



CLUSTER

OFFICE OF THE CITY MANAGER

UNIT

INFORMATION MANAGEMENT UNIT

DEPARTMENT

APPLICATIONS AND PROJECTS

PROCUREMENT DOCUMENT

GOODS / SERVICES

Documents are to be obtained, free of charge, in electronic format, from the [National Treasury's eTenders website](#) or the [eThekweni Municipality's website](#).

Tender No: 1I-29891

Title: Migration of EThekweni Municipality Contact Centre System to a Cloud Unified Contact Centre Solution, Hosting, Support and Maintenance, for a period of 36 months

CLARIFICATION MEETING AND QUERIES

Clarification Meeting:

There will be no clarification meeting. All email queries are to be submitted no later than 12/11/2024. Email questions and answers will be consolidated and posted on e-tenders/municipal website for the benefit of all tenders by the 19/11/2024

Queries can be addressed to:

Siphesihle Makhanya; Tel: 031322-7189 eMail: siphesihle.makhanya@durban.gov.za

General / Contractual:

Mpucu Skweyiya; eMail: Mpucuko.Skweyiya@durban.gov.za

Mail: Rajiv.singh@durban.gov.za and Nomalizo Madikiza, Tel: 031311-19601, eMail: Nomalizo.madikizela@durban.gov.za Mduduzi.Mdletshe, Tel: 031322-1265, eMail: Mduduzi.Mdletshe@durban.gov.za; Sechaba Mthiyane, Tel: 031 322 9606, email: Sechaba.Mthiyane@durban.gov.za; Nomvelo

Technical:

Mkhungo, Tel: 031311-3115, eMail: Nomvelo.Mkhungo@durban.gov.za; Rajiv Singh; Tel: 031311-18629, e

SSS Queries: Aveer Banwarilal/Lindo Dlamini; Tel: 031 3227133 / 031 3227153; Email: Supplier.selfservice@durban.gov.za

DELIVERY OF TENDERS

Sealed Tenders, addressed to the City Manager and marked with the Tender Number, are to be placed in the Tender Box located in the ground floor foyer of the Municipal Buildings, 166 KE Masinga Road (Old Fort Rd), Durban (and not any other municipal department), no later than:

Closing Date: Friday, 29 November 2024

Time: 11:00am

FACSIMILE, eMAIL or POSTED TENDERS WILL NOT BE ACCEPTED

Issued by: ETHEKWINI MUNICIPALITY

NAME OF TENDERER:

Tender Price: R

VAT Registered: YES / NO
(circle applicable)

NAME OF TENDERER:	
Tender Price: R	VAT Registered: YES / NO (circle applicable)

PROCUREMENT DOCUMENT (Goods / Services)

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SECTION 1: GENERAL INFORMATION

YOU ARE HEREBY INVITED TO TENDER FOR REQUIREMENTS OF THE ETHEKWINI MUNICIPALITY

TENDER No.: 1I-29891

DESCRIPTION: Migration of EThekwini Municipality Contact Centre System to a Cloud Unified Contact Centre Solution, Hosting, Support and Maintenance, for a period of 36 months

CLOSING DATE / TIME: Friday, 29 November 2024 at 11:00am

All tenders must be submitted on official tender documentation issued (in electronic format) by the eThekwini Municipality from:

- the National Treasury's eTenders website (<https://www.etenders.gov.za/>), or
- the eThekwini Municipality's website (<https://www.durban.gov.za/pages/business/procurement>).

Electronically downloaded documentation should be printed by the tenderer.

- Bidders must submit a "hard copy" submission to the Tender Box located in the ground floor foyer of the Municipal Buildings, 166 KE Masinga Road (Old Fort Rd), Durban and an electronic submission via Supplier Self Service (SSS). Bidders must ensure that the hard copy and electronic submission are the same, failing which the submission will be deemed invalid. Bidders are responsible for resolving all access rights and submission queries before the tender closing date. Tender closing date and time remain unchanged.

Tenderers are required to be registered on the **National Treasury Central Supplier Database (CSD)** as a service provider. In the case of a Joint Venture, this requirement will apply individually to each party in the Joint Venture.

Registration on the **eThekwini Municipality's Database** can be done via website: <https://ethekwinivendor.durban.gov.za/> and on **SSS:supplier.selfservice@durban.gov.za**

Tenderers should ensure that tenders are delivered timeously to the correct address as stated in the Conditions of Tender. If a tender is late, it will not be accepted for consideration.

The Municipality will consider a tender submitted in response to this request for tender to be an offer from your company to perform the supply on the basis of that tender. Accordingly, please review the attached General and Special Terms and Conditions which will form the basis for any supply arrangement entered into between the Municipality and your company.

The Municipality is seeking tenders from potential suppliers only and makes no representation or promise in relation to procuring work from a supplier or suppliers. The Municipality will not be responsible for any costs associated with preparing and submitting a tender.

The Municipality does not bind itself to accept the lowest or any tender. It reserves the right to accept the whole or any part of a tender to place orders. Bidders shall not bind the Municipality to any minimum quantity per order. The successful Tenderer (s) shall be bound to provide any quantities stipulated in the specification.

The successful tenderer will be required to fill in and sign a written Contract Form (MBD 7).

NB: NO TENDER WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE
(as defined in Regulation 44 of the Local Government: Municipal Supply Chain Management Regulations).

**THE FOLLOWING PARTICULARS MUST BE FURNISHED
(Failure to do so may result in your tender being disqualified)**

Name of Tenderer:

Postal Address:

Street Address:

E-Mail Address:

Telephone Number:

-

-

Cell phone Number:

Facsimile Number:

Circle Applicable

Is your entity registered on the **eThekweni Municipality's supplier database and on Supplier Self Service (SSS)??**

YES / NO

- **If YES insert** your Supplier Number:

Supplier Number

Is your entity registered on the **National Treasury Central Supplier Database (CSD)?**

YES / NO

- **If YES, insert** your MAAA Number: **MAAA**

Insert a SARS Tax Compliance Status PIN

.....

Is your entity VAT registered?

YES / NO

- **If YES insert** Vat Registration Number:

Has a **Declaration of Municipal Fees** been submitted?

YES / NO

Has a **Declaration of Interest** (MBD 4) been submitted?

YES / NO

Has a **Declaration for Procurement Above R10 Million** (MBD 5) been submitted?

YES / NO

Has a **Preference Points Claim** (MBD 6.1) been submitted?

YES / NO

Has a **Declaration of Bidder's Past SCM Practices** (MBD 8) been submitted?

YES / NO

Has a **Certificate of Independent Bid Determination** (MBD 9) been submitted?

YES / NO

Are you the accredited representative in South Africa for the goods / services / works offered? If YES, enclose proof at the back of the tender submission.

YES / NO

Signature of Tenderer: Date:

Name / Surname: (in block capitals)

Capacity under which this tender is signed:

SECTION 2 : CONDITIONS OF TENDER – (Goods / Services : June 2019)

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SPECIAL / ADDITIONAL CONDITIONS OF TENDER

STANDARD CONDITIONS OF TENDER (Goods / Services)

1. DEFINITIONS

General:

- (1) Defined words / phrases are printed in *Italic font*.
- (2) Definitions apply to the singular as well as the plural.
- (3) Any reference to the masculine gender shall be taken to include the feminine and any reference to the feminine gender shall be taken to include the masculine.
- (4) The words "bid" and "tender", and "bidder" and "tenderer" can be used interchangeably.
- (5) All definitions as defined in the **General Conditions of Contract** are applicable to these **Standard Conditions of Tender**. These definitions include:
 - "Closing time"
 - "Contract"
 - "Contract Price"
 - "Corrupt practice"
 - "Countervailing duties"
 - "Country of origin"
 - "Day"
 - "Delivery"
 - "Delivery ex stock"
 - "Delivery into consignees store or to his site"
 - "Dumping"
 - "Force majeure"
 - "Fraudulent practice"
 - "GCC"
 - "Goods"
 - "Imported content"
 - "Local content"
 - "Manufacture"
 - "Order"
 - "Project site"
 - "Purchaser"
 - "Republic"
 - "SCC"
 - "Services"
 - "Supplier"
 - "Tort"
 - "Turnkey"
 - "Written" or "in writing"
- (6) **Bid or Tender:** The offer submitted in respect of an invitation to submit such an offer.
- (7) **Bidder or Tenderer:** An entity (company, close corporation, partnership, joint venture, sole proprietor) which submits a *bid/tender*.
- (8) **Municipality:** The eThekweni Municipality, as represented by the duly authorised delegate, official or committee.
- (9) **SCT:** Special Conditions of Tender (found in Section 3).
- (10) **Week:** A period of seven (7) consecutive *days*.
- (11) **Material Deviation:** A material deviation or qualification is one which, in the *Municipality's* opinion, would:
 - (a) Detrimentially affect the scope, quality, or performance of the services or supply identified in the Scope;
 - (b) Significantly change the *Municipality's* or the *Tenderer's* risks and responsibilities under the contract; or
 - (c) Affect the competitive position of other *Tenderers* presenting responsive *tenders*, if it were to be rectified.

2. CONDITIONS OF TENDER & CONTRACT

The specification will be governed by the **Standard Conditions of Tender** (Goods and Services), **Special Conditions of Tender (SCT)**, **General Conditions of Contract (GCC)** (Government Procurement General Conditions (July 2010), as amended by National Treasury Circular 52 dated 30 July 2010), the **Special Conditions of Contract (SCC)**, the **Occupational Health and Safety Act** (Act No. 85 of 1993), and the **eThekweni Code of Conduct**.

Complete Acceptance of Conditions

Unless otherwise expressly stipulated in a letter covering the *tender*, every *Tenderer* shall be deemed to have waived, renounced, and abandoned any conditions printed or written upon any stationery used for the purpose of, or in connection with, the submission of their *tender*, which are in conflict with the **General Conditions of Contract** and **Special Conditions of Contract**. *Tenderers* are advised that any *material divergences / qualifications* from the official Conditions or Specification will render their *tenders* liable to disqualification.

3. TENDER INFORMATION

(1) General

- (a) *Tenders* will be liable for rejection unless made out on the official tendering documentation.
- (b) Any alterations effected upon any of the tendering documents must be clearly shown by means of a hand written (black, non-erasable ink), or typed, entry and must be signed in full by the *Tenderer*. **The use of correction fluid is not permitted.**
- (c) *Tenderers* may submit alternative solutions that, in the *Tenderer's* opinion, are to the *Municipality's* advantage economically and technically. Full technical details of the alternative *tender(s)* shall be submitted with the tender documents. Alternative *tender(s)* shall be submitted separately.

(2) Obtaining Tender Documentation

All tenders must be submitted on official tender documentation issued, in electronic format, by the eThekweni Municipality. Electronically downloaded documentation (obtainable free of charge) should be printed and suitably bound by tenderer.

(3) Queries Relating to this Tender

Queries can be directed to the person / Department as stated in the **SCT**.

(4) Briefing Session (Clarification Meeting)

Details of the briefing session are stated in the **SCT**. Failure to attend a **compulsory** briefing session will invalidate the *tender*. *Tenderers* must sign the attendance list in the name of the tendering entity. *Tenders* will only be evaluated from those tendering entities appearing on the attendance list.

(5) Closing Date and Delivery of Tender Submissions

Sealed *tenders* made out on the enclosed Official Tender Form, which shall be signed by or on behalf of the *Tenderer*, and addressed to the City Manager, marked with the appropriate Tender number, must be placed in the **Tender Box** as stated in the **SCT** not later than the **date and time** as stated in the **SCT**, where after they will be opened publicly.

All tender documents **must** be placed directly into the Tender Box and should not be delivered to any other Municipal Department. *Bidders* are advised that *tenders* submitted by post, fax or email **will not** be considered. All couriered documents must be placed directly into the Tender Box and should not be delivered to any other Municipal Department.

Any *tender* received after the closing date and time stated for the receipt thereof **shall not** be accepted for consideration and shall be returned to the *Tenderer*.

(6) Tender Validity and Withdrawal of Tenders

Tenders must hold good until 16:00 of the 5th week following the date on which *tenders* are opened, or during such other period as may be specified in the **SCT**. The *Municipality* may, during the period for which *tenders* are to remain open for acceptance, authorize a *Tenderer* to withdraw their *tender* in whole or in part on condition that the *Tenderer* pays to the *Municipality* on demand, a sum of one thousand Rand (R1,000.00). The *Municipality* may, if it thinks fit, waive payment of such sum in whole or in part.

4. RETURNABLE SCHEDULES, FORMS, CERTIFICATES

Each *Tenderer* shall complete fully and accurately the following documents and submit these documents with the *tender*:

- (1) **Authority of Signatory:** In terms of Clause 4(5)(c) of the Conditions of Tender.
- (2) **Tax Compliance Status PIN / Tax Clearance Certificate:** SARS has introduced a new Tax Compliance Status System. Tenderers can submit a Tax Compliance Status PIN (TCS PIN) instead of an original Tax Clearance Certificate. This TCS PIN can be used by third parties to certify the taxpayer's real-time compliance status.
- (3) **Declaration of Municipal Fees:** Only those *Bidders* whose municipal fees are fully paid, or those that have concluded acknowledgement of debt agreements with the *Municipality*, are eligible to *tender*.
All *Bidders* must sign the Declaration of Municipal Fees returnable form, declaring that their municipal fees are in order or that acknowledgement of debt agreements have been concluded, and include the relevant account numbers in the declaration. Failure to include account numbers or sign will invalidate the *tender*. The completion of the declaration is also applicable to *Bidders* outside of the eThekweni Municipal Area.
- (4) **Declaration with respect to the Occupational Health and Safety Act:** Acceptance of undertaking in terms of the Occupational Health and Safety Act (Act 85 of 1993) and the relevant Regulations.

(5) Municipal Bidding Documents (which includes):

- (a) **MBD 4: Declaration of Interest:** All *Bidders* are to sign the Declaration of Interest wherein they declare any relationship that may exist with an official of the Municipality involved in the evaluation process.
Regulation 44 of the Supply Chain Management Regulations states that a Municipality or Municipal Entity may not make any award to a person:
 - (i) Who is in the service of the state;
 - (ii) If that person is not a natural person, of which any Director, Manager, Principal, Shareholder or Stakeholder is a person in the service of the state; or
 - (iii) Who is an advisor or consultant contracted with the Municipality or municipal entity.
 Should a contract be awarded, and it is subsequently established that Regulation 44 has been breached, the Municipality shall have the right to terminate the contract with immediate effect.
- (b) **MBD 5: Declaration for Procurement Above R10 Million (if applicable):** For all procurement expected to exceed R10 million (all applicable taxes included), tenderers must complete this questionnaire.
- (c) **MBD 6.1: Preference Points Claim Form:** For the awarding of Preference Points, *Bidders* are required to complete the attached MBD 6.1 form and return it with their tender submission. Failure on the part of a tenderer to complete and submit this form will be interpreted to mean that preference points for **Specific Goals** are not claimed.
The Municipality reserves the right to require of a tenderer, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the Municipality.
- (d) **MBD 8: Declaration of Bidders Past Supply Chain Management Practices Form:** This form serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- (e) **MBD 9: Certificate of Independent Bid Determination:** Section 4(1)(b)(iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms if it involves collusive tendering or tender rigging. In order to give effect to this, the Certificate of Bid Determination must be completed and submitted with the tender.

