



REQUEST FOR PROPOSALS

NMM-2024-05

APPOINTMENT OF A SERVICE PROVISION TO SUPPLY, DELIVER, INSTALL, CONFIGURE AND MAINTAIN NETWORK CONNECTIVITY AND A HOSTED PABX AT THE NELSON MANDELA MUSEUM SITES FOR A PERIOD OF TWO (2) YEARS.

TERMS OF REFERENCE

➤ BACKGROUND

The Nelson Mandela Museum is a not for profit institution established by South Africa's government as an agency of the National Department of Arts and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from the apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region. The museum primarily houses collections of gifts given by Nelson Mandela to the museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum (NMM) is to preserve and promote Nelson Mandela's legacy. One of its main strategic goals is to improve the museum's public profile and access.

➤ OBJECTIVES

To ensure the installation and setup of a Managed Software Defined (SD) Wide Area Network (WAN) which consists of Business Internet links in order to connect the Bhunga Office, Qunu Offices, and Ingquza Hill Office. The SD-WAN virtual overlay network provided must be application aware, policy driven with centralised orchestration and automation in order to manage the SD-WAN services life-cycle (performance monitoring, analytics, security etc.).

The Bhunga Building and Qunu Youth and Heritage Centre has an existing LANs with Ubiquiti Access Points (APs) and the Ingquza Hill has no infrastructure at all. The sites are located and structured as follows:

Site Name	Address and GPS Coordinates	Required Bandwidth	Required Telephone
Bhunga Building	Corner Nelson Mandela Drive & Owen Street, Mthatha 5099 -31.59146403544103, 28.787430008364762	>40Mbps	34 Lines
Qunu Youth and Heritage Centre	Qunu A/A, Ngaphezuli 236500993-8,236501004-16,236900034/9	>40Mbps	19 Lines
Ingquza Hill	Holy Cross Road, Bumazi, Flagstaff -31.178088824539202, 29.74973963833841	10Mbps	10 Lines

➤ PURPOSE

To appoint a competent, experienced and experienced service provider to **supply, deliver, install, configure and maintain network connectivity and a hosted PABX at the Nelson Mandela Museum sites** (Bhunga Building, Qunu Youth and Heritage Centre, and Ingquza Hill) for the fixed period of 24 months.

➤ SCOPE OF WORK

4.1 Connectivity

- Supply and Install business grade internet links (MetroE, Microwave or Fiber) on the sites reflected on the table above
- Redundancy link
- SLA – 2 years Term Internet service – **NMM SLA will supersede any document that the bidder may bring forth**
- Dedicated lines with unlimited internet
- Zero contention across both access and internet -symmetrical links
- South African Internet Exchanged designed
- Fully redundant in the core, backhaul and access
- Router including the Firewall – **NMM ICT Office to have full access to firewall**
- International Bandwidth 1 :1 contention (Up & Down same speed)
- Perred 1Pv4 and 1Pv6 Network
- Virtual Private Network Access
- Connections to multiple IP transit providers
- 24/7 Network monitoring
- 98% uptime

4.2 Telephones

The appointed service provider shall also implement and maintain the hosted telephone system. The proposed solution must include but not limited to the following:

Calling Features

- Caller ID/On Call Waiting: Know who is calling before you answer.
- Call Forwarding: Redirect calls to your mobile/other numbers or soft phone so you do not miss any calls.
- Follow Me: Have one of your office numbers/extensions rings for a period of time and if unanswered forward to a second number and then third and so forth OR all ring the call concurrently.
- Caller ID Based Forwarding: Follow Me Based on number called and calling party.
- Inbound Number Tagging: Tag an inbound caller ID for easy reception management for multiple departments.
- Call Hold: Easily put a call on hold while you answer another call.
- Call Transfer: Attended Transfer (alert forwarding party before transfer) & Blind

Transfer (transfer the call directly).

- Call Conferencing: Join a conference room by dialling a feature code or get transferred in.
- Call Waiting: Be notified when someone else is trying to call if you are already on a call. The system should be able to keep 3 or more calls on hold while the receptionist is attending to other calls.
- Do Not Disturb: Callers go directly to voicemail or call forward when you do not want to be disturbed.
- Call Logs: Access detailed call records by extension or account.
- Bring or port own numbers from *the current service provider* or provider to the new provider.
- FAX to Email
- Must have PC/mobile phone soft phone application that can forward/use as an extended office phone via PC/mobile devices for selected users and can be scalable to accommodate up to 15 users as and when requested.
- Provide solution for business continuity for critical lines in case of system failure

Voicemail Feature

- Password Protected Voicemail: Prevent unauthorized access to voicemail.
- Voicemail Greeting Options: Unavailable / Personal Message.
- Voicemail to Email: Receive voice messages as a wav file (or _audio file_) attached to an email.
- Digital receptionist – Interactive Voice Response (IVR).
- Multi-level IVR menu management.
- Manage multiple IVR menus for different Inbound DID's.
- Day and Night Mode Schedule: Create different greetings according to time of day and day of week.
- Custom Greetings: Upload third-party professional greetings to use as Digital Receptionist greetings.

