

# REQUEST FOR QUOTATION FOR GOODS AND SERVICES



PM

ONDERSTEPSPOORT BIOLOGICAL PRODUCTS LTD  
PRIVATE BAG X7, ONDERSTEPSPOORT 0110

From:  
Date: 13 February 2023  
Tel: 012 522 1500  
Fax:  
Email: purchasing @obpvaccines.co.za

To:  
Supplier:  
Tel:  
Fax:  
Email:

Kindly provide the quotation for the following: OBP 683/2022/2023

| Compulsory Document Requirements |  | Yes/No |
|----------------------------------|--|--------|
| CSD Report                       | Tax Compliant<br>(Current report, within the RFQ date) |        |
| Declarations SBD4                | Completed & submitted                                  |        |

**NB: Please note that if any of the above requirements is not submitted with the quote it will be an immediate disqualification.**

| Quantity   | Product/Item Code | Specification |
|--|-------------------|---------------|
| <b>APPOINTMENT OF A SUITABLY QUALIFIED SERVICE PROVIDER TO SUPPLY, INSTALL AND MAINTAIN AN INTERNET PROTOCOL TELEPHONE SYSTEM (IPT) AND IP PHONES FOR A PERIOD OF TWENTY-FOUR (24) MONTHS.</b> |                   |               |
|  |                   |               |
|  |                   |               |
|  |                   |               |
| <b>1. BACKGROUND</b>   |                   |               |
| Understepoort Biological Products (OBP) is a Schedule 3B Public Entity corporatized in 2000 under the Understepoort Biological Products Incorporation Act, 1999 *Act of 1999.                  |                   |               |

## 2. REQUIREMENT

Onderstepoort Biological Products (OBP) requires the services of a supplier with expertise to supply, install and maintain an Internet Protocol Telephone System (IPT) and IP Phones. The solution should meet the following minimum requirements.

### 2.1. Solution for voice (On Premise PABX Solution)

Supply, install and maintain an on premise VOIP PABX system which includes the following:

- Installation of on premise VOIP PABX system.
- The solution must have music on hold functionality.
- All phones supplied must be 1Gig transmission capable.
- The solution should allow users with mobile devices to use them as secondary devices.
- The solution must have a call barring capability.
- Solution should cater for allocating pin codes to dial out for all users.
- The solution should cater for reporting on caller activity per user and be able to allow the user to identify personal calls from work related calls. Reporting functionality should be via a web interface to allow users to login and view and manage their usage.
- Auto Attended IVR (Interactive Voice Response)
- Allow caller to be transferred to the relevant extension without the intervention of an operator.
- Ability for the system to use auto-attendant on identified extensions.
- The solution must cater for hunting capability.
- System must be able to forward calls to other extension within the same business unit if the number is busy or unavailable.
- There must be an ability to provide announcements or delay treatments while in a queue and these must differ and change between various callers.
- Ensure in the event the call is queued and if the Sales staff do not become available within a predefined period, the call needs to be re-queued.

### 2.2. Supply, install and maintain Call Centre Management System which includes the following:

- Eight (8) call center licenses
- Office hours for the call center Sales- staff are Monday – Friday 07:30 to 16:00

- The service provider should supply and install a monitoring tool of all calls not limited.
- to answered\received\dropped\lost calls.
- Sales- staffs must be able to sign in and out.
- Ensure in the event the call is queued and the Sales- staff does not become available within a predefined period, the call needs to be re-queued.