(5) Official Tender Form (see Section 9)**(a) Legal Status of Tenderer**

It is essential for the purpose of entering into a legal contract that *Bidders* state on the Official Tender Form, under "Name and Address of Tenderer ", their full legal status:

- (i) the full registered name of the company making a *tender*; or
- (ii) if the *Tenderer* is a person conducting business under a recognised trading name then:
 - State the name of the person(s);
 - State recognised trading name; and
 - State whether an owner, co-owner, proprietor, etc.

(b) Signing of Official Tender Form

Failure of a *Tenderer* to complete, in its entirety, and sign the Official Tender Form will invalidate the *tender*.

(c) Authority of Signatory

Bidders are to complete and sign the Authority of Signatory returnable document, and attach the required additional documents.

(d) Differences or Discrepancies

Should there be any difference or discrepancy between the prices or price contained in the Official Tender Form and those contained in any covering letter from the *Tenderer*, the prices or price contained in the Official Tender Form shall prevail.

(6) Any additional Schedules, Forms, or Certificates as stated in the SCT.**5. INFORMATION TO BE SUPPLIED REGARDING SUB-CONTRACTORS**

Bidders are to state in their *tenders*, or covering letters, whether, if the contract were to be awarded to them, the whole of the work would be executed by them in their own workshop / factory. If the answer is in the negative, they are required to state which part(s) would be handed to sub-contractors and the name and address of such sub-contractors.

6. SAMPLES

Bidders may be required to state where samples of the full range of products can be inspected or be required to submit samples for inspection prior to the closing date of the *tender*.

7. MANUFACTURERS

The names of the manufacturers of the goods or equipment offered must be stated in the *tender*.

Bidders who are not manufacturers, accredited distributors, or agents must provide a valid agreement / Joint Venture Agreement, entered into with the manufacturer, accredited distributors, or agents, with their submission. This agreement must meet all the requirements as laid down in the *tender* document, and must cover the contract period.

8. CLARIFICATION

The Head: Supply Chain Management Unit, or an authorized representative, may request clarification or further information on any aspect of the *tender*. The *Tenderer must* supply the requested information within the time specified. Failure to comply will render the *tender* non-responsive.

9. PRICING

Bidders would be precluded from this *tender* if their pricing structure deviates from the Official Tender Form.

(1) Nett Prices

All prices shall be quoted in South African currency (Rand) after deduction of any brokerage or discount allowed to the Municipality.

(2) Unit Prices

Bidders shall quote only one price in respect of each item. Such price is to hold good for the full duration of the contract period, being subject to variation only in accordance with specified criteria, as stated in the *Conditions of Contract*.

(3) Firm Tenders

Bidders may submit firm prices for each 12 month period. These prices shall be free from all fluctuations, including any statutory increases.

(4) Value Added Tax (V.A.T)

Prices exclusive and inclusive of VAT must be stated separately on the Official Tender Form.

10. ESTIMATED QUANTITIES

The estimated quantities are set out in Section 8 : Bill of Quantities / Schedule of Rates/Activities which forms part of the official tender documents. The quantities are stated purely for the information of the *Bidders* and are in order to ascertain an estimated total contract price. The *Supplier* will, however, be bound to supply whatever quantity or quantities the *Municipality* may actually require, and may exceed, or be less than, the estimated quantities stated.

11. DELIVERY, RISK, PACKAGES, ETC

- (1) Unless otherwise provided, all goods are to be supplied only against the form of order issued by the *Municipality*.
- (2) *Bidders* shall quote a unit price which shall include delivery to the specified delivery point, as stated in the *SCT*.
- (3) The risk in all goods purchased by the *Municipality* under the contract shall remain with the *Supplier* until such goods shall have been duly delivered.
- (4) *Bidders* shall clearly state the period within which delivery will be made after receipt of the official order, as this may be material in the adjudication of the *tender*.

12. RATES OF EXCHANGE

- (1) Where the goods are imported the *Supplier* shall, within seven days of date of official Purchase Order, arrange through their bankers for the foreign commitment to be covered forward down to the Rand in order to fix the rate of exchange. The *Supplier* shall notify the *Municipality* as soon as possible thereafter regarding the rate which has been fixed on such forward exchange.

Any increase or decrease between the basic rate of exchange as at a date seven days prior to the date of closing of *tenders* and that existing at the date of establishment of the forward exchange cover within the period stipulated above shall be paid or deducted by the Municipality. Upon the failure of the *Supplier* to arrange forward exchange cover, the *Supplier* shall be liable should there be any increase in the basic rate of exchange occurring after the last mentioned date.

The bank charges incurred in obtaining the forward exchange cover shall be for the *Municipality's* account.

- (2) The *Supplier* shall on request:
- Submit documentary proof of the rate of exchange; and
 - When an adjustment is claimed in terms of this sub-clause, whether by the *Supplier* or the *Municipality*, submit documentary proof to the satisfaction of the Deputy City Manager: Treasury in respect of such claim.

13. IMPORT PERMITS

- (1) In order to minimise special importation, *Bidders* should, where possible, have recourse to local suppliers and / or manufacturers.
- (2) *Bidders* must state whether their *tender* is dependent upon the issue of a special import permit or whether they are able to supply the goods by making use of the import facilities available to them.
- (3) In the event of a tender being dependent upon the issue of a special import permit, application for such special import permit shall be made by the Tenderer, unless otherwise provided for in the *SCT*.

14. EVALUATION PROCESS

The procedure for evaluation of responsive Tender Offers will be in accordance with the eThekweni Municipality's current SCM Policy and the Preferential Procurement Policy Framework Act (5 of 2000), and the Preferential Procurement Policy Framework Act Regulations (November 2022).

Details of additional evaluation criteria, if applicable, are stated in the *SCT*.

Evaluation points for price and preference will only be calculated for *Bidders* who comply with the contractual and technical specification, and if applicable, have attained the minimum Functionality Score as stated in the *SCT*.

The evaluation process of responsive *tenders* will be as follows:

- Score each *tender* in respect of the financial offer made and preferences claimed (if any);
- Calculate the total number of evaluation points (T_{EV}) in accordance with the following formula:

$$T_{EV} = N_{FO} + N_P$$
 where: N_{FO} : is the number of evaluation points awarded for the financial offer; and N_P : is the number of evaluation points awarded for preferences claimed.
- Rank *tenders* from the highest number of evaluation points to the lowest.
- Recommend the *Tenderer* with the highest number of evaluation points for the award of the contract, unless there are compelling and justifiable reasons not to do so.
- Rescore and re-rank all *Bidders* should there be compelling and justifiable reasons not to recommend the *Tenderer* with the highest number of evaluation points, and recommend the *Tenderer* with the highest number of evaluation points, unless there are compelling and justifiable reasons not to do so, and the process set out in this sub-clause is repeated.

(1) Evaluation points awarded for the financial offer:

Reference is to be made to the Special Conditions of Tender (*SCT*), and returnable form 5(c) in Section 4.

INCOME-GENERATING CONTRACTS

The financial offer will be scored using the formula:

$$N_{FO} = W \left(1 + \frac{Pt - P_{max}}{P_{max}} \right)$$

GOODS and SERVICES

The financial offer will be scored using the formula:

$$N_{FO} = W \left(1 - \frac{Pt - P_{min}}{P_{min}} \right)$$

Where the value of W is:

- (a) **90** where the financial value inclusive of VAT of all responsive *tenders* received have a value in excess of R 50,000,000; OR
- 80** where the financial value inclusive of VAT of one or more responsive *tenders* offers have a value that equals or is less than R 50,000,000.
- It is unclear** (at the time of advertising) which of the two preference point systems applies. Either the 80/20 or 90/10 preference point system will apply, determined by the price offered by the lowest acceptable tender.

(b) **P_{max}** is the comparative offer of the most favourable comparative offer (highest acceptable tender).

(c) **P_{min}** is the comparative offer of the most favourable comparative offer (lowest acceptable tender).

(d) **P_t** is the comparative offer of the *tender* offer under consideration.

(2) Evaluation points awarded for preference:

The **Specific Goals** for Preference Points are specified in the *SCT*.

15. BRIBERY AND COMMUNICATION WITH COUNCILLORS / OFFICIALS

(1) Bribery

No *Tenderer* shall offer, promise or give to any person or person connected with a *tender* or the awarding of a contract, any gratuity, bonus or discount etc, in connection with the obtaining of a contract.

(2) Communication, Councillors and Officials

A *Tenderer* shall not in any way communicate with a member of the *Municipality* or with any official of the *Municipality* on a question affecting any contract for the supply of goods or for any work, undertaking or services which is the subject of a *tender* during the period between the closing date for receipt of *tenders* and the dispatch of the written notification of the *Municipality's* decision on the award of the contract; provided that a *Tenderer* shall not hereby be precluded:

- (a) At the request of the Head: SCM Unit, or an authorized representative, from furnishing him with additional information or with a sample or specimen for testing purposes or otherwise from giving a demonstration so as to enable the recommendation to the Bid Committee on the award of the contract to be formulated;
- (b) From obtaining from the Head : SCM Unit, or an authorised representative, information as to the date upon which the award of the contract is likely to be made, or, after the decision upon the award has been made by the *Municipality* or any Committee to which the *Municipality* has delegated its powers, information as to the nature of the decision or such information as was publicly disclosed at the opening of *tenders* or from submitting to the Accounting Officer in writing any communication relating to their *tender* or the award of the contract or a request for leave to withdraw their *tender*; and
- (c) Provided further that nothing contained herein shall be construed so as to prevent information being sought and obtained from an Official in regard to any decision taken at an open Municipal meeting, or any Committee to which the *Municipality* has delegated its powers.

A contravention of subsection (1) and / or (2), or an attempt to contravene such subsection, shall be reported to the Accounting Officer, who may on receipt of such report disqualify the *tender* of the *Tenderer* concerned.

16. NEGOTIATIONS WITH PREFERRED BIDDERS

The *Municipality* reserves the right to invoke Regulation 24 of Municipal Finance Management Act if required.

- (1) The Accounting Officer may negotiate the final terms of a contract with *Bidders* identified through a competitive tendering process as preferred *Bidders*, provided that such negotiation:
 - Does not allow any preferred *Tenderer* a second or unfair opportunity;
 - Is not to the detriment of any other *Tenderer* ; and
 - Does not lead to a higher price than the *tender* as submitted.
- (2) Minutes of such negotiations must be kept for record purposes.
- (3) Such negotiation may be delegated by the Accounting Officer.

17. CANCELLATION OF TENDER PROCESS

The municipality is entitled to cancel the tender at any time before the award of a tender and the decision to cancel the tender shall be published in the same manner in which the original tender invitation was advertised. The Municipality shall, in no way, be liable for any damages whatsoever, including, without limitation, damages for loss of profit, in any way connected with the cancellation of this bid.

18. ACCEPTANCE OF BID

- (1) The *Municipality* does not bind itself to accept the lowest or any *tender*, and reserves the right to accept the whole or any part of a *tender* to place orders.
- (2) The *Municipality* reserves the right to accept more than one technically and contractually compliant *tender* for part or the whole of the contract and to place orders on the price and availability.
- (3) *Bidders* shall not bind the *Municipality* to any minimum quantity per order.
- (4) The successful *Tenderer* (s) shall be bound to provide any quantities stipulated in the specification.
- (5) Tenders will only be accepted on condition that:
 - (a) The *tender* is signed by a person authorised to sign on behalf of the *Tenderer* .
 - (b) A valid (at time of close of tenders), original, Tax Clearance Certificate OR Tax Compliance Status PIN is included with the *tender* submission. Both should have sufficient validity to ensure the process is adequately covered;
 - (c) A *Tenderer* who submitted their *tender* as a Joint Venture has included an acceptable Joint Venture Agreement and a B-BBEE Certificate pertaining to the Joint Venture with their *tender*.
- (6) Financial Standing: The Head: Supply Chain Management reserves the right to require *Bidders* to submit evidence that their financial standing is adequate to meet their obligations under the contract should they be successful.
- (7) Change of Ownership or Major Policy: Where it is known to a *Tenderer* that a change in ownership or major policy (of the tendering entity) will occur, or is likely to occur, during a specified contract period, the scope and effect thereof must be fully defined in a covering letter to be submitted with the *tender*.
- (8) Purchase of Goods From Other Sources: Nothing contained in this contract shall be held to restrain the *Municipality* from purchasing from persons other than the *Supplier*, any of the goods described or referred to in this contract, if it shall in its discretion think fit to do so.
- (9) Capability and Breach of Contract: Tenderers that do not have the capability of undertaking this enquiry in terms of the requirements of the contract or have been in breach of contract previously will not be considered.

19. PAYMENT and FACTORING

Payment conditions will be as per the **Conditions of Contract**.

Payment will be made only to the *Supplier(s)*. Factoring arrangements will not be accepted.

20. APPEALS

In terms of Regulation 49 of the Municipal Supply Chain Management Regulations persons aggrieved by decisions or actions taken by the *Municipality*, may lodge an appeal within 14 days of the decision or action, in writing to the *Municipality*. The appeal (clearly setting out the reasons for the appeal) and queries with regard to decision of award are to be directed to the office of the City Manager, attention:

Ms. S. Pillay, P.O. Box 1394, Durban, 4000;
eMail: Simone.Pillay@durban.gov.za.

SECTION 3: SPECIAL / ADDITIONAL CONDITIONS OF TENDER

3.1 SPECIAL CONDITIONS OF TENDER (SCT)

The **Standard Conditions of Tender** (Goods / Services) make several references to the **Special Conditions of Tender** (SCT) for details that apply specifically to this tender. The **Special Conditions of Tender** shall have precedence in the interpretation of any ambiguity or inconsistency between it and the **Standard Conditions of Tender**.

Each item below is cross-referenced to the clause in the **Standard Conditions of Tender** to which it mainly applies.

SCT 3(1) TENDER INFORMATION: General

The tender document comprises of a cover page and 91 pages.

SCT 3(2) TENDER INFORMATION: Obtaining Tender Documentation

Documents are issued by the eThekweni Municipality in electronic format.

Electronically downloaded documentation is obtainable from:

- the National Treasury's eTenders website
 - (<https://www.etenders.gov.za/>), or
- the eThekweni Municipality's website
 - (<https://www.durban.gov.za/pages/business/procurement>).
- the Supplier Self Service: to view advertised bids and to submit a bid advertised by EThekweni Municipality. Follow the link below login
 - (<https://rfq.durban.gov.za/jde/E1Menu.maf>)

The entire document should be printed on A4 paper (one sided), and suitably bound by the tenderer.

