender/Website	30 July 2024
Closing Date & Opening of BIDs	BIDs opened at SAHRA Head Office	20 August 2024 @ 11:00



6. EVALUATION CRITERIA

6.1 All proposal offers received shall be evaluated based on the following phase out approach.

- **Phase one:** Compliance to the terms of reference and conditions of the proposal. Failure to meet any of the conditions of the proposal may automatically disqualify your proposal on this phase.
- **Phase two:** Functionality criteria (**Obtaining 100% on Mandatory Requirements, failure to obtain 100% will render your bid non-responsive and not proceed further to the functionality evaluation for reference letters and experience**).

To be completed by the bidder

TECHNICAL AND FUNCTIONALITY SCORING CHECKLIST (MANDATORY REQUIREMENTS & FUNCTIONALITY CRITERIA)

Each vendor must complete the checklist below.

“**Comply**” means that the proposed solution meets the requirements of SAHRA.

“**Not comply**” means that the proposed solution does not meet the requirements of SAHRA.

Mandatory Requirements – Please indicate your selection with a “X”

HOSTED PBX SYSTEM

Deliverable	Comply	Not Comply
1.1.1 The solution should be a secured cloud hosted solution. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.2 The solution should be a mobile-to-fix convergence. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.3 The solution should cater for Mobility (calls to follow user from desk phone to mobile phone and laptop). Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.4 The solution should have client application on mobile devices (iOS or Android) and laptops. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.5 The solution should provide free inter-site calls (between SAHRA Offices). Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.6 The solution should provide call conferencing facility. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.7 The solution should provide IVR menus (digital receptionist). Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.8 The solution should provide a reception with integration of inter-building intercom system. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.9 The solution should provide technical support at no additional cost. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.10 The solution should provide call routing capabilities e.g., call transfer, call waiting etc. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.11 The solution should provide affordable handset devices. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.12 The solution should provide the capability of inbound, outbound, and inter-site calls. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.13 The solution should cater for internal call directory. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.14 The solution should have a hunt list. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.15 The solution should provide voice mailboxes. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.16 The solution should provide telephone extensions. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.17 The solution should provide secure pin dialing. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.18 The solution should provide technical support at no additional cost. Substantiate by describing how you meet this requirement.		
Substantiate:		

TELEPHONE MANAGEMENT SYSTEM

Deliverable	Comply	Not Comply
1.1.19 The solution should be accessible securely via the internet browser. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.20 The solution should provide user extension profile. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.21 The solution should access real-time account status and usage. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.22 The solution should provide real-time cost reporting by extension, date, time, and numbers dialed. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.23 The solution should provide exportable reports to Microsoft Excel software. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.24 The solution should provide queue management. Substantiate by describing how you meet this requirement.		

Deliverable	Comply	Not Comply
Substantiate:		

Deliverable	Comply	Not Comply
1.1.25 The solution should provide customised VOIP phone provisioning. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.26 The solution should provide access, view, and download all invoices, statements and payments and itemised billing. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.27 The solution should provide account credit restrictions, monitoring, and control at an organisational or user level. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.28 The solution should allow access for detailed reporting that is easy to navigate and delegate to managers. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.29 The solution should provide a summary cost report by extensions and groups. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.30 The solution should provide graphical status of extensions. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.31 The solution should provide voice mail sent to handset and/or email. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.32 The solution should provide full management of the PBX system from the console. Substantiate by describing how you meet this requirement		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.33 The solution should provide management of media (tones, music, digital receptionist, menu recordings). Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.34 The solution should provide customised service selection e.g., barring international calls per user. Substantiate by describing how you meet this requirement.		
Substantiate:		

CALLING COSTS COMPARISON AND SLA

Deliverable	Comply	Not Comply
1.1.35 The solution should provide a detailed call costs comparison that is competitive with local telecoms market indicating the cost savings for both post-paid and pre-paid rates. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.36 The solution should provide a detailed technical and functional support plan with draft Service Level Agreement that will be proposed and costed. Substantiate by describing how you meet this requirement.		
Substantiate:		

VOICE AND DATA LINE SERVICES

Deliverable	Comply	Not Comply
1.1.37 The solution should provide connectivity to 4 SAHRA sites accessing network shared services and internet services. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.38 The solution should be available at all times with a system uptime of 98%. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.39 The solution should provide centralized Internet Break-out, with hosted managed firewall. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.40 The voice and data connectivity will be delivered as the project plan to support the following.: <ul style="list-style-type: none"> 155 x PBX Extensions to host 155 IP extensions spread across 4 SAHRA Offices. All necessary hardware required for data and telephony services at all the sites. This includes telephony handsets, Firewalls. All hardware will have under extended warranty covering the duration of the contract. Adequate network connectivity for voice and data for each location. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.41 The solution should provide support & maintenance call centre. Substantiate by describing how you meet this requirement.		
Substantiate:		

Deliverable	Comply	Not Comply
1.1.42 The solution should provide remote support, fault reporting. Substantiate by describing how you meet this requirement.		
Substantiate:		



Deliverable	Comply	Not Comply
1.1.43 The solution should provide quality of service to ensure voice quality, redundancy and seamless fail-over. Substantiate by describing how you meet this requirement. Substantiate:		

Deliverable	Comply	Not Comply
1.1.44 The solution should provide Monthly stress testing of failover connection. Substantiate by describing how you meet this requirement. Substantiate:		

Deliverable	Comply	Not Comply
1.1.45 The solution should provide Quality of service setup for MS Teams Traffic for all sites (On either the Firewall or the Internet link). Substantiate by describing how you meet this requirement. Substantiate:		

ADMINISTRATIVE/COMPLIANCE REQUIREMENTS:

Deliverable	Comply	Not Comply
1.1.46 The bidder must have ICASA licence and technical certification in <ul style="list-style-type: none"> ✓ VOIP and Telephony, ✓ Networking or equivalent and ✓ certified project manager on PMBOK, PRINCE II or equivalent. Certified certificates must be attached. Substantiate by describing how you meet this requirement. Substantiate:		



Deliverable	Comply	Not Comply
<p>1.1.47 Project Planning based on scope of work: The bidder is required to submit a comprehensive project management plan detailing their methodology and approach, including a quality management plan, project milestones, phases, resource allocation, estimated timelines, and a risk management strategy addressing potential changes in scope, quality, schedule, and costs.</p> <p>Substantiate by describing how you meet this requirement.</p> <p>Substantiate:</p>		

Deliverable	Comply	Not Comply
<p>1.1.48 The service provider is required to submit a comprehensive plan for technical and business support, along with a preliminary service level agreement. This submission should include clear performance objectives, metrics for uptime/downtime and response times, escalation procedures, and explicit penalty and exit clauses. Additionally, the plan should detail the process for skills development and transfer to SAHRA's ICT personnel.</p> <p>Substantiate by describing how you meet this requirement.</p> <p>Substantiate:</p>		

TECHNICAL EVALUATION CRITERIA:

No.	Criteria	Points
1.	<p>Demonstrated experience and expertise in: <i>Number of similar projects i.e. hosted PBX, MPLS/Connectivity, and telephony service with above 100 users, implemented in the last 3 years:</i></p> <ol style="list-style-type: none"> 10 or more reference letters (50 points) 5 to 9 Reference letters (25 points) Below 4 (0 points) <p><i>To claim the points the bidder must attach the reference letters with contact details, description of the service and the duration/contract period.</i></p>	50
2.	<p>Number of years of experience within the relevant industry: (HOSTED PBX, MPLS/CONNECTIVITY, AND TELEPHONY)</p> <ol style="list-style-type: none"> 10 or more years (50 points) 5 to 9 years (25 points) Below 4 (0 points) <p><i>Please provide Company Registration documents as proof.</i></p>	50

TOTAL		100
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Bidder must obtain a minimum of 75 points on the functionality phase in order to progress to the next phase. Failure to obtain 75 points will render your proposal non-responsive.

- **Phase Three:** preference points on specific goals as follows;

Preference Point System	Points
Price	80
Special Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
TOTAL	100

6.2 Price (Vat included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score a maximum of 80 points.

7. SUBMISSION OF TENDERS:

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of Supply Chain Management – Provision of Hosted Private Branch Exchange (PBX), Voice Over Internet Protocol (VOIP) And Internet Connectivity to the SAHRA Offices for a period of 24 Months. **Bid No: SAHRA/ICT/VOIPand INTERNET/07/2024**

Bids must be deposited in the Tender Box located in Cape Town:

South African Heritage Resources Agency

111 Harrington Street

Cape Town

8000



It remains the onus of the service provider to ensure that their Tender Offer reaches the SAHRA office no later than the closing date and time.

8. CLOSING DATE AND TIME: 20 AUGUST 2024 @ 11:00

NO LATE BIDS WILL BE ACCEPTED

FOR ENQUIRIES:

For Supply Chain Management and Technical information, please contact:

Ms. Yonela Somtsewu
Manager : Supply Chain Management
111 Harrington Street
Cape Town
8000
Tel: 021 462 4502
Email: ysomtsewu@sahra.org.za