### 2.3. Devices

#### **7 x Secretary handsets consisting of at least:**

Backlit display with Caller ID, User Directory, Full duplex hands free, HD sound, Speakerphone, Caller ID Memory and Dialer, Voice Mail Message Waiting Indicator, Ringer Indicator Lamp, Ring pattern, Programmable Tone/Pulse, Call Transfer, 3-Line LCD, conference, Gigabit Ethernet (GE) ports, programmable buttons, Call history (received, dialed and missed)

#### **145 x user handsets consisting of at least:**

1-Line LCD, Backlit display with Caller ID, User Directory, Full duplex hands free, HD sound, Speakerphone, Caller ID Memory and Dialer, Voice Mail Message Waiting Indicator, Ringer Indicator Lamp, Ring pattern, Programmable Tone/Pulse, Call Transfer, conference, Gigabit Ethernet (GE) ports, programmable buttons, Call history (received, dialed, and missed)

#### **5 x Cordless handsets (plus an out-of-sight base) consisting of at least:**

Full duplex hands free, Call forward and transfer, conference, user directory, Call history (received, dialed, and missed)

### 2.4. Reporting, Maintenance and Functionality including but not limited to:

- The system must calculate number of individuals, business, and general enquiries received per day.
- Percentage of calls answered from calls directed to the Sales- staff.
- Percentage of transfer rate of calls received by the call center Sales- staff.
- System should be customized for real time display of calls ratio.
- The solution should ensure real-time information on all Sales- staff or supervisors for queue status such as longest duration in queue, number of callers in queue, etc.
- The solution should ensure that the supervisor and/or Sales- staff is able to view detailed information regarding calls in queue such as their name, Caller-ID (remote telephone number), duration of call, etc.

- Supervisors must be able to move calls in real time from one queue to another queue on their screen and answer a call that is waiting in queue regardless of that caller's position in queue.
- The bidder should make sure the system is available as per the identified hours and ensure problems are resolved within 1 hour of reporting the matter.
- Wireless headsets should be provided for call center and other business areas in need.
- Recording IVR (e.g., welcome message) capability is required; it must specify what number is the caller on the queue and give options, e.g., individual enquiries press 1, business enquiries press 2 etc.
- Hunt group to be setup for each department.
- All calls to be recorded and kept on disk for a minimum of 6 months and then backed up to tape to be kept offsite by OBP.
- Auto Answer within 3 rings.

#### 2.5. General Specifications and Infrastructure

- The system should provide telephony functions on the existing underlying data infrastructure within OBP. Where OBP infrastructure is not adequate, the service provider will supply based on pricing submitted.
- The on-premises solution must be an easily updatable and manageable solution and should not hinder OBP from integrating with other standards-based telephony solutions including Microsoft Exchange and Microsoft Teams or derivatives of the above when available.

#### 2.6. System hardware and software:

- The system software must be hosted at OBP with the option of hosting it at the Bidder's recommended data center (in the event of a disaster affecting OBP).
- The system must manage, control, and support a range of IP telephone stations for both voice and telephony applications as well as IP application stations for voice, telephony, and Web services support including Microsoft Exchange and Microsoft Teams.
- All hardware is to be maintained by the service provider.

#### 2.7. System security

- The solution must provide self-protection mechanisms to counter Denial of Service attacks.
- The solution should have virus protection and avoid spreading of possible viruses.
- The System must support Network Time Protocol V4.1.2 (RFC 1305) to synchronize the system data/time of network devices.

- IP Phones should not support direct, externally initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation.
- The bidder must ensure that the VOIP PABX solution is configured in a highly available fashion and supports failover to a secondary solution or data center in the event of an outage.
- The solution must be able to integrate with other sip devices without additional licenses IP Phones must support 802.1x (EAP-MD5 or better) for authentication and access control to the network, this mechanism must allow the user to be connected to the solution once he has passed the authentication process; not before.
- The IP Phones should use Microsoft AD authentication and a primary means to authenticate users. Users should ideally be allocated PINs associated to their AD accounts for authentication.
- The PABX solution should provide complete encryption capabilities with the ability to encrypt all traffic (media and call control signaling) between IP phones, call controllers, media gateways and all other associated endpoints via a strong encryption algorithm.
- The VOIP PABX solution should encrypt the voice content as well as the signaling between the IP station and the call server.