SCT 3(3) TENDER INFORMATION: Queries Relating to this Tender

General and Contractual Queries are to be directed to:

Mpucu Skweyiya; eMail: Mpucuko.Skweyiya@durban.gov.za

Technical Queries are to be directed to:

Mduduzi.Mdletshe, Tel: 031322-1265, eMail: Mduduzi.Mdletshe@durban.gov.za; Sechaba Mthiyane, Tel: 031 322 9606, email: Sechaba.Mthiyane@durban.gov.za; Nomvelo Mkhungo, Tel: 031311-3115, eMail: Nomvelo.Mkhungo@durban.gov.za; Rajiv Singh; Tel: 031311-18629, eMail: Rajiv.singh@durban.gov.za and Nomalizo Madikiza, Tel: 031311-19601, eMail: Nomalizo.madikizela@durban.gov.za

SSS Queries: Aveer Banwarilal/Lindo Dlamini; Tel: 031 3227153; Email: Supplier.selfservice@durban.gov.za

SCT 3(4) TENDER INFORMATION: Briefing Session

There will be no clarification meeting. All email queries are to be submitted no later than 12/11/2024. Email questions and answers will be consolidated and posted on e-

tenders/municipal website for the benefit of all tenders by the 19/11/2024

SCT 3(5) TENDER INFORMATION: Closing Date and Delivery of Tender Submissions

Sealed Tenders, addressed to the City Manager and marked with the Tender Number, are to be placed in the Tender Box **located in the ground floor foyer of the Municipal Buildings, 166 KE Masinga Road (Old Fort Rd), Durban** (and not any other municipal department), no later than: **Friday, 29 November 2024 at 11:00am**.

Bidders must submit a “hard copy” submission to the Tender Box located in the ground floor foyer of the Municipal Buildings, 166 KE Masinga Road (Old Fort Rd), Durban and an electronic submission via SSS. Bidders must ensure that the hard copy and electronic submission are the same, failing which the submission will be deemed invalid. Bidders are responsible for resolving all access rights and submission queries before the tender closing date. Tender closing date and time remain unchanged.

BID VIEWING, TENDER DOCUMENT DOWNLOAD AND BID SUBMISSION PROCESS

To submit your bid once registered the following link must be followed for login to view advertised bids and to submit a bid advertised by EThekweni Municipality.

<https://rfq.durban.gov.za/jde/E1Menu.maf>

SCT 3(6) TENDER INFORMATION: Tender Validity and Withdrawal of Tenders

Tenders must hold good for 120 days following the date on which tenders are opened.

SCT 4(6) RETURNABLE SCHEDULES, FORMS, CERTIFICATES

The additional returnable schedules, forms, and certificates which can be found in Section 7 and 10, are:

- Proposed solution – The bidder to provide a detailed proposal of solution used for this response and its capabilities against indicated specification (Section 7).
- Schedule of Abbreviations.

SCT 14 EVALUATION PROCESS

The procedure for the evaluation of bids is a **3-stage evaluation process** and is summarised herein below:

1. Mandatory Requirements
2. Functionality
3. Price and Preference

STAGE 1: MANDATORY REQUIREMENTS

The tenderers will be checked if they meet all of the mandatory requirements below. **Any tenderer that does not meet any of the mandatory requirements will be deemed non-responsive and will not be evaluated any further.**

All responsive tender offers will then be evaluated in accordance with eThekweni Municipality's current SCM Policy, the Preferential Procurement Policy Framework Act (5 of 2000), and the Preferential Procurement Policy Framework Act Regulations (January 2022) using an 80/20 preference point system.

MANDATORY REQUIREMENTS

1. The bidder must provide OEM letter confirming the partnership/reseller status.

2. The bidder must provide the letter of authorisation from OEM confirming provision of maintenance and implementation of solution.
3. The bidder must provide a report with the Contact Center Infrastructure solution listed in any Technology rating Agency e.g : Gartner, Forrester, Info-Tech etc.
4. The bidder must meet all the mandatory functional requirements of section 7 table 1, **(Functional Scope and Technical Evaluation)**
5. The tender requires all data collected or processed to be stored within South Africa. Bidders must demonstrate compliance by providing documentation verifying the physical location of data storage facilities within the country.
6. The bidder must submit as part of the bid, the technical expertise of the key staff members outlined in the Curriculum Vitae as outlined in Table below.

Resource	Mandatory Requirements	Response (Y/N)
Project Manager	Project Management qualification.	
	5 Years working experience in project delivery management in IT related projects. PRINCE 2 certification or more, COBIT, IT Governance certification. Quality and Service delivery skills.	
Technical Lead	4 Years IT qualification (Degree/Diploma)	
	4 Years working experience as a Technical Lead in Cloud Unified Contact Centre projects or other related projects responsible for technical delivery.	
Solution Architect	4 Years IT qualification (Degree/Diploma)	
	4 Years working experience as a Solution Architect in Cloud Unified Contact Centre projects or other related projects.	
Cloud engineer	4 Years working experience, IT relevant diploma or higher and OEM cloud related certifications	

STAGE 2: FUNCTIONALITY

Functionality is to be used as a threshold. The minimum number of evaluation points for Functionality is 80. **Tender offers that fail to score the minimum number of evaluation points for Functionality will be rejected as non-responsive.**

The evaluation criteria for measuring Functionality are:

- Company experience
- Approach and Methodology
- General functional requirements

The Functionality criteria / sub-criteria and maximum score in respect of each of the Criteria are as follows:

Criteria	Sub-Criteria	Maximum Points
Tenderer's experience	Does the bidder or OEM have relevant cloud service (IAAS,SAAS) and call centre experience (minimum 5 years relevant experience to be indicated through attachment of reference letters)?	30
Approach and Methodology	Does the proposal clearly demonstrate a good understanding of the project requirements? 1. Three (3) year maintenance support from OEM (24/7/365 2 nd & 3 rd line support). 2. Solution must cover all the components of system development lifecycle. 3. Provide training and assistance to up the skills transfer of users to the solution. 4. Provide detailed project implementation plan. 5. Showcase project management style and approach.	20

General functional requirements	Does the solution provided by bidder or OEM meet general functional requirements in Section 7 table 1?	50
Maximum possible score for FUNCTIONALITY		100

Each Criteria will be assessed in terms of five indicators – nil, poor, satisfactory, good and very good. Scores of 0, 40, 70, 90 or 100 will be allocated to no response, poor, satisfactory, good and very good, respectively.

The prompts for judgment and the associated scores used in the evaluation of Functionality shall be as per the following schedules:

TENDERER'S EXPERIENCE (30 POINTS)

Employer, contact person and telephone number, (where available)	Project Title	Detail of work undertaken, nature of work, and value	Date undertaken and completed

The scoring of the tenderer's experience will be as follows:

FUNCTIONALITY	PROMPT FOR JUDGEMENT
Nil (0)	No submission or no projects of a similar nature in the past 5 years
Poor (40%)	The company has at least 1 project of the similar nature in past 5 years. Each project must have a confirmation letter from the respective client.
Satisfactory (70%)	The company has at least 2 projects of the similar nature in past 5 years. Each project must have a confirmation letter from the respective client.
Good (90%)	The company has 3 projects of the similar nature in the past 5 years. Each project must have a confirmation letter from the respective client
Very Good (100%)	The company has 4 projects or more of the similar nature in past 5 years. Each project must have a confirmation letter from the respective client.

Approach and Methodology (20 POINTS)

Does the proposal clearly demonstrate a good understanding of the project requirements?

1. Three (3) year maintenance support from OEM.
2. Solution must cover all the components of system development lifecycle.
3. Provide training and assistance to up the skills transfer of users to the solution.
4. Provide detailed project implementation plan.
5. Showcase project management style and approach.

FUNCTIONALITY	PROMPT FOR JUDGEMENT
Nil (0)	No submission or 1 of the 5 standard elements as outlined under the approach and methodology.
Poor (40%)	The proposal presented only 2 of the 5 standard elements as outlined under the approach and methodology.
Satisfactory (70%)	The proposal presented 3 of the 5 standard elements as outlined under the approach and methodology.
Good (90%)	The proposal presented 4 of the 5 standard elements as outlined under the approach and methodology.

Very Good (100%)	The proposal presented 5 of the 5 standard elements as outlined under the approach and methodology.
-------------------------	---

General functional requirements (50 POINTS)

FUNCTIONALITY	PROMPT FOR JUDGEMENT
Nil (0)	No submission
Poor (40%)	The proposal presented only 180 of the general functional requirements as outlined under the Section 7 table 1.
Satisfactory (70%)	The proposal presented 210 of the general functional requirements as outlined under the Section 7 table 1.
Good (90%)	The proposal presented 240 of the general functional requirements as outlined under the Section 7 table 1.
Very Good (100%)	The proposal presented 280 or more general functional requirements as outlined under the Section 7 table 1.

STAGE 3: PRICE AND PREFERENCE

1 Price and Preference

The procedure for the evaluation of responsive tenders is **PRICE AND PREFERENCE** in accordance with the Employer's current SCM Policy, the Preferential Procurement Policy Framework Act (5 of 2000), and the Preferential Procurement Policy Framework Act Regulations (2022).

The **90/10** preference points system will be applied. The Formula used to calculate the **Price Points (max. 90)** will be according to that specified in Regulation 5.1.

2 Preference Point System and Specific Goals

The definitions as per the SCM Policy are applicable.

Preference Points (10) will be derived from points claimed on Returnable Document **MBD 6.1: "Preference Points Claim Form"** (in Section 4 of this procurement document) for the **Specific Goal(s)** as indicated on the table(s) below, and according to the specified **Goal Weightings**.

Ownership Goal

The tendering entity's **Percentage Ownership**, in terms of the **Ownership Category(s)** listed below, is to be used in the determination of the tenderer's claim for **Preference Points**.

Ownership Categories	Criteria	80/20
Race: Previously disadvantaged woman or youth owned (weighting 50%)	0%	0
	>0% and <51%	5
	≥51% and <100%	10
	100%	20
Proof of claim as declared on MBD 6.1 (1 or more of the following will be used in verifying the tenderer's status) • Companies and Intellectual Property Commission registration document (CIPC) • CSD report. • B-BBEE Certificate of the tendering entity. • Consolidated B-BBEE Certificate if the tendering entity is a Consortium, Joint Venture, or Trust (Issued by verification agency accredited by the South African Accreditation System). • Agreement for a Consortium, Joint Venture, or Trust.		

3.2 ADDITIONAL CONDITIONS OF TENDER (ACT)**ACT 1 ELIGIBILITY – CSD REGISTRATION**

Tenderers are required to be registered on the National Treasury Central Supplier Database (CSD) as a service provider. In the case of a Joint Venture, this requirement will apply individually to each party in the Joint Venture. Tenderers not so registered, at time of closing of tenders, will not be eligible to submit tenders.

The Tenderer's CSD Supplier Number (starting with "MAAA") is to be provided on the information table in Section 1.

Tenderers who wish to register on the CSD may do so via web address <https://secure.csd.gov.za>.

SECTION 4: RETURNABLE TENDER DOCUMENTS

The required returnable documents are as detailed in [Section 2 \(Clause 4\)](#): “Returnable Schedules, Forms, Certificates” of the Conditions of Tender / Special Conditions of Tender.

- 1) Authority of Signatory
- 2) Tax Compliance Status PIN / Tax Clearance Certificate
- 3) Declaration of Municipal Fees
- 4) Declaration with respect to The Occupational Health and Safety Act
- 5(a) MBD 4: Declaration of Interest
- 5(b) MBD 5: Declaration for Procurement Above R10 Million
- 5(c) MBD 6.1: Preference Points Claim
- 5(d) MBD 8: Declaration of Bidder's Past Supply Chain Management Practices
- 5(e) MBD 9: Certificate of Independent Bid Determination

The Tender Form can be found in [Section 9](#): “Official Tender Form”, and any additional schedules, forms, certificates can be found in [Section 10](#): “Annexures”.

1) AUTHORITY OF SIGNATORY

Reference is made to the Conditions of Tender: [Clause 4\(5\)\(c\)](#).

Indicate the status of the tenderer by ticking the appropriate box hereunder.

COMPANY		CLOSE CORPORATION		PARTNERSHIP		JOINT VENTURE		SOLE PROPRIETOR	
Refer to Notes at the bottom of the page									

I / We, the undersigned, being the Chairperson (Company), Member(s) (Close Corporation), Partners (Partnership), Sole Owner (Sole Proprietor), Lead Partner (JV), in the company / business trading as:

.....

hereby authorise Mr/Mrs/Ms

acting in the capacity of

to sign all documents in connection with the tender for Contract No. [1I-29891](#) and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

Notes

Tenderers are to include, at the back of their tender submission document, a printout of the following documents:

If a Company : a "Resolution of the Board" in this regard.

If a Joint Venture : a "Power of Attorney" signed by the legally authorised signatories of all the partners to the Joint venture.

2) TAX COMPLIANCE STATUS PIN / TAX CLEARANCE CERTIFICATE

SARS has introduced a new Tax Compliance Status System. Tenderers can submit a Tax Compliance Status PIN (TCS PIN) instead of an original Tax Clearance Certificate. This TCS PIN can be used by third parties to certify the taxpayer's real-time compliance status.

Separate Tax Clearance Certificates / TCS PINs are required for each entity in a Joint Venture.

The TCS PIN(s) are to be entered on the information table in **SECTION 1: GENERAL INFORMATION**.

Tenderers are to include, at the back of their tender submission document, a printout of their Tax Compliance Status PIN (TCS PIN) OR an original Tax Clearance Certificate.

Failure to include the required document will make the tender submission non-responsive.

*I, the undersigned, who warrants that they are authorised to sign on behalf of the Tenderer, confirms that the information contained in this form is within my personal knowledge and is to the best of my belief both true and correct, **and that the requested documentation has been included in the tender submission.***

NAME (Block Capitals):

Date

SIGNATURE:

3) DECLARATION OF MUNICIPAL FEES

I, the undersigned, do hereby declare that the Municipal fees of

.....
(full name of Company / Close Corporation / partnership / sole proprietary/Joint Venture)

(hereinafter referred to as the TENDERER) are, as at the date hereunder, fully paid or an Acknowledgement of Debt has been concluded with the Municipality to pay the said charges in instalments.

The following account details relate to property of the said TENDERER:

Account

Account Number: to be completed by tenderer.

Consolidated Account No.

--	--	--	--	--	--	--	--	--	--	--	--	--

Electricity

--	--	--	--	--	--	--	--	--	--	--	--	--

Water

--	--	--	--	--	--	--	--	--	--	--	--	--

Rates

--	--	--	--	--	--	--	--	--	--	--	--	--

Other

--	--	--	--	--	--	--	--	--	--	--	--	--

I acknowledge that should the aforesaid Municipal charges fall into arrears, the Municipality may take such remedial action as is required, including termination of any contract, and any payments due to the Contractor by the Municipality shall be first set off against such arrears.

