

SUPPLY, DELIVERY AND PROVISION OF HOSTED IP PBX, MAINTENANCE AND SUPPORT SERVICES AT RAND WATER FOR A DURATION OF FIVE (5) YEARS

ANNEXURE C3.2: SCOPE OF WORK

The bidder must supply, fully install, and configure a Cloud Hosted PABX, as well as any additional material required to complete the installation, telecommunication, and contact centre services to Rand Water for all Rand Water 34 sites including contact centre for a period of Five (5) years, inclusive of the following services:

- Installation and Configuration of contact center services must include emails, webchats, and social media interactions.
- Contact centres must take an omnichannel approach, enabling Rand Water to refine customer service, increase efficiency and improve insights into customers' behaviours
- It must include chatbots to cloud technology.
- Define the role of Artificial Intelligence in the contact centre.
- Provisioning of Telecommunication devices (headsets, desk phones, softphones etc.)
- project management
- Hosted IP PBX
- maintenance for a period of Five (5) years.

Solution Requirements

The solution should provide for the below services with the necessary voice functionalities that is required to meet the onsite and remote users such as users working from home; the scope is not limited to the below services/ features

- a) Provide an end to end hosted IP PBX solution
- b) Provide a stable network connectivity to the service provider hosting environment.
- c) Provide the voice infrastructure (Sip)
- d) Provide voice equipment for onsite users- handsets; headset; softphone_ user profiling
- e) Provide workforce mobility
- f) Provide a main contact centre service for onsite users and external clients that can route calls to different departments – (e.g. Customer Service; Medical Aid, Provident fund, IT, Finance and HR)
 - Provide full Automatic Call Distributor (ACD) functionality,
 - Cater for 20 agents as well as the expected growth to 50 agents,
 - Provide Split queues/multiple call flows/different agent groups across the organisation,
 - Provide Interactive Voice Response (IVR) allow for multiple tier announcements and selections,
 - Facility should record and insert an ad hoc message is required as part of the Interactive Voice Response (IVR). The recording and uploading of this message to be done by the Rand Water system administrator.

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- Should cater for softphones,
 - Solution should provide full statistical reports,
 - Provision for live queue status for the Call Centre (i.e. dashboard for the supervisor)
 - Wallboard be used with the solution
 - Provide “abandoned call search”
 - Supervisor add/move agents between call queues
 - Provide Supervisor assist
 - Provide silent monitoring by the Supervisor
 - End-user competency training is required.
- g) Provide a hybrid switchboard capability.
- Flexibility in the configuration of operator positions as well as the maximum number of operator terminals which can be connected to the system,
 - Switchboard consoles to cater for disabilities such visual impairment or any other impairments,
 - The type of headset recommended for use on the System offered should be provided (name, model number and performance specifications),
- h) Provide access for remote / home users to the business voice services
- i) Provide Fax2email; voice recording, voice logging and bulk SMS
- Voice recording inbound and outbound
 - Information to be recorded by the TMS i.e., date, time, duration, ext. id, digits dialled, cost outgoing calls, telephone number of incoming calls, duration of incoming calls to extensions, calls from softphones and mobile extensions to be reported under one username.
- j) Provide integration of smart phones and softphones (Teams/Zoom – Capability to use Ms Teams/Zoom to dial other telco/network service providers) to the business voice service.
- k) Provide Call routing – Follow me option; redirect calls
- l) Provide voice conferencing
- m) Provide telephone number porting
- n) Provide Helpline / Hotline numbers
- o) Provide reduce call rates
- p) Provide monthly reports
- q) Provide an end to end maintenance and support for three years
- r) Provide a transition plan
- s) Solution should integrate to Outlook, for voicemail to email?
- t) Provide centralised telephone management (TMS)
- TMS system should be able to be accessed from a web portal



BID NUMBER: RW10393295/23R

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- Calls made on behalf of any extension in the network should be correctly reflected against the extension to which the call was transferred
- Soft barring (call block)
- u) Provide extension features
 - Call forward to another extension or an external number when required.
 - Conference facilities should cater for at least 5 parties i.e. either external or internal parties
 - Provide conference bridging facilities to cater for 50 parties
 - Flexibility pin codes required by multiple users on one phone instrument
 - Telephone handset capability to toggle between 2 calls
 - Capability for pin codes to be re-set by Administrator
- v) Unified interface to any collaborative platforms e.g. Microsoft Teams, Zoom platforms, Webx etc.
- w) System High availability

NB: Rand Water will look at proposals and shortlisted suppliers to do a presentation.