2.8. A fully functioning Telephone Management System (TMS) should be installed.

The TMS should have the capability to do the following:

- Allow OBP to setup Allowance Limit for Each Extension,
- The system should calculate all calls made by the user monthly and allow the user to mark calls as personal or work related.
- The system should be able to deduct the allowance from the total calls made and display the Total owed by the user.
- The system should advice users when they are about to reach certain percentage of the allocated allowance.
- The solution should allow for allocating a fixed monthly allowance once limit is reached the responsible manager will motivate for increase.
- Service provider to supply and install fully equipped boardroom telephone solution (3 boardrooms)

**3. Pricing Template**

Item Cost (Vat Inclusive)

| Item(s)            | Total Cost |
|--------------------|------------|
| PBX and TMS        |            |
| Telephone Handsets |            |

|  |  |
|--|--|
| Licensing  |  |
| Annual Support Cost  |  |
| *LAN Cabling (per point)   |  |
| *Fully Managed 24Port GB PoE Switch (supply and installation)<br>x 1 |  |

\*The number of LAN cabling points and fully managed 24 Port GB PoE Switches will be determined after award and might NOT be required by OBP.

#### 4. PREFERENTIAL PROCUREMENT POINTS ALLOCATION

The core activities required to carry out this bid are as follows:

- The PPPFA points to be allocated to this RFQ will be

|              |  |
|--------------|--|
| <b>80/20</b> |  |
|--------------|--|

| CRITERIA  | WEIGHT     |
|---|------------|
| <b>1. Company Experience</b>  | <b>50%</b> |
| <p>Provide written reference letters from contactable existing/ recent clients (public / private sector) within the past three (3) years where such services have been successfully rendered. Letters must include the company name, contact name, address, phone number, a brief description of the services that you provided, and the reference letter should not be older than three (3) years from the date of closing the bid. The reference letters must be on the client's letterhead and must be dated and signed.</p> <p><b><i>No appointment letters from clients will be accepted as reference letters.</i></b></p> <p>Maximum of 15 points will be awarded as follows:</p> <ul style="list-style-type: none"> <li>No references = <b>0 Point</b></li> <li>One (1) relevant reference = <b>10 Points</b></li> <li>Two (2) relevant reference letters = <b>20 Points</b></li> <li>Three (3) or more relevant reference letters = <b>50 Points</b></li> </ul> |            |
| <b>3. Vendor Accreditation</b>  | <b>50%</b> |

|   |  |             |
|---|--|-------------|
| Provide valid proof of vendor accreditation for the system being proposed.  |  |             |
| <ul style="list-style-type: none"> <li>Valid accreditation= <b>50 Points</b></li> <li>No valid accreditation = <b>0 Points</b></li> </ul> |  |             |
| <b>Total:</b>   |  | <b>100%</b> |

SBD 4

## 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 interest<sup>1</sup> 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 State institution |
|-----------|-----------------|---------------------------|
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |
|           |                 |                           |

2

.2 Do you, or any person connected with the bidder, have a

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<sup>1</sup> 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.

relationship 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 consortium<sup>2</sup> 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 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.

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<sup>2</sup> 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.



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 |

**Terms and Conditions:**

- Submission should be no later than (26 February 2023, 15H00)
- Please indicate your offer validity and lead time: .....
- All prices must be VAT exclusive, (Vat vendor please indicate as such) if no indication, prices will be evaluated as exclusive
- Quotation must be on a company letter head and **strictly** on a PDF format
- Quotations sent on Word or Excel format will not be accepted**
- Quotations must be emailed back to: [purchasing@obpvaccines.co.za](mailto:purchasing@obpvaccines.co.za)**
- If no reply after 14 days of closing date your RFQ was unsuccessfully**
- Orders above 30K will be BEE evaluated
- Please indicate if you are unable to quote and state the reason why
- Please note that fluctuations in the exchange rate (where applicable) will not be for the account of OBP.
- Payment terms: 30 days after statement
- Bidders must be registered on CSD (Central Supplier Data base National Treasury) and be tax compliant*

*I agree that the offer herein shall remain binding upon me and open for acceptance by OBP during the validity period indicated.*

|           |       |
|-----------|-------|
| _____     | _____ |
| Signature | Date  |