- Where the TENDERER'S place of business or business interests are outside the jurisdiction of eThekweni Municipality, a copy of the accounts/agreements from the relevant municipality must be attached (to the back inside cover of this document).
- Where the tenderer's Municipal Accounts are part of their lease agreement, then a copy of the agreement, or official letter to that effect is to be attached (to the back inside cover of this document).

Tenderers are to be include, at the back of their tender submission document, a printout of the above account's and or agreements signed with the municipality.

Failure to include the required document will make the tender submission non-responsive.

NAME (Block Capitals):

Date

SIGNATURE:

.....

.....

4) DECLARATION WITH RESPECT TO THE OCCUPATIONAL HEALTH AND SAFETY ACT**Definitions**

The Act: The Occupational Health and Safety Act No 85 of 1993 (as amended by the Occupational Health and Safety Amendment Act No 181 of 1993), and any associated / applicable Regulations.

Declaration by Tenderer

1. I, the undersigned, hereby declare and confirm that I am fully conversant with the Act.
2. I hereby declare that my company has the competence and the necessary resources to safely carry out the work / supply / services under this contract in compliance with the Act, and the Employer's / Purchaser's / Client's Health and Safety Specifications.
3. I hereby undertake, if my tender is accepted, to provide on request a suitable and sufficiently documented Health and Safety Plan which plan shall be subject to approval by the Employer / Purchaser / Client.
4. I hereby confirm that adequate provision has been made in my tendered rates to cover the cost of all resources, actions, training and all health and safety measures envisaged in the Act, and that I will be liable for any penalties that may be applied by the Employer / Purchaser / Client for failure to comply with the provisions of the Act.
5. I agree that my failure to complete and execute this declaration to the satisfaction of the Employer / Purchaser / Client will mean that I am unable to comply with the requirements of the Act and accept that my tender will be prejudiced and may be rejected at the discretion of the Employer / Purchaser / Client.

NAME (Block Capitals):**Date****SIGNATURE:**

5(a) MBD 4: DECLARATION OF INTEREST**NOTES**

MSCM Regulations: “in the service of the state” means to be:

- (a) a member of:
 - (i) any municipal council.
 - (ii) any provincial legislature.
 - (iii) the national Assembly or the national Council of provinces.
- (b) a member of the board of directors of any municipal enterprise.
- (c) an official of any municipality or municipal enterprise.
- (d) an employee of any national or provincial department, national or provincial public enterprise or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999).
- (e) a member of the accounting authority of any national or provincial public enterprise.
- (f) an employee of Parliament or a provincial legislature.

“Shareholder” means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

- 1 No bid will be accepted from persons **in the service of the state**.
- 2 Any person, having a kinship with persons **in the service of the state**, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to **persons in service of the state**, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority and/or take an oath declaring his/her interest.
- 3 In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.

3.1 Name of enterprise

Name of enterprise’s representative

3.2 ID Number of enterprise’s representative

3.3 Position enterprise’s representative occupies in the enterprise

3.4 Company Registration number

3.5 Tax Reference number

3.6 VAT registration number

3.7 The names of all directors / trustees / shareholders / members / sole proprietors / partners in partnerships, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below. In the case of a joint venture, information in respect of each partnering enterprise must be completed and submitted.

3.8 Are you presently in the service of the state?

If yes, furnish particulars:

.....

3.9 Have you been in the service of the state for the past twelve months?

If yes, furnish particulars:

.....

Circle Applicable

YES

NO

YES

NO

3.10 Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid?

YES

NO

If yes, furnish particulars:

.....

.....

3.11 Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid?

YES

NO

If yes, furnish particulars:

.....

.....

3.12 Are any of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state?

YES

NO

If yes, furnish particulars:

.....

.....

3.13 Are any spouse, child or parent of the company's directors, trustees, managers, principle shareholders or stakeholders in service of the state?

YES

NO

If yes, furnish particulars:

.....

.....

3.14 Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or not they are bidding for this contract?

YES

NO

If yes, furnish particulars:

.....

.....

- 4 The names of all directors / trustees / shareholders / members / sole proprietors / partners in partnerships, their individual identity numbers and state employee numbers must be indicated below. In the case of a joint venture, information in respect of each partnering enterprise must be completed and submitted

Full Name	Identity No.	State Employee No.	Personal income tax No.
Use additional pages if necessary			

I, the undersigned, who warrants that they are authorised to sign on behalf of the Tenderer, confirms that the information contained in this form is within my personal knowledge and is to the best of my belief both true and correct.

NAME (Block Capitals):

.....

Date

.....

SIGNATURE:

.....

5(b) **MBD 5: DECLARATION FOR PROCUREMENT ABOVE R10 MILLION**
(ALL APPLICABLE TAXES INCLUDED)

For all procurement expected to exceed R10 million (all applicable taxes included), bidders must complete the following questionnaire.

		Circle Applicable	
		YES	NO
1.0	Are you by law required to prepare annual financial statements for auditing?		
1.1	If YES, submit audited annual financial statements for the past three years or since the date of establishment if established during the past three years.		
2.0	Do you have any outstanding undisputed commitments for municipal services towards any municipality for more than three months or any other service provider in respect of which payment is overdue for more than 30 days?	YES	NO
2.1	If NO, this serves to certify that the bidder has no undisputed commitments for municipal services towards any municipality for more than three months or other service provider in respect of which payment is overdue for more than 30 days.		
2.2	If YES, provide particulars.		
3.0	Has any contract been awarded to you by an organ of state during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract?	YES	NO
3.1	If YES, provide particulars.		
4.0	Will any portion of goods or services be sourced from outside the Republic, and, if so, what portion and whether any portion of payment from the municipality / municipal entity is expected to be transferred out of the Republic?	YES	NO
4.1	If YES, provide particulars.		

If required by 1.1 above, tenderers are to include, at the back of their tender submission document, a printout of their audited annual financial statements.

I, the undersigned, who warrants that they are authorised to sign on behalf of the Tenderer, confirms that the information contained in this form is within my personal knowledge and is to the best of my belief both true and correct, and, if required, that the requested documentation has been included in the tender submission.

NAME (Block Capitals):

Date

SIGNATURE:

5(c) MBD 6.1: PREFERENCE POINTS CLAIM
In terms of THE PREFERENTIAL PROCUREMENT REGULATIONS (2022)

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1.0 GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included).
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The applicable preference point system for this tender is the **90/10 preference point system**.

1.3 Preference Points for this tender shall be awarded for:

- **Price and Specific Goals:** Either 80 or 90 (price) and 20 or 10 (specific goals), in terms of 1.2 above.
- The total Preference Points, for Price and Specific Goals, is 100.

1.4 Failure on the part of the tenderer to submit the required proof or documentation, in terms of the requirements in the (Special) Conditions of Tender for claiming **Specific Goal** preference points, will be interpreted that preference points for **Specific Goals** are not claimed.

1.5 The Municipality reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard of preferences, in any manner required by the Municipality.

2.0 DEFINITIONS

2.1 “**tender**” means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation.

2.2 “**price**” means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts.

2.3 “**rand value**” means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes.

2.4 “**tender for income-generating contracts**” means a written offer in the form determined by Municipality in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the Municipality and a third party that produces revenue for the Municipality, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions.

2.5 “**the Act**” means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3.0 FORMULA FOR CALCULATION OF PREFERENCE PRICE POINTS

3.1 PROCUREMENT OF GOODS AND SERVICES

PRICE POINTS: A maximum of 80 or 90 points is allocated for price on the following basis:

<u>80 / 20 Points System</u>	OR	<u>90 / 10 Points System</u>
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$		$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$

Where:

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

4.0 POINTS AWARDED FOR SPECIFIC GOALS

- 4.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the **points claimed** for the goal(s) stated in **Table 1** below, as supported by proof/ documentation stated in the **Conditions of Tender**:
- 4.2 In cases where the municipality intends to use Regulation 3(2) of the Regulations, which states that if it is unclear whether the 80/20 or 90/10 preference point system applies, the municipality must, in the tender documents, stipulate in the case of:
 - (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system, or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the municipality must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

TABLE 1: Specific Goals for the tender and points claimed are indicated per the table below.

Tenderers are to indicate their points claim for each of the Specific Goals.

The Specific Goals to be allocated points in terms of this tender	Number of points ALLOCATED (80/20 system)	Number of points ALLOCATED (90/10 system)	Number of points CLAIMED (80/20 system)	Number of points CLAIMED (90/10 system)
Ownership Goal: BLACK	20	n/a		n/a
RDP Goal: The promotion of South African owned enterprises.	20	n/a		n/a
Should the municipality apply a combination of Specific Goals, the points for the individual goals will be weighted according to the Goal Weightings specified in the Tender Data to arrive at the final points for Preferential Points for Specific Goals .				

I, the undersigned, who warrants that they are authorised to sign on behalf of the Tenderer, certify that the points claimed, based on the specific goals as specified in the tender, qualifies the tendering entity for the preference(s) shown.

I acknowledge that:

- 1) The information furnished is true and correct.
- 2) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form.
- 3) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct.
- 4) If the specific goals have been claimed or obtained on a fraudulent basis, or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have:
 - (a) disqualify the person from the tendering process.
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct.
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation.
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

NAME (Block Capitals):

Date

SIGNATURE:

5(d) MBD 8: DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

- 1.0 This Municipal Bidding Document must form part of all bids invited.
- 2.0 It serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.
- 3.0 The bid of any bidder may be rejected if that bidder, or any of its directors have:
- abused the municipal entity's supply chain management system or committed any improper conduct in relation to such system.
 - been convicted for fraud or corruption during the past five years.
 - wilfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years.
 - been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).
- 4.0 In order to give effect to the above, the following questions must be completed and submitted with the bid.

- 4.1 Is the bidder or any of its directors listed on the National Treasury's Database of Restricted Suppliers as companies or persons prohibited from doing business with the public sector?

(Companies or persons who are listed on this Database were informed in writing of this restriction by the Accounting Officer / Authority of the institution that imposed the restriction after the audi alteram partem rule was applied.)

The Database of Restricted Suppliers now resides on the National Treasury's website (www.treasury.gov.za) and can be accessed by clicking on its link at the bottom of the home page.

- 4.1.1 If YES, provide particulars.

.....

.....

- 4.2 Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)?

The Register for Tender Defaulters can be accessed on the National Treasury's website (www.treasury.gov.za) by clicking on its link at the bottom of the home page.

- 4.2.1 If YES, provide particulars.

.....

.....

- 4.3 Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?

- 4.3.1 If YES, provide particulars.

.....

.....

Circle Applicable	
YES	NO

YES	NO
-----	----

YES	NO
-----	----

- 4.4 Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?

YES

NO

4.4.1 If YES, provide particulars.

.....

- 4.5 Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?

YES

NO

4.5.1 If YES, provide particulars.

.....

I, the undersigned, who warrants that they are authorised to sign on behalf of the Tenderer, confirms that the information contained in this form is within my personal knowledge and is to the best of my belief both true and correct.

I accept that, in addition to cancellation of a contract, action may be taken against me should this declaration prove to be false.

NAME (Block Capitals):

Date

SIGNATURE:

5(e) MBD 9: CERTIFICATE OF INDEPENDENT BID DETERMINATION**NOTES**

¹ Includes price quotations, advertised competitive bids, limited bids and proposals.

² Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

³ 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.

1.0 This Municipal Bidding Document (MBD) must form part of all **bids**¹ invited.

2.0 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or **bid rigging**).² Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.

3.0 Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:

- a. take all reasonable steps to prevent such abuse;
- b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
- c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.

4.0 This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of **bid rigging**.

5.0 In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid.

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

(Bid Number and Description)

in response to the invitation for the bid made by:

(Name of Municipality / Municipal Entity)

do hereby make the following statements that I certify to be true and complete in every respect.

I certify, on behalf of:

(Name of Bidder)

that:

1. I have read and I understand the contents of this Certificate.
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect.
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:
 - (a) has been requested to submit a bid in response to this bid invitation.
 - (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience.
 - (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder.
6. 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 consortium³ will not be construed as collusive bidding.

-
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices.
 - (b) geographical area where product or service will be rendered (market allocation).
 - (c) methods, factors or formulas used to calculate prices.
 - (d) the intention or decision to submit or not to submit, a bid.
 - (e) the submission of a bid which does not meet the specifications and conditions of the bid.
 - (f) bidding with the intention not to win the bid.

 8. In addition, there have been no consultations, communications, agreements, or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.

 9. 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.

 10. 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.

NAME (Block Capitals):

Date

SIGNATURE:

SECTION 5: CONDITIONS OF CONTRACT

GOVERNMENT PROCUREMENT: CONDITIONS OF CONTRACT (July 2010)

The **Conditions of Contract** are the **General Conditions of Contract** as published by the National Treasury titled "Government Procurement: General Conditions of Contract (July 2010), as amended by National Treasury Circular 52 dated 30 July 2010, hereinafter referred to as **GCC**.

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

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1. Definitions

The following terms shall be interpreted as indicated:

- 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
- 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
- 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
- 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
- 1.7 "Day" means calendar day.
- 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
- 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
- 1.10 "Delivery into consignee store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the goods are so delivered and a valid receipt is obtained.
- 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.

- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the goods covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price, which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
- 1.25 "Supplier" means the successful bidder who is awarded the contract to maintain and administer the required and specified service(s) to the State.
- 1.26 "Tort" means in breach of contract.
- 1.27 "Turnkey" means a procurement process where one service provider assumes total responsibility for all aspects of the project and delivers the full end product / service required by the contract.
- 1.28 "Written" or "in writing" means hand-written in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services (excluding professional services related to the building and construction industry), sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific goods, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 Invitations to bid are usually published in locally distributed news media and on the municipality/municipal entity website.

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information inspection

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent Rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
- 6.2 When a supplier developed documentation / projects for the municipality / municipal entity, the intellectual, copy and patent rights or ownership of such documents or projects will vest in the municipality / municipal entity.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the [amount specified in SCC](#).
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque.
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, [unless otherwise specified](#).

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that goods to be produced or services to be rendered should at any stage be subject to inspections, tests and analyses, the bidder or contractor's premises shall be open, at all reasonable hours, for inspection by a representative of the purchaser or organization acting on behalf of the purchaser.

- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the goods to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

- 8.5 Where the goods or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such goods or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

- 8.6 Goods and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

- 8.7 Any contract goods may on or after delivery be inspected, tested or analysed and may be rejected if found not to comply with the requirements of the contract. Such rejected goods shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with goods, which do comply with the requirements of the contract. Failing such removal the rejected goods shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute goods forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected goods, purchase such goods as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 22 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, [including additional requirements](#), if any, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods and arrangements for shipping and clearance obligations, shall be made by the supplier in accordance with the terms [specified in the contract](#).

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery [in the manner specified](#).

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, [this shall be specified](#).

13. Incidental Services

13.1 The supplier may be required to provide any or all of the following services, [including additional services](#), if any:

- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
- (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
- (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 [As specified](#), the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and;
- (b) in the event of termination of production of the spare parts:
 - (i) advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, [unless specified otherwise](#).

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, [within the period specified](#) and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) [within the period specified](#), the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

16. Payment

16.1 The method and conditions of payment to be made to the supplier under this contract [shall be specified](#).

16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.

16.4 Payment will be made in Rand [unless otherwise stipulated](#).

17. Prices

17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any [price adjustments authorized](#) or in the purchaser's request for bid validity extension, as the case may be.

18. Variation orders

18.1 In cases where the estimated value of the envisaged changes in purchase does not vary more than 15% of the total value of the original contract, the contractor may be instructed to deliver the goods or render the services as such. In cases of measurable quantities, the contractor may be approached to reduce the unit price, and such offers may be accepted provided that there is no escalation in price.

19. Assignment

19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. Subcontracts

20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. Delays in the supplier's performance

21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the [time schedule prescribed](#) by the purchaser in the contract.

21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.3 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the goods are required, or the supplier's services are not readily available.

- 21.4 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 22.2 without the application of penalties.
- 21.5 Upon any delay beyond the delivery period in the case of a goods contract, the purchaser shall, without cancelling the contract, be entitled to purchase goods of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.
- 22. Penalties**
- 22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.
- 23. Termination for default**
- 23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
 - if the supplier fails to perform any other obligation(s) under the contract; or
 - if the supplier, in the judgement of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner, as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.
- 23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.
- 23.4 If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the supplier as having no objection and proceed with the restriction.
- 23.5 Any restriction imposed on any person by the purchaser will, at the discretion of the purchaser, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the purchaser actively associated.
- 23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:
- the name and address of the supplier and / or person restricted by the purchaser;
 - the date of commencement of the restriction
 - the period of restriction; and
 - the reasons for the restriction.
- These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.
- 23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.
- 24. Antidumping and countervailing duties and rights**
- 24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the supplier to the purchaser or the purchaser may deduct such amounts from moneys (if any) which may otherwise be due to the supplier in regard to goods or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.
- 25. Force Majeure**
- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.
- 26. Termination for insolvency**
- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the purchaser.

27. Settlement of Disputes

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier for goods delivered and / or services rendered according to the prescripts of the contract.

28. Limitation of Liability

- 28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and
 - (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

29. Governing language

- 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

30. Applicable law

- 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified.

31. Notices

- 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

32. Taxes and duties

- 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid SARS must have certified that the tax matters of the preferred bidder are in order.
- 32.4 No contract shall be concluded with any bidder whose municipal rates and taxes and municipal services charges are in arrears.

33. Transfer of Contracts

- 33.1 The contractor shall not abandon, transfer, cede assign or sublet a contract or part thereof without the written permission of the purchaser.

34. Amendment of contracts

- 34.1 No agreement to amend or vary a contract or order or the conditions, stipulations or provisions thereof shall be valid and of any force unless such agreement to amend or vary is entered into in writing and signed by the contracting parties. Any waiver of the requirement that the agreement to amend or vary shall be in writing, shall also be in writing.

35. Prohibition of restrictive practices

- 35.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder(s) is / are or a contractor(s) was / were involved in collusive bidding.
- 35.2 If a bidder(s) or contractor(s) based on reasonable grounds or evidence obtained by the purchaser has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in section 59 of the Competition Act No 89 Of 1998.
- 35.3 If a bidder(s) or contractor(s) has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

SECTION 6: SPECIAL / ADDITIONAL CONDITIONS OF CONTRACT

The **Conditions of Contract** make reference to the **Special Conditions of Contract (SSC)** for details that apply specifically to this bid. The **Special Conditions of Contract** shall have precedence in the interpretation of any ambiguity or inconsistency between it and the **Conditions of Contract**.

Each item below is cross-referenced to the clause in the **Conditions of Contract** to which it mainly applies.

SCC 1.2 CONTRACT

This contract will be for 36 months.

SCC 7.1 PERFORMANCE SECURITY

The liability of the Performance Security shall be Nil.

SCC 16.1 PAYMENT

The Contractor shall submit to the Department concerned a detailed account which shall reflect the identifying number of each item / service. Payment will be made on this account when checked and substantiated by the authorised official.

Payment for goods received and accepted by the Municipality shall be made no later than 30 days after submission of invoice or claim, provided however that all the terms of the contract are duly complied with.

Payment will be made only to the supplier. Factoring arrangements will not be accepted.

SCC 17 PRICES

Prices are fixed for the first 12-month period, and thereafter adjusted annually using the CPI as specified on table A (Consumer Price Index: Main indices) of Statistical Release P0141 published by Statistics South Africa.

SCC 21.1 PERFORMANCE

The successful bidder must perform the services in terms of the table below in respect of the support scope stipulated under Section 7 of this tender document.

Severity Level	Description and Impact
Priority 1	Critical outage – all services affected: • Business is severely impacted and cannot continue • Major financial or reputational impact on the client
Priority 2	Major degradation – many parts of the system or service affected: • Degradation of a critical facility • Loss of critical function – alternate options are available

Priority 3	Minor business impact – individual functions affected only: • Degradation of a non-critical facility • Loss of a non-critical function • Intermittent problems of low impact
Priority 4	• New services or service changes and maintenance requests • Low business impact that does not prevent the provision of a service

Severity Level	Service Availability	Response Time	Feedback Intervals	Work Around Time	Resolution Time
Priority 1	24x7x365	Within 15 minutes	Every 2 (Two) Business Hours	5 Hours	5 Calendar Days
Priority 2	Monday to Friday 8/5	Within 15 minutes	Every 4 (Four) Business Hours	5 Hours	5 Calendar Days
Priority 3	Monday to Friday 8/5	Within 15 minutes	Every 2 (Two) Business Days	8 Hours	10 Calendar Days
Priority 4	Monday to Friday 8/5	Within 15 minutes	Every 1 (One) Business Week	24 Days	42 Calendar Days

SCC 22.1 **PENALTIES**

The successful bidder must perform as stipulated in the performance clause above failing which a penalty of 1% of the order value for each day delivery is delayed will be levied against him.

ADDITIONAL CONDITIONS OF CONTRACT

ACC1 PERFORMANCE MONITORING & ASSESSMENT OF SERVICE PROVIDERS

For contract awards that are greater than R10m, the Contractor shall be subjected to "Performance Monitoring" assessments in terms of the applicable Section of the Council's current Supply Chain Management Policy.

ACC2 QUALITY OF SERVICE

No inferior products will be accepted under this enquiry.

Should there be any cause for complaint against the standard of service as per the Service level agreement, which is not resolved within a period of 10 working days, the Municipality reserves the right to cancel the contract after serving one month's notice, in writing, to the supplier involved. Should such notice be given, the supplier shall nevertheless be obliged to perform the duties covered by the contract up to the date of expiration of the period of notice.

ACC3 SATISFACTORY PERFORMANCE

The supplier shall employ for the purpose of this contract only such personnel as are careful and competent and the Municipality shall be at liberty to object to and require the supplier to remove from the job forthwith any person, including supervisory staff, employed by the supplier who, in the opinion of the Municipality, misconducts himself/herself or is incompetent or negligent in the proper performance of his/her duties and such person shall not again be employed upon this contract without the permission of the Municipality.

ACC4 OCCUPATIONAL INJURIES AND DISEASES ACT

This act replaces the Workmen's Compensation Act:

The supplier shall, before commencement of work, produce documentary proof to the Deputy Municipal Manager, Treasury: Finance that he has complied in all respects with the provisions of the Occupational Injuries and Diseases Act. The supplier undertakes that he/she will perform and comply with all provisions of the Occupational Injuries and Diseases Act and more particularly that he/she will render all returns and pay all assessments for which he/she is liable in terms of such Act.

ACC5 DAMAGE TO PERSONS AND PROPERTY

- (1) The supplier **shall** indemnify and keep indemnified the Council against any claim for death, injury, damage or loss to any person or property whatsoever in respect thereof or in relation thereto.
- (2) The supplier enters into this contract as an independent contractor and shall be solely liable in respect of any claim for death, injury, damage or loss to any person or property whatsoever in respect thereof or in relation thereto.

ACC6 SERVICE PROVIDER OFFICE REQUIREMENTS

The service provider must have, for the duration of the contract, a local presence (within the geographical eThekweni boundary). The resources must be physically based at the eThekweni offices.

ACC7 SKILLS TRANSFER PLAN

It is a condition of contract that the service provider must implement a Skills Transfer Plan to empower nominated Municipal employees. This plan must transfer skills to these individuals for each of the services provided, i.e., functional, and technical support.

ACC8 SERVICE LEVEL AGREEMENT

A service level agreement (SLA) will be entered into with the Service Provider(s) that will stipulate, for all services that are to be provided, minimum service levels that the service provider(s) must comply with.

It will further detail the roles and responsibilities of both parties in relation to the services to be provided, the core working hours for all resources assigned to the service, the location of the services and mechanisms that will be put in place to monitor and report on the performance of the parties in terms of the SLA.

The SLA will be signed by authorized representatives of both parties and shall be applicable for the duration of the contract as per the terms and conditions thereof.

SECTION 7: SCOPE AND SPECIFICATION OF REQUIRED SUPPLY / SERVICES

BACKGROUND

The current Call Centre Management system (CCS) was implemented in 2018 by Disaster Management Unit. In that interim, eThekweni planned to Standardize their internal processes and system to manage customer service productivity.

In the year of 2020-2022 the executive committee did an oversight visit to all municipal call centres to assess functionality and efficiency. That task, lead to a decision to integrate the different Call centres. Those centers included Water and sanitation, Revenue, and Electricity department.

The integration was required for all customer facing department, therefore City fleet, HC systems, Switchboard and IMU (Information Management Unit) service desk was integrated to the current call management system.

However, it was further identified that the current system has major challenges. Encounters that affect daily operational tasks, with limited functionality that is required for a Call/Contact centre operation. These challenges were impacting customer service delivery and failure to meet business needs.

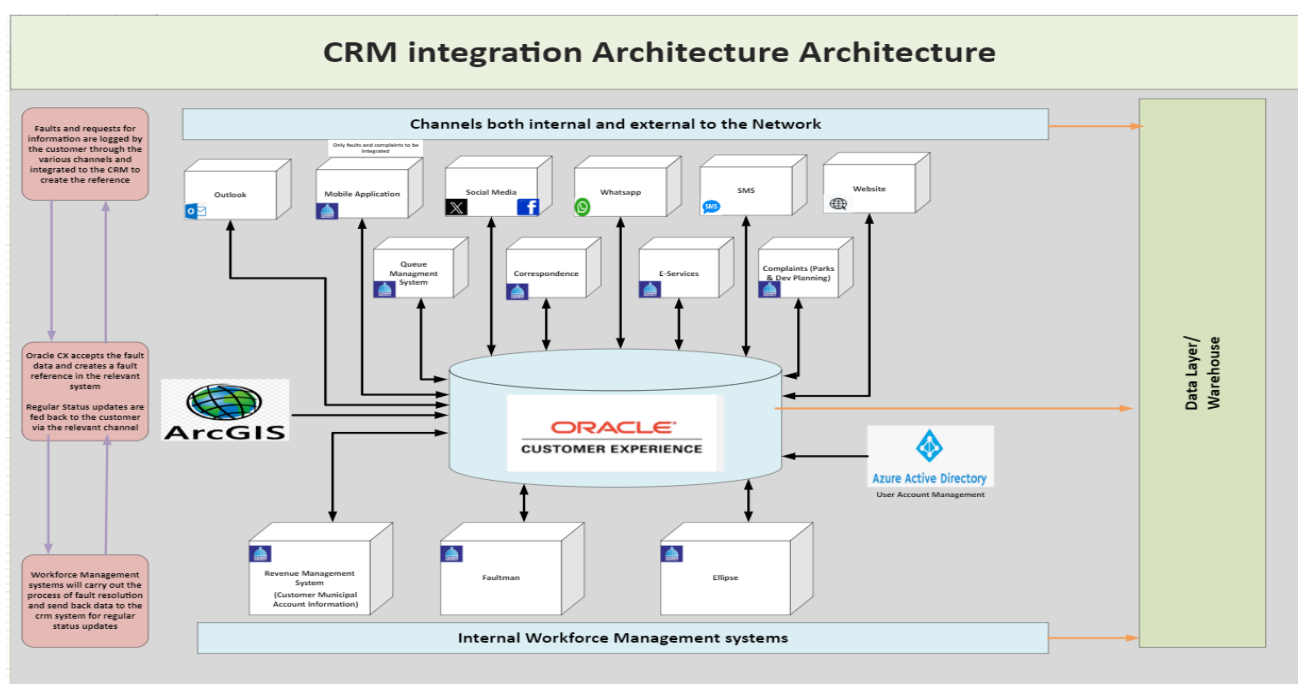
OBJECTIVES

The purpose of this request is for the bidder to Migrate the EThekweni Municipal Contact Centre solution for the Sizakala Customer service Unit with a Cloud based Multi-channel contact centre solution. This innovative solution will offer customers efficient, effective support, manage customer interactions and excellent customer service.

The following objectives should be realized through the implementation of this business case:

- A Scalable Contact Centre platform that meets business needs and objectives.
- A full Contact Centre system that has full omni-channel operations.
- A solution that would accommodate more than 1000 agents and support remote activities.

UNIFIED COMMUNICATIONS CHANNEL ARCHITECHUTE



SCOPE

- The project scope includes Voice Agent, Email Channel, Digital Channel, Case Management, IVR.
 - **Voice Agent:** A customer can dial the (hotline) access number of a specific contact center. After call requests or multimedia interaction requests access to the system, the system will allocate the requests to different agents based on pre-defined policies. and the solution should allow the agent services both inbound and outbound telephone service channels. And solution should also supports OOTB Report and OOTB API integration.
 - **Email Channel:** The solution should allow you to manage the channels of Email. A customer can connect with system through Email.
 - **Digital Channel:** The solution should allow you to manage the channels of Email, Chat (web, EThekwini mobile App), SMS, Messaging Applications (Web-Chat (WhatsApp, Telegram, Signal etc), Facebook Messenger, Twitter), Social Networks (Facebook / Twitter).
 - **Case Management:** The case management system should be integrated to the Oracle CX (CRM) in order to provide a report for online cases created,
 - **IVR:** The IVR system implements automated voice response services. The IVR system is a real-time platform of an automated IVR service flow. After a call is connected to the contact center, the IVR system automatically plays voice prompts based on the company business requirements.

PROPOSED SOLUTION

The solution is all-in-one cloud contact center solution that will accelerate the digitization transformation process by enhancing customer journey and improve customer experiences.

Overview

The solution should adopts the Tier layered architecture, consisting of the media access layer, media processing layer, business support layer, and operation & management support layer.

Design Principles

- System Practicability

The contact center system requires rich contact center services capabilities and high-quality customer experiences, which meet enterprise business requirements.

- System Advancement of Technology

Based on the development of market trends as well as future upcoming technologies, contact center has to be equipped with an advanced system platform coupled with flexible application system design and tools, which are based on the best industry practices. This is to ensure that the entire system can support business requirements for today and future business growth in term of technology advancement for a long period of time.

- System Stability

The contact center system requires the capability of high stability and high reliability. The system also needs to have high throughput, powerful processing capability and error-free transmission capability. The system can meet the requirements of processing customer service during peak hours as well as adapting to the pressure brought by various special unforeseen conditions in order to ensure the system can run in 24/7 uninterruptedly.

- System Security

The contact center system has to address the security of each module, including the security of the information database, system access, system management and transmission. The system needs to address the security of enterprise customer data (such as recordings, logs, reports) in order to prevent data information leakage and unauthorized access to other enterprise customer data files. In addition, the system requires to have the comprehensive backup and restoration policies, security control mechanisms, secure access to operation & management and monitoring & reporting applications. The system also needs to deploy secure troubleshooting method(s) to ensure system security and stability issues are addressed.

- **System Scalability**

The contact center system has good scalability and can adjust resources based on customer requirements in order to meet the customer service project development and business requirements for enterprise customers.

- **System Open Interface**

The contact center products and technologies are open and compatible with external systems. The contact center systems should support standard protocols and open interface types, such as open computer telephony integration (CTI) system, open system monitoring through Webservice/Restful interfaces and can be seamlessly interconnected with 3rd-party information systems.

- **System Manageability**

The contact center system should provide client interface for routine maintenance, secure data information and unified management of a large number of agents. The system should allow customers to maintain and manage agent groups, skill/queue groups and system resources in a unified manner with very little effort.

Unified Channels Access

The solution should support omni-channel access and unified routing. This facilitates customers access, not only to the traditional voice channel services but extended to digital channels services, which help to fill the services dead spots that cannot be covered by traditional voice channels and expand by offering new service scenarios.

The solution must provide voice, Email, Live Chat, Facebook, Web-Chat (WhatsApp, Telegram, Signal etc), Mobile App access.

The advantages of omni-channel access for the solution are as follows:

Voice Access

A customer can dial the (hotline) access number of a specific contact center. Based on the called number, collected digit information and customer call data, the system should allocate the voice call to the automated IVR or an idle agent who is best agent to handle the voice call according to the call routing policy configured in the contact center. For the automated IVR system, when the IVR system answers the calls, it should play voice prompts to guide the customers using IVR services. If an agent is connected to a customer through telephony service, the agent can provide customer service after the call is answered.

The contact center solution supports 'blacklist' configuration for inbound voice channel and the calling number can be judged in IVR call flow whether or not the call number is blacklisted. The customer call is able to branch out to other IVR menus depending on the judgement over the customer input result.

Communication and Customer Interaction Tools

Caller ID functionality helps contact center agents provide personalized and efficient service by allowing them to greet callers by name, anticipate their needs based on past interactions, and streamline the handling of inquiries or issues. It could be integrated into contact center software platforms or provided as a standalone feature through telephony systems.

Self-Service-IVR

The IVR system must implement automated voice response services. The IVR system must be a real-time platform of an automated IVR service flow. After a call is connected to the contact center, the IVR system should automatically play voice prompts based on the enterprises business requirements. The main functions required are as follows:

- Voice Navigation: To guide customers to complete required service items and collect user information.
- Plays announcements, collect digits, and initiate calls to specified called parties. The system must support configuring whether to allow interrupt during playing voice prompts.
- Play voice of digit/date/time and currency without TTS.
- Transfer calls to skill queue, agent.
- Transfer calls to internal or external access code, which includes 'release transfer' and 'success transfer'. 'Success Transfer' will release the call after designated party answered; "Release Transfer" will release the call immediately after call transfer.
- Transferring calls between intelligent IVR and traditionally IVR flow (i.e. play a voice prompt, provide IVR menu, let the customer choose which options to use).
- Multiple language supports (English, isiZulu).
- Rich IVR self-service functions

Manual/Automatic transfer: The IVR system must provide the function of transferring calls between the manual (human agent) service and the automated service. Customer must be able to request for the manual (human agent) service directly from the IVR system without hanging up and dialing the hotline number again.

Omni Channel Access

Including Web-Chat (WhatsApp, Telegram, Signal etc) Access, Social Media Access, Email Access, SMS Access, Unified Contact Record, Mobile App

Unified Routing & Unified Queuing

Unified Routing: After call requests or multimedia interaction requests access to the system, the system should allocate the requests to different resources based on pre-defined policies. Contact center resources will include skill queues, IVR, and specified agents. For example, the system should be able to directly allocate call requests from VIP customers to expert agents, allocate call requests for Silver-level customers to skill queues, and allocate call requests for general customers to common IVR flows. To allocate calls, the system must support unified routing based on pre-defined Skills and Routing scripts.

Unified Queuing: The unified queuing mechanism must be supported for voice and digital channels. Based on the characteristics of call surges in the contact center, the system must provide the capability of queuing call requests. Call requests that cannot be served immediately must be queued. Call requests with different skill requirements must be queued in different queues. The call requests in different queues must be served according to the queue parameters set by the system

Outbound Call Campaign

The solution must invoke the outbound capability of the platform in order to construct marketing campaigns for outbound service agent operations. Service agents should be able to call customers to perform outbound campaigns such as marketing activities, revisit/callback customer, collections, win back customer, customer care services and investigation.

Unified Agent Desktop

Omni-channel Agent Console: The agent is a functional entity that implements multiple services through the interactions between agents and the system. The agent provides manual services for contact center customers. The supported functions must include common functions / voice call control functions / chat session control functions, as follows: Sign-in, Logout, Busy/Idle, Rest, Recording Call Reason, User Interface

Customization, Note area for internal communication, Visual and audio alert when receiving an incoming message, Transfer To: transfer a session (call/interaction) to another agent.

Voice Functions: Answer, Release, Internal Call (Voice only), Internal Help, Call Transfer, Holding/Un-holding a Call, Muting/Un-muting a Call, Three-party Call, Transfer-Out, Outgoing call, Entering/Exiting the Working State, Setting Call Data, Recording download interface

Multi-Media Functions: The system must support the function of sending of multi-media information through webchat/SMS/email/social channels/mobile app. The system must allow for pre-configuring agent personal information such as: Avatar/Nickname/Personalized Greetings.

- Emoticons: To enable an agent to reply messages with emoticons display based on the access channel of the current conversation. For example, the web channel can use emoji emoticons to reply to customers.
- Multimedia: An agent must be able to select pre-defined multimedia data, which is configured by tenant administrators, to reply directly and send to customer.
- Transfer To: Be able to transfer an interaction session to another agent. Interactions need to be transferred by skill queue (digital service skill queue) or by agent (digital service agent). During interaction session transfer, agent states and accounts must be viewable.
- Configure Common Quick Reply and Send: Agent must be able to pre-configured common phrases and use it to reply to customers quickly. The supported media type must include: text, audio/voice file, video file, image file, link, address and emoticon.
- Recalling Agent Messages: For live chat channel, the agent must be able to recall the message that has been sent during online chat.
- Resending Agent Messages: If an agent fails to invoke a third-party interface to push a message, the agent must be able to resend the message.
- Information Display: The system must display the number of users in the queue, session information such as User ID, etc.
- Contact Session Display: Should display the list of customers who have interaction session records with the current agent as well as And the list of historical customers who have interaction session records with the current agent.
- Interaction Area: The system should displays the content of the conversation between the agent and the customer.
- Content input area must exist for a conversation between a customer service agent and a customer, including font styles (only for webchat), emoticons, and multimedia.
- Ability to manage the Multimedia Library:
- Supervisors / Managers / Agents with permission must be able to pre-configure some multimedia library data, which includes quick reply chat phrase, voice, pictures, document, addresses, personalized emoticons, rich text, card templates and Web-Chat (WhatsApp, Telegram, Signal etc) templates for agents, to improve service efficiency.
- When an agent chats with a customer online, the agent must be able to use the pre-configured multimedia data to implement quick reply.

Case Management

The case management system provides online case creation, assignment, handling and tracing services to help enterprises to track and handle customer requirements and resolve customer problems, associate various business activity, and improve customer service experience.

Case Capture

Case management allows users to generate cases for consultation, query, suggestion, reservation, complaint, and fault reporting through various manual and automatic channels, such as: contact centers, websites, WeChat, mobile terminals, and intelligent devices.

Based on the capture mode, the Case capture mode is classified into manual capture and automatic capture. Agent manually create a Case and record contact information for a customer who receives a manual service request. A third-party management platform automatically creates Cases in the Case system of the Customer Service Cloud to detect and rectify faults in advance.

After a Case is being created, it can be traced and processed in the Unified Agent Desktop. After the Case is added, the Case with the specified owner can be viewed in My To-Dos of the owner. Cases, where there is no owner being specified, can be seen in Unassigned view for all authorized agents to review.

Case Allocation

Cases are assigned to appropriate agents for handling.

When creating a case, the agent can specify the handler from existing operators or directly handle the case using the 'Assign to Me' function.

If the agent does not specify the case handler when creating a case, the case will be displayed in the Unassigned list. The administrator specifies the case handler or a case handler can proactively claim the case. The cases assigned to agents or claimed are displayed in the Pending list.

If the case handler cannot handle a case due to specific reasons, the case handler can release the case so that the case returns to the Unassigned list, or transfer the case to another agent.

When creating a case, you can select a default user and group for the case.

Assignment a Case Automatically

The proposed solution supports automatic case assignment based on predefined rules; for example, whether a field contains a keyword or whether a case is dispatched based on the case type.

At first, the system supports to pre-configure the automatic allocation rule, such as: configure the key word of the case title, select the case type, configure the priority, configure the responsible person or group, and so on.

If the automatic assignment mode is selected when a case is being created, the system will match the case information with the configured automatic assignment rule and will allocate the case to the specific agent or group.

When creating a case, allocating a case to the most appropriate person, the customer service representatives can specify the handler of the case manually. The handler can be selected from existing operators or set as the handler of the case by clicking Assign to Me.

If customer service representatives do not specify a case handler when creating a case, the case is displayed in the To-Be-Assigned view. The administrator assigns the case handler or the case handler proactively claims the case. The case assigned to or claimed by the customer service representatives are automatically displayed in My To-Do. If the case handler cannot process the current case due to specific reasons, the case handler can release the case to return to the To-Be-Allocated view or transfer the case to another person for processing.

Case Process

A case owner can handle cases on the case workbench, including:

- View the basic information such as the title, content, priority, channel, and handler of a case.
- View the current status of a case.
- View the associated information about a case, including the case track, active task, history task, case attachment, and case comment.
- Modify the basic information about a case.
- Add an attachment for a case.
- Follow up the case status. The case owner will receive an internal message, email, and SMS message when the case progress changes.
- Close the current case and record the solution when closing the case.
- If a case cannot be handled, for example, the customer cannot be reached, suspend the case to avoid service delay against the SLA.

When a case needs to be handled by another department, a task that contains multiple phases in a long process is dispatched. The case owner can view and track the task handling progress.

Case Task

During Case processing, the Case handler can create one or more Cases as required to track the problem closure of the Case.

Tasks are classified into simple tasks and customized tasks,

Simple tasks are applicable to scenarios where others need to cooperate with each other to process Cases. Administrators and Case owners create simple tasks and assign them to specific owners.

Customized tasks are applicable to scenarios where multiple people or teams are required to work with each other. Multiple people and teams can work with each other through the task process of multiple processing phases to work with each other.

The administrator and Case handler can track the Case processing progress in Case details.

After a task is being created, the task handler can view the To-be-processed Case on the To-be-assigned and My To-do pages of the task in Agent Desktop. For a Case assigned with a handling owner, the task order is directly displayed in the to-do area of the owner. The owner can also extract tasks in batches from the to-be-assigned view to his/her to-do area.

The task handler can perform the following operations of a task:

- Claiming a task: A task handler can claim Cases from the Case pool to the To-Do area in batches.
- Processing task. For a simple task, the task ends after the processing is completed. For a customized task that contains multiple processing phases, the task flows to the next processing phase after the processing is completed.
- Transfer a task. If the task owner cannot process the task, the task owner can transfer the task to another person for further processing.
- Release a task. If the task owner cannot process the task in a short time, the task owner can release the tasks in the to-do area to the Case pool (to be assigned). Add a stakeholder and select a stakeholder for a task. When the task status changes, the stakeholder will receive an internal letter, email or SMS notification.
- View the processing track of each phase of the task.
- View the task progress, view the process phase of the current task in a visualized flow chart, and view the transfer status.
- View Cases associated with a task.

Case Tracking

In the entire lifecycle from ticket creation to ticket closure, the administrator and ticket owner can track and interact with each other in real-time.

The Supervisor, Manager and Case owner can use combination of conditions to query cases that meet the conditions and view the case processing progress and details.

The Supervisor, Manager and Case owner can view the case processing track. Through the track, you can quickly learn about the latest case processing and the entire case processing track. The track information includes: case creation, editing, transfer, release, claim, case creation, comment, and closure.

Stakeholders of a case can interact with the case by commenting on the case and collaborate with the case.

Contact Center Monitoring System

Agent Monitoring

An inspector must be able to monitor agents and dynamically adjust agent resources based on business requirements. A supervisor or manager must be able to monitor agent status but cannot perform inspection operations, such as skill queue adjustment on agents.

At first, monitoring and inspection relationships need to be configured for the inspector. And the permission on the Agent Monitor menu has been assigned to the inspector.

Agent Statistics: Statistics must be displayed on the total number of agents for whom monitoring and inspection relationships with the current inspector have been configured, which includes the agent status and alarm information,

Data Update Time: The time when agent monitoring information is last updated must be displayed.

Automatic refresh must be an option to be enabled.

Current Agent Status: The current agent statuses covered should be Offline, Idle, Pre-occupied, Occupied, Answering, Talking, Wrap-up, Busy, Rest, Learning, or Adjusting.

Dashboard Monitoring

The system must allow supervisor or manager or other users with the access permissions to customize dashboard monitoring charts and dashboard resolution to view the real-time monitoring and historical indicator monitoring data as well as the trend chart of the number of calls, call rate, duration, and number of agents under the tenant space, or display the monitoring data

Monitoring Indicators

- Contact center Monitoring
Supervisor or manager must be able to view the bar chart and trend chart of the number of calls, call rate, duration, and number of agents in the current contact center.
- IVR Monitoring
Supervisor or manager can able to view the real-time monitoring and daily trend of the number of IVR calls, call rate, duration, and statistics of the current tenant.
- Skill queue Monitoring
Supervisor or manager must be able to view the bar chart and trend chart of the number of calls, call rate, duration, and number of agents of multiple skill queues in the tenant space. Up to five skills queues must be able to be selected for trend chart.
- Agent indicator Monitoring
Supervisor or manager must be able to select an OU, an agent, and a media type to query today's agent indicator monitoring information. Must be able to select up to five agents.
When Media Type is set to Multimedia, must be able to select a sub-media type to query today's agent indicator monitoring information.

Monitoring Inbound Call Records

Supervisor or manager must be able to view information about abandoned customer calls, calls requiring callback, and inbound calls.

- Query information about abandoned calls
Supervisor or manager capability to query abandoned calls in the tenant space based on the start time, end time, customer number, access code, and skill queue name.
By default, the list should display information about abandoned customer calls in the tenant space on the current day, including the call SN, customer number, access code, skill queue name, and waiting duration.
- Query information about calls requiring callback
Supervisor or manager must be able to query calls requiring callback in the tenant space based on the start time and end time.
By default, the list must displays information about calls requiring callback in the tenant space on the current day, including the call SN, customer number, access code, skill queue name, and waiting duration.
- Query information about inbound calls
Supervisor or manager must be able to query inbound calls in the tenant space based on the start time, end time, call release cause, whether manual service is requested, and whether the call is answered.
By default, the list should displays information about inbound calls in the tenant space on the current day.
The displayed information should includes the serial number, subscriber number, access code, queue name, and waiting duration of each call.

- Export the queried data (Optional)

On the Callback Record Query or Incoming Call Record Query page, the system must support to export the queried data to the local PC. Before export the data, supervisor or manager must be able to enter a compression password based on the password requirements.

Monitor Call Track

Supervisor or manager must be able to view details about incoming calls within current day and view call tracks.

The Call Link Monitor page must display the following fields of the calls: statistics time of each call, call type, calling number, called number, and reason for leaving the device.

Monitor Call Details

Supervisor or manager must be able to set data filter criteria, view call details of the tenant space or export details to the local PC.

Operational Reports

System should include at least the following 29 standard Operational reports:

No:	Report Name	Description
1.	Agent Performance Reports:	Track individual agent performance metrics such as average handling time, first call resolution rate, and adherence to schedules. This helps in identifying top performers and those who may need additional training.
2.	Call Volume Reports:	Show the total number of calls received, made, or missed over a specific period. This can help in understanding peak times and staffing needs.
3.	Service Level Reports:	Provide information on how well the contact centre is meeting its service level agreements (SLAs), such as average response times or percentage of calls answered within a certain time frame.
4.	Agent Performance Reports:	Track individual agent performance metrics such as average handling time, first call resolution rate, and adherence to schedules. This helps in identifying top performers and those who may need additional training.
5.	Customer Satisfaction Reports:	Include data from post-interaction surveys or feedback forms to gauge customer satisfaction levels and identify areas for improvement.
6.	Call Quality Reports:	Assess the quality of calls based on criteria like adherence to scripts, problem-solving skills, and

	NB: QA Reviewer Information Report **a. Reviewer Details: **b. Reviewer Performance:	communication effectiveness. Often includes scores from quality assurance evaluations. Reviewer Name: The name or identifier of the person who conducted the QA assessment. Reviewer Role: Position or role within the organization (e.g., QA Analyst, Team Leader). Consistency: Analysis of the consistency and fairness of different reviewers if multiple reviewers are involved. Feedback Quality: Evaluation of the feedback provided by reviewers, such as clarity, helpfulness, and actionability.
7.	Abandonment Reports:	Show the number of calls or interactions where customers hung up before speaking to an agent, providing insights into potential issues with wait times or call routing.
8.	Queue Management Reports:	Analyse how well queues are being managed, including metrics such as average wait time, longest wait time, and number of calls in queue.
9.	Workforce Management Reports:	Provide data on agent scheduling, attendance, and adherence to their shifts, helping to optimize staffing levels.
10.	Cost and Revenue Reports:	Track the financial aspects of the contact centre, such as cost per call or interaction, and revenue generated from sales or upsells.
11.	Interaction Type Reports:	Break down interactions by type, such as calls, emails, chats, or social media messages, to understand how customers are reaching out and to adjust strategies accordingly.
12.	Trend Analysis Reports:	Highlight trends over time in metrics such as call volume, agent performance, or customer satisfaction, helping to forecast future needs and adjust strategies.
13.	Compliance Reports:	Ensure that interactions comply with industry regulations and internal policies, often including data related to call recording and data protection.

14.	Call Flow Analysis:	Shows how calls are progressing through the IVR system, including paths taken by callers, which options are selected, and where they drop off.
15.	IVR Usage Metrics:	Provides statistics on how often each option in the IVR menu is selected, helping to identify which features are most frequently used.
16.	Abandonment Rates:	Indicates the percentage of calls that are abandoned before reaching an agent or before completing the IVR process. High abandonment rates may suggest that the IVR is too complex or that wait times are too long.
17.	Completion Rates:	Shows the percentage of calls that complete the desired action or reach the intended endpoint within the IVR system. High completion rates suggest that the IVR is effectively guiding callers to their goals.
18.	Call Flow Analysis:	Shows how calls are progressing through the IVR system, including paths taken by callers, which options are selected, and where they drop off.
19.	IVR Usage Metrics:	Provides statistics on how often each option in the IVR menu is selected, helping to identify which features are most frequently used.
20.	Abandonment Rates:	Indicates the percentage of calls that are abandoned before reaching an agent or before completing the IVR process. High abandonment rates may suggest that the IVR is too complex or that wait times are too long
21.	Completion Rates:	Shows the percentage of calls that complete the desired action or reach the intended endpoint within the IVR system. High completion rates suggest that the IVR is effectively guiding callers to their goals.
22.	Call Duration:	Measures the average time callers spend interacting with the IVR system. Longer durations might indicate complex menus or difficulties in navigating the system.

23.	Transfer Rates:	Tracks the number of calls that are transferred from the IVR to a live agent, providing insight into whether the IVR is effectively resolving issues or if callers often need to speak to an agent for further assistance.
24.	Drop-off Points:	Identifies where in the IVR system callers are most likely to drop off or abandon the call, helping to pinpoint problematic sections of the IVR flow.
25.	Customer Feedback:	Includes any feedback or survey responses collected from customers about their experience with the IVR system, offering qualitative insights into its effectiveness.
26.	Error Rates:	Measures how often callers encounter errors or issues while navigating the IVR system, such as selecting the wrong option or experiencing system failures.
27.	IVR Design and Menu Performance:	Analyzes how well the IVR menu design is working, including whether the options are clear and if the menu structure aligns with caller needs.
28.	Peak Usage Times:	Identifies when the IVR system experiences the highest call volumes, which can help in managing system performance and optimizing resource allocation.
29.	Voice Recognition Accuracy:	For IVR systems that use voice recognition, this metric measures how accurately the system understands, and processes spoken inputs.

Gamification/User Incentive feature

For increased user engagement by giving EThekwini Municipality agents a fun, motivating and awarding environment through tracking the achievement of their goals. The system should provide Gamification or similar feature that will bring to users a fresh and engaging workplace experience. Combined with centralized business intelligence, The automated feature should offer real-time insights into team productivity and equips line managers with the tools to incentivise users and replicate success.

Customer Satisfaction Survey

A customer satisfaction survey is a great way to understand how your customer feels about our business and their customer journey, and to nail down exactly what new customers might like about our services.

It will be used to understand customer's satisfaction levels with our organisation's services, or experiences.

The system should allow multiple channels to give customers options they'll prefer to solicit feedback (IVR, email, online survey, SMS, WhatsApp, webchat, mobile app and any other platform).

The system should be able to generate reports of the surveys in customised intervals. Users should be able to export the reports.

Easily customised survey templates that can be changed using low code or no code interface, to cater for different business needs.

Enable user to customise type of survey e.g. Likert scale, binary questions, multiple choice questions etc and allow for different types of metrics (Net Promoter Score (NPS), Customer Effort Score (CES) and Customer Satisfaction (CSAT))

Customised usage frequency options relevant to business needs (daily/weekly etc)

System Operation & Maintenance

Dashboard to professionally monitor and alarm system for system maintenance personnel. To help maintenance personnel understand the running status of the contact center system in a timely manner, the system provides a graphical interface for maintenance personnel to monitor the running status of system devices and resources in real time, monitor the performance efficiency of system running, and trace the process of handling calls. When the system runs abnormally, you can analyze and locate the fault, and modify the system configuration so that the system can be restored in the shortest time.

The contact center system can report alarms and performance indicators to the Digital View to implement unified network management monitoring.

Would be responsible for viewing and confirming alarm information, creating, starting, and delivering performance tasks, and displaying performance data.

The monitoring system can be classified into system monitoring and virtual contact center monitoring based on the administrator rights. Users with different rights can access only the corresponding monitoring interface. After logging in to the management system, the system maintenance personnel can view the running information of all devices. After logging in to the management system, the maintenance personnel of the VCC must monitor only the running information of the devices in the VCC. The following table lists the main functions of system monitoring and VCC monitoring.

Monitoring Type	Monitoring Content	Monitoring sub-item
System monitoring	System monitoring items include network connection status monitoring, virtual contact center monitoring, resource running monitoring, call connection monitoring, and system running efficiency monitoring.	Monitoring the main modules of the system System load, Collects statistics on the traffic of each type of call media in the system in 24 hours. Resource connection status monitoring, Monitors the connections between resources.
Virtual contact center monitoring	The VCC monitoring includes monitoring the 24-hour traffic statistics of the VCC, call queue, service agent, and automatic flow.	24-hour traffic statistics Call queue Monitors the basic information about all queues, detailed information about a specified queue, and detailed information about calls and agents in the queue. Service representative Indicates the group status of agents in the VCC and the attributes and details of agents in different grouping modes. Automatic process Displays the status of each flow of the VCC. Busy/idle monitoring You can monitor the working status of agents in a common voice call queue, learn the number of idle agents and the number of waiting queues, and learn about the busy and idle status of the system through this monitoring item. The monitoring can be performed by contact center or by city in the contact center.

Monitoring Type	Monitoring Content	Monitoring sub-item
		Real-time monitoring You can monitor the work status of agents in the skill group in real time. You can view the distribution of agents in various states and the current call processing indexes. Agent call traffic monitoring This monitoring item is used to monitor the change of the traffic volume and call completion rate of the agent. You can view the agent call traffic statistics, view the traffic trend of the agent in graphics, and view the change of the call completion rate of the agent in the last hour. Automatic station traffic monitoring This monitoring item is used to change the traffic volume and call completion rate of the automatic station. You can view the traffic statistics of the automatic station, view the traffic trend of the automatic station in graphics, and view the change of the call completion rate of the automatic station in the last hour. Internal help call traffic monitoring This monitoring item is used to monitor the change of the traffic volume and call completion rate in the internal help queue. Through this monitoring item, you can view the internal help traffic statistics. You can learn about the change of the call completion rate of the internal help queue on the current day through the internal help traffic trend chart and check the change of the call completion rate in the last hour. Skill queue traffic monitoring This monitoring item is used to monitor the change of the traffic volume and call completion rate of the skill queue of the selected contact center. You can view the traffic statistics of the skill queue, view the traffic trend of the skill queue in a chart, view the traffic statistics of the skill queue in a specified period, and view the change of the call completion rate of the skill queue in the last hour. Agent monitoring Combination and filtering by site, agent group, status, and skill attribute.

Functional Scope and Technical Evaluation

- Mandatory functional requirements as listed below in Table 1
- The table below will be used to evaluate bidders on their technical competencies. Failure to meet the technical requirements will invalidate the bid and the bidder will not be eligible for further evaluation.

Features	Item	Purchaser's requirements	Bidder's offer(Y/N)	Compliance statement
General	N/A	The Vendor should have more than 5 successful bidding schemes. (That is, the ACD, CTI, and IVR are platforms 100% self-developed, the Cloud Infra and Upper-layer call centre applications must be provided by the same vendor.) If the integrated solution has more than 1000 agents and has been successfully		Bidder's proposal

		running on the network for more than two years, a copy of the contract must be provided as proof.		
		The vendor must have successfully delivered cloud based contact center projects within the last 5 years.		Reference letter
		The vendor must have End-to-end modules of the contact center solution.		Bidder's proposal
		Must provide routine inspection and maintenance to ensure that solution is performing optimally.		Bidder's proposal
Construction Requirements	Overall Requirements	The system support to deploy in different site by active-active mode, in case one site failure, another site still can handle.		Bidder's proposal
		The Platform supports multimedia interfaces, multimedia access modes such as voice, SMS message, email, Web-Chat (WhatsApp, Telegram, Signal etc), social media are supported.		Bidder's proposal
Technical Specifications	Main Parameters	The recording accuracy / availability is 99.99%.		Bidder's proposal
	IVR System	For compatibility purposes, IVR devices and ACD/CTI must be provided by same vendor.		Bidder's proposal
		Calls can be transferred between the IVR and agents for unlimited times without occupying extra voice channel resources.		Bidder's proposal
		The IVR Journey / Flow function is provided to display IVR indicators, including IVR usage, IVR hang-ups, IVR one-time resolution rate, IVR key usage on each IVR node, and IVR menu direct access rate. This function is used to analyse and optimize IVR design. Improve the IVR self-service rate.		Bidder's proposal
		Provides the IVR node track analysis capability and displays the IVR panorama in charts, including the usage of each node, number of returned upper-layer nodes, and number of accessed lower-layer nodes.		Bidder's proposal
		Online orchestration, testing, and grey release are fully supported throughout the IVR lifecycle.		Bidder's proposal
		The system can analyse IVR usage data and provide IVR flow optimization suggestion.		Bidder's proposal

		1. from IVR analysis tool the operation can have a view of overall IVR mode and connection between flow. the traffic load can be indicated in flow diagram.		Bidder's proposal
		2. system based on deep analysis will provide suggestion for the flow node sequence optimization, and voice content optimization.		Bidder's proposal
		Provides IVR voice and key analysis capabilities. The system automatically provides key optimization suggestions and determines whether to optimize voice playing.		Bidder's proposal
	co-browsing	Co-browsing capabilities with the customer, so that when a customer is navigating through some self-assisted channel (web channel, mobile app, etc.) and ask for help from an agent, the agent can take control of the interaction that the client is performing, for example: Indicate the client the navigation to follow for a certain action, terminate an order initiated by the customer, etc.		Bidder's proposal
	Voice Recording System	Recording File storage support at least 5 years (The recording system and call centre must be provided by the same vendor)		Bidder's proposal
	Inspection System	The Inspection System and the call centre system must be provided by the same vendor		Bidder's proposal
	Case system			Bidder's proposal
		supports users to generate cases for consultation, query, suggestion, reservation, complaint, and fault reporting through various manual and automatic channels, such as call centres, websites, mobile terminals, and intelligent devices.		
		supports manual and automatic case creation. Agent manually create a case and record contact information for a customer who receives a manual service request. Supports to create case automatically through Restful API to detect faults in advance.		
	Knowledge Base	The system should provide a knowledge management system, include knowledge create/edit/feedback and search. Let supervisor create knowledge items at system based on business rule or expert experience, when agent answer the call can easy to search and		Bidder's proposal

		get the suggestion solution. Improve service quality and customer satisfy.		
	License Model	The platform should support models (One set of code supports different deployment modes, facilitating platform migration)		Bidder's proposal
		SaaS		
		CAPEX		
		OPEX		
		☐ There should be no license restriction on the number of multi-tenants		
		☐ The license should be controlled on the total number of concurrent agents only		
Cloud Resource	Certification	The off-premise cloud platform must comply the data security related standards as below:		Bidder's proposal
		a) ISO 27001:2013 - Information security management		
		b) ISO 27018:2019 - Personnel data protection		
		c) ISO 22301:2012 - Business continuity system standard		
		d) PCI DSS Certification -Payment Card Industry Data Security standards		
		e) TL 9000- Quality management system requirements		
		f) CSA STAR -Cloud security		
		g) ISO 27034 --- Information Application Security Techniques		
		h) ISO 29151:2017 --- Implementing Controls		
	ECS	There should be capability to change the OS after the instance is created.		Bidder's proposal
		Cloud provider must support to set automatic backup policies to back up servers and disks when cloud servers are purchased. Must be able to configure policies on the management console or use an API to back up the data of servers and disks at a specified time.		Bidder's proposal
		It must support creating cloud servers by specifying IP addresses. When creating servers in batches, VMs must be able to obtain consecutive IP addresses		Bidder's proposal

		Quick configurations for instances must supported so that they can be purchased quickly and easily.		Bidder's proposal
		It should support switching networks online without powering off the server.		Bidder's proposal
	EVS	It will allow data protection features, such as backups and snapshots.		Bidder's proposal
		The minimum performance that the SSD must support should be 15,000 IOPs		Bidder's proposal
		Supports creating, deleting, attaching, and detaching disks in batches.		Bidder's proposal
	VPC	Network ACL rules can be imported and exported.		Bidder's proposal
	EIP	IPv6 EIP lifecycle management is supported.		Bidder's proposal
		Bandwidth adjustment can be triggered based on a specified time, period, or alarms. Pay-per-use bandwidths can be elastically scaled.		Bidder's proposal
		It must support IPv4 and IPv6 addresses.		Bidder's proposal
	DC	Dedicated connections from the on-premises to the cloud		Bidder's proposal
	ELB	The private network address of the load balance instance can be changed.		Bidder's proposal
		The service can access to container IP address		Bidder's proposal
		Load balancing supports health check by TCP, UDP and HTTP, and automatically isolates abnormal virtual hosts.		Bidder's proposal
	Nat-Gateway	DNAT rules can be created or deleted in batches. Port ranges can be configured.		Bidder's proposal
	Anti-DDoS	Allows user to define protection policies on the console.		Bidder's proposal
		Supports on-cloud, on-premises, and cross-region protection.		Bidder's proposal
		Supports log analysis and user-defined log analysis and alarm rules		Bidder's proposal
	WAF	Supports to protect web applications/websites on or off the cloud.		Bidder's proposal
		Support configuring rules to prevent a static web page from being tampered with.		Bidder's proposal
		The protection granularity can be based on domain names and ports		Bidder's proposal
		Supports scalable protection performance and specifications		Bidder's proposal

		Support information leakage prevention rules to prevent disclosure of sensitive information (such as ID numbers, phone numbers, and email addresses).		Bidder's proposal
	HSS	The public cloud platform must support checking files of the Linux system, application software, and other components to help users detect changes that may be vulnerable in a timely manner.		Bidder's proposal
		The platform must be able to detect and intercept tampering of files in a specified directory in real time, and quickly obtain legal backup files to restore tampered files		Bidder's proposal
		Support ransomware detection/blocking, backup/recovery, and detection result display/handling to prevent customers from being encrypted by ransomware and affecting customers' services.		Bidder's proposal
		Supports to detect and block threats in service applications in a timely manner based on RASP technology.		Bidder's proposal
	RDS for MySQL	The primary/standby DB instance supports optional failover priority, including reliability first and availability first.		Bidder's proposal
	CCE	The service will be able to create 3 master nodes in the cluster, avoiding a single point of failure.		Bidder's proposal
		The service should support dynamically creating and mounting storage.		Bidder's proposal
		Container clusters support creating a node and managing a created node.		Bidder's proposal
		Containerized applications in a cluster can be scaled to serverless containers		Bidder's proposal
		Containers can be isolated using VPC security groups.		Bidder's proposal
		Supports hybrid deployment of online and offline services.		Bidder's proposal
		Container storage supports block storage, object storage, and file storage.		Bidder's proposal
		The service should support dynamically creating and mounting storage.		Bidder's proposal

- General functional requirements as listed below in Table 2

Features	Item	Purchaser's requirements	Bidder's offer(Y/N)	Compliance statement
General	N/A	Vendor must describe and explain their product roadmap for 3 years		Bidder's proposal
		The Bidder should have in-country delivery and service team		Bidder's proposal
Construction Principles	Technology advancement	The Platform must be technically foresighted. By analyzing the technology development trend and architecture of software and hardware systems, the Platform selects advanced software and hardware platforms and adopts an application design refined from the best practices to remain technically advanced within a period of time. In addition, the Platform reserves certain capability resources and capacity space during device configuration to reduce the load pressure that may be caused by business development and system upgrade, ensuring sustainable system development.		Bidder's proposal
	High Reliability	The Platform must be highly reliable and stable. For reliable and stable running purposes, the Platform uses multiple technical means, such as link backup, disaster recovery (DR) and backup design for application and data systems, and two-node cluster hot standby for hardware devices, and provides the data backup, fault tolerance, fault recovery, and remote backup capabilities. The Platform also provides high throughput, powerful processing, and error-free transmission capabilities.		Bidder's proposal
	Security	The Platform must ensure the security of multiple systems, including the information library, management system, and transmission system. The Platform must support basic anti-virus, anti-DDOS attack, and security alarm sending capabilities. It strictly defines operation permissions and implements hierarchical management and operation regulations to specially protect various types of data and maintain complete records. This facilitates supervision, management, and accountability.		Bidder's proposal

	Technology openness	The Platform adopts or supports the widely used open standards in the industry to exchange data with other application systems and databases, implement application-level interoperability and interconnection, and integrate data and businesses with external systems.		Bidder's proposal
	Scalability	The Platform must support good scalability as follows: Function scalability New functions can be added, and changes to the platform are minimized. Capacity scalability The platform capacity can be smoothly expanded when user visits increase, without affecting the system architecture and business development. Business scalability The Platform must ensure that new devices or applications do not affect existing business functions. The system is divided into modules based on the combination of functional components, and subsystems are divided based on the combination of functional components and functional modules. This facilitates the subsystem re-organization and combines the special requirements with system universality.		Bidder's proposal
	Maintainability and manageability	The Platform manages all network elements (NEs) remotely and in a unified manner, and provides intuitive and clear topology diagrams of the entire network and system to facilitate unified monitoring and resource scheduling. It identifies and resolves problems timely, and provides abundant performance analysis data for preventive maintenance. This improves system performance, and ensures its stable, secure, and efficient running.		Bidder's proposal
Construction Objectives	N/A	A multimedia contact centre platform must be constructed, including software and hardware devices such as automatic call distributors (ACDs), computer telephony integration (CTI) system, integrated voice response (IVR) system, and inspection and recording system. For efficiency purposes, the		Bidder's proposal

		preceding core components are provided by one vendor. This avoids responsibility shirking in multi-vendor construction mode.		
Construction Requirements	Overall Requirements	The Platform supports good scalability as follows: A single node must support at least 50,000 registered agents, and 20,000 concurrent service requests.		Bidder's proposal
		The Platform features high stability and low call loss rate in case of heavy traffic, and ensures 99.99% carrier-class reliability in processing surging calls during peak hours.		Bidder's proposal
		The Platform features level-4 or higher flow control capabilities as follows: If a great number of calls need to be processed or system resources are insufficient, the Platform discards calls at a certain rate to reduce system loads, preventing the data recipient from breaking down. The Platform supports flow control based on the CPU load of core components. This prevents system breakdown caused by non-linear CPU usage increase due to load increase.		Bidder's proposal
		The Platform supports multi-level DR, and provides process-level, NE-level, and system-level reliability assurance mechanisms to ensure 99.99% reliability.		Bidder's proposal
		The Platform features the capability of fast business development to meet fast business rollout requirements. It provides the English web-based automatic business flow development tool to quickly and flexibly generate new automatic business flows, perform emulation tests, and load businesses online in real time. Including both chat and IVR channel.		Bidder's proposal
		The Platform supports the tenant function as follows: Each tenant can be allocated to different business units and uses an independent access number. An independent inspection and monitoring system as well as report system can be customized using interfaces.		Bidder's proposal
		The Platform supports multiple types of agents such as agents who access the platform using a		Bidder's proposal

		private line or through the Internet, and supports multiple agent service capabilities such as digital media agents and audio agents in multimedia access mode.		
		In IVR the voice navigation default supports English. And IVR support extend other languages. Total Maximum support extended to 256 type of language in IVR.		Bidder's proposal
		The system support connectivity to NGN and IMS network.		Bidder's proposal
		The system supporting broadband signalling such as SIP/BICC and M3UA, support MML protocol.		Bidder's proposal
		The system should provide softphone for agent and support set whether automatic answer the inbound call.		Bidder's proposal
Technical Specifications	Multi-tenant Management	The Platform supports the multi-tenant mode.		Bidder's proposal
		A system administrator can add tenant space information, allocate resources such as access codes, IVR, softphones, and employee IDs to the tenant space, and select features for the tenant.		Bidder's proposal
		A system administrator can perform operations, such as activation, suspension, invalidation, conversion from trial commercial use to commercial use, and conversion from commercial use to trial commercial use, on the added tenant space as required.		Bidder's proposal
		The Platform supports data isolation between tenants.		Bidder's proposal
	Multiple Access Modes	Sign-in and registration through the Internet are supported.		Bidder's proposal
		Sign-in and registration using a private line are supported.		Bidder's proposal
	Multi-channel access	The system support Voice Access		Bidder's proposal
		The system support Email Access		Bidder's proposal
		The system support Web Access		Bidder's proposal
		The system support Twitter Access		Bidder's proposal
		The system support Facebook Access		Bidder's proposal
		The system support Web-Chat (WhatsApp, Telegram, Signal etc) Access		Bidder's proposal
		The system support SMS Access		Bidder's proposal

		The system support Instagram Access		Bidder's proposal
	Voice Switching System	The system is designed to be fault-tolerant. Its main modules are configured in hot standby or cluster redundancy mode to ensure data synchronization. When a fault occurs, the system can automatically perform hot switchover and self-recovery. The switchover takes several seconds, without affecting the calls that are being established or have been established.		Bidder's proposal
		The system supports the load balancing mode.		Bidder's proposal
		The signalling control system can be deployed in active/standby mode. The switchover between the active and standby nodes does not affect active calls.		Bidder's proposal
		Media processing modules work in load balancing mode. Media resources can be expanded by adding media servers. Online capacity expansion is supported.		Bidder's proposal
		Signaling can be encrypted using the Transport Layer Security (TLS) protocol.		Bidder's proposal
		The system features rich media processing capabilities and supports functions such as voice playing, digit collection, outbound calling, and automatic detection of answer signals (such as no reply, occupation, and answering machine), to implement predicted outbound calls.		Bidder's proposal
		The system provides functions such as automatic answering, overflow, timeout answering, redirection, and calling message forwarding.		Bidder's proposal
	Main Parameters	● The system can work round the clock. ● Up to 100,000 IVR Channels. ● Up to 50,000 agents can be registered. ● 30,000 agents can sign in concurrently. ● 20,000 calls can be processed concurrently by system.		Bidder's proposal
	Intelligent Routing System	To ensure the scheduling flexibility, the bidder must provide a CTI middleware platform that is from the same vendor as ACDs. The platform must be an application-layer middleware featuring the functions such as intelligent routing, real-time		Bidder's proposal

		monitoring, and reports. In addition, the platform must be open for secondary development.		
		The Platform provides a tenant self-operation portal to support routing based on multiple skills, considers various factors such as language and service level as skills, and sets the factors to call allocation standards. The system supports a minimum of 100 skill queues. Each skill group supports 100 skills, and each skill supports 50 skill levels.		Bidder's proposal
		The system supports unified queuing and dispatching of multimedia services. Thate system queues and routes media channels in a unified manner, the CTI records the states of all channels in detail, and an agent can process interaction requests from different access points using different media.		Bidder's proposal
		Routing rules can be set based on information such as the calling number, called number, call phase, key pressing, customer database, agent state, call duration, and cost. The system provides a powerful automatic call distribution function. The system supports routing based on pre-set skills, intelligent routing based on routing scripts, and other routing functions such as first-come-first-served, first-idle-first-answer, call transfer in case of a busy queue, call release or transfer upon queuing timeout or overflow, queuing cancellation, time announcement during queuing, and queuing time estimation.		Bidder's proposal
		The system supports hierarchical services based on the call completion rate. When customers are waiting in multiple skill queues, the CTI system compares the real-time call completion rate with expected call completion rate of each skill queue, and then determines the queue in which the idle agents first serve the customers based on the call allocation policy for hierarchical services.		Bidder's proposal
		The system supports hierarchical services based on the skill priority weight. The skill priority can be set for agents with		Bidder's proposal

		multiple skills. When an agent is idle and inbound calls are connected to all skill queues, the inbound calls in the skill queue with the highest priority are allocated to the agent.		
		The system supports hierarchical services based on the customer level. For one contact centre access code, different service devices can be provided for customers at different levels. After a customer dials the access code of a contact centre, the system automatically obtains the customer level from the database of the CTI platform, and then determines the device that serves the customer based on the customer level. High-quality services can be provided for high-level customers based on the customer value.		Bidder's proposal
		The system provides support for manual services. By interconnecting with backend business systems using open interfaces, the system enables agents to handle multimedia service requests. The system supports HTTP and JSON interfaces.		Bidder's proposal
		The system supports basic functions, including sign-in, sign-out, answering and release, busy and idle showing, rest, internal help, internal call, call transfer, call holding and un-holding, and three-party call.		Bidder's proposal
		The system supports the following multimedia capabilities: text call answering, text message sending and receiving, image sending and receiving, attachment sending and receiving, text chat transfer, and text call release.		Bidder's proposal
		The system supports the inspector function. The inspector module can be used to manage the call traffic and states for common agents, monitor common agