



## **Independent Communications Authority of South Africa (ICASA)**

### **ANNEXURE A – FUNCTIONAL SPECIFICATIONS**

#### **1. INTRODUCTION**

The Independent Communications Authority of South Africa (ICASA) currently makes use of Microsoft Dynamics 365 for consumer relationship management. This implementation currently utilises an XML2SMS gateway for Microsoft Dynamics 365 for consumer relationship management SMS notifications. This SLA contract will be ending, and as such, ICASA requires a new SLA with a service provider offering a similar service.

These services must be implemented and working from 01 April 2024.

#### **2. REQUIREMENTS**

In terms of SMS Gateway services ICASA has key expectations in terms of features and benefits which are not limited to the ones listed below:

- The solution must be easy to integrate with.
- The solution must provide XML2SMS functionality as ICASA already has an XML2SMS Dynamics 365 plugin. However, if the service provider can not use the existing plugin or make the necessary changes to the existing plugin, one must be provided (ICASA does have the source code of the existing plugin).
- The service provider must assist with the implementation of the new or updated plugin on Dynamics 365.
- The XML2SMS solution must be hosted on the service provider's infrastructure. ICASA will connect to the gateway using the existing internet connectivity.
- The solution must allow the uploading of an XLS or CSV file with phone numbers and custom messages.
- The solution must allow receiving SMS replies (two-way messaging).
- The solution must allow detailed reports of all sent and received messages. These reports need to be sent monthly.
- To avoid abuse of the SMS services, the solution must allow authentication when connecting to the services.
- The solution must provide for 2,000 SMS per month and the unused SMS must be rolled over each month for the duration of the contract period.

**NB:** Bidders may be required to provide further clarity / inputs if the proposal is not clear to the ICASA evaluator.

### 3. SERVICE PROVIDER / RESOURCE SELECTION

The following are mandatory conditions for the organisation to supply an SMS gateway:

Substantiate / Comments		
Condition		
	Comply	Not Complied
<ul style="list-style-type: none"> <li>Provide evidence that solution allows for XML2SMS integration as this will be the primary connection method from the ICASA CRM Dynamics 365 deployment. This can be in the form of a technical document explaining the XML2SMS solution functionality and how it will integrate into the ICASA CRM Dynamics 365 deployment.</li> </ul>		

### 4. EVALUATION CRITERIA

The criteria upon which the evaluation of the proposals will be based include, but are not limited to, the following:

		Weight	Scoring Criteria
1.	The service provider must provide at least 2 CVs of personnel to demonstrate capability experience supporting an SMS gateway with at least 3 years of experience.	40	1 = provided 1 CV with relevant experience 3 = provided 2 CVs with relevant experience 5 = provided more than 2 CVs with relevant experience
2.	Provide a minimum of 3 Customer references where similar services have been rendered successfully.  Customer references must be from the customer on their letterhead. In addition it must be signed by the customer and not older than 3 years.	60	1= No response 2 = 1 positive response 3 = 2 positive responses 4 = 3 positive responses 5 = 3+ positive responses

The evaluation cut-off is 70.