Hunt Lists OR Ring Groups

- Ring groups: Simultaneously ring a set of phones based on a DID.
- Hunt lists: Set a linear line of ring groups (1 extension or many) for a period, before transferring to a second and third ring group etc.

Call Restrictions

- Block outgoing calls to specified numbers.
- Pin Code phone access.

Queue Manager

- Ability to view calls queues on a portal.
- Ability to view missed calls, dropped calls and unanswered calls.

Media Management

- Custom Music-on-Hold.
- Custom Digital Receptionist Recordings.
- Custom voicemail messages

Call Recording

- Ad hoc call recording.
- Secure call recording storage.
- Archiving call recordings.

Report Management

- Real time inbound and outbound call details records.
- Outbound call source listed by extension.
- Outbound call source lists for virtual extensions
- Ability to view the report of the entire organisation or per department, missed calls, dropped calls, and unanswered calls.

Extension Manager

- Access, search and download call recordings.
- Personal profile editing.
- Detailed call analytics.

Online Portal

- Online Management Portal for reporting, administration, and management of the Cloud Hosted PABX system.
- Ability to create users on the portal with specific security access to certain aspects of the system such as reporting and administration of specific areas/divisions/regions.
- Manage and record voice prompts.
- Create and customize IVRs
- Set and change working hours
- Add new devices in minutes
- Control hunt groups and call queues
- View incoming and outgoing detailed call records
- Download and analyse call records
- See at a glance which users are online and using the phone (Operator Panel)
- Manage user access levels
- Call Forwarding and Call restricting
- Extension manager

Calling Plans and Rates

- Local

- International - Destination dependent
- Cellular
- Organisation calls to be zero rated.

4.3 Project Implementation and Project Management

- Detailed project implementation plan aligned to ISO/IEC 15288 or equivalent standard
- Transition Plan
- Project resource plan
- Solution design documentation which must include diagrams and network service continuity plan
- Project risk management plan
- Quality of service (QOS) and network traffic prioritisation plan
- Detailed network architectural design and associated documentation
- Service maintenance plan which must include;
 - help desk,
 - service,
 - incident and problem logging procedures,
 - upgrade processes and turnaround times for office relocations.
 - Escalations processes flow
 - These procedures and processes must include process flow diagrams
- Network security plans to guarantee security of NMM data across the service provider's network.

➤ RETURNABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their quotations.

Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFQ

will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.

COMPULSORY RETURNABLE DOCUMENTS

- Duly signed & completed SBD 1 Invitation to BID
- SBD 2 Tax Clearance Requirements
- Duly signed & completed SBD 3 Pricing Schedule
- Duly signed & completed SBD 4 Declaration of Interests form.
- Duly signed & completed SBD 6.1 Preference points claim form
- Duly signed & completed SBD 7.2 Contract Form (Rendering Services).
- General Conditions of Contract
- Duly signed & completed SBD 8 Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed Duly signed & completed SBD 9 Certificate of Independent Bid Determination.
- ICASA/ISPA (Internet Service Provider Association of SA) Certification
- OEM Certification or partnership certification

SUPPORTING RETURNABLE DOCUMENTS (for functionality scoring)

- Reference Letters
- Project Resource Plan
- Project Risk Management Plan
- Project Management Certification
- Project Management Plan with efficient help desk, Service, transition plan, estimated downtime period (per month) – these procedures and processes must include processes flow diagrams.
- Qualification(s) and CV

ESSENTIAL SUPPORTING DOCUMENTS

Specific goals verification documents as stipulated below must be submitted on or before the closing date and time (*failure to submit on or before the closing date will result in an automatic score of zero for preference*)

➤ **COMPULSORY SITE INSPECTION**

Interested service providers must attend a compulsory site inspection meeting at the two sites (Bhunga Building & Qunu Youth & Heritage Centre) with existing infrastructure, scheduled as follow:

- Venue: Bhunga Building
- Date: 15 July 2024
- Time: 10:00

Then proceed to :

- Venue: Qunu Youth & Heritage Centre
- Date: 15 July 2024
- Time: 12:00

Floor plans will be provided for the sites with no infrastructure, in the event where they wish to visit the sites, the service providers must indicate by no later than the closing date

➤ **APPLICABLE PREFERENCE POINTS ALLOCATION SYSTEM**

(1) Points for this shall be awarded for:

- (a) Price; and
- (b) Specific Goals.
- (c) Where 80 points will be allocated for price and 20 points allocated for specific goals

(2) The following specific goals are applicable to all procurements of a transaction value above R2 000 and up to R50 000 000

a. The NMM will utilize the following preference criteria ;

- i. Service providers within the OR Tambo region & Eastern Cape
- ii. Historically Disadvantaged Individuals (Women, Youth, and People living with disabilities)
- iii. SMMEs

b.

Category		Sub-categories	Specific goals points	Verification documents
Local Supplier	5	OR Tambo supplier	5	CIPC Registration Certificate (CK) or Proof of residence
		Eastern Cape Supplier	4	
		Anywhere in South Africa	3	
		Non-South African	0	
Women-owned supplier	4	Black African Women	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Black African Women	2	
Youth Owned Supplier	4	Youth Owned (< 35-year-old persons)	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Youth Ownership (> 35-year-old persons)	2	
People living with disabilities	3	People living with disabilities	3	CSD Report

Small Micro, Medium & Enterprises	4	SME – Owned by people with disability	4	CSD Report
		SME – Black owned	3	Sworn Affidavit (BBBEE Affidavit)
		SME – Other	2	

➤ **EVALUATION CRITERIA**

The received quotations will be evaluated using the 80/20 system (80 for Price and 20 for Specific Goals). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a minimum of **70 points** to qualify for the financial evaluation according to the criteria captured in the table below:

Criteria	Weight	Value
Reference Letters: For Network Connectivity - Signed reference letters on the recommending company's letterhead – Each reference letter must be accompanied an appointment letter or the Purchase Order. Points will not be allocated for reference letters not accompanied by an appointment letter or purchase order. NB: Reference letters should not be older than five (5) years	20	4 letters = 20 points
		3 letters = 15 points
		2 letters = 10 points
		1 letter = 5 points
		Failure to submit or submission of irrelevant letter - 0

Criteria	Weight	Value
Reference Letters: For PABX - Signed reference letters on the recommending company's letterhead – Each reference letter must be accompanied an appointment letter or the Official Purchase Order NB: Reference letters should not be older than five (5) years	20	4 letters = 20 points
		3 letters = 15 points
		2 letters = 10 points
		1 letter = 5 points
		Failure to submit or submission of irrelevant letter - 0
Qualification and CV of a resources NB: A certificate not linked to a CV will not be considered	30	Valid Project Management Certification – 10
		NQF Level 6 or Higher in the relevant field (Information Technology) – 10
		Valid Product or vendor certificate – 10
		Invalid certificate or failure to submit = 0
Detailed Methodology/Proposal with flowcharts, network design diagrams, transition plan, risk management plan, estimated downtime period	30	Excellent - 30 Good – 20 Average - 10 Poor – 5 Failure to submit - 0

Bidders should note that the Nelson Mandela Museum may call for presentation of bidders offers at any stage of the procurement process after the closing date.

➤ **SUBMISSION OF PROPOSALS**

The bid submissions must be returned to the **Nelson Mandela Museum, Bhunga Building, Corner Nelson Mandela Drive & Owen Street, Mthatha.**

- Service providers are requested to furnish the NMM with two copies of their submissions (an original and a copy).
- Submissions are to be deposited in the allocated Tender Box clearly marked with reference and this bid's title.
- NMM will not be responsible for any submissions placed in an incorrect box and submissions left with the security officers or any employee of the NMM, which may lead to the submission not being deposited into the tender box by the closing date.
- The appointed service provider will be expected to comply with NMM prescripts.
- NO LATE, FAXED OR EMAILED QUOTATIONS SHALL BE ACCEPTED.
- **CLOSING DATE FOR THE SUBMISSION OF PROPOSALS IS**

24 July 2024@ 12:00

6. DISCLAIMERS

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;
- disqualify bids submitted after the stated submission deadline;
- not necessarily accept the lowest priced bid;
- cancel the tender

7. ENQUIRIES

All communications and enquiries/requests for clarification relating to this proposal should be directed to the contact person:

FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS	
Ms M Mputa	
Tel: 047 501 9504	
Email: mihlali@nelsonmandelamuseum.org.za	
Supply Chain Specialist	
Technical Enquiries:	
Mr F Wisani	
Tel: 047 501 9514	
Email: wandile@nelsonmandelamuseum.org.za	
IT Specialist	

All enquiries must be forwarded to the relevant NMM personnel by no later than 19 July 2024 @ 16:30.



Dr Vuyani Boo

Chief Executive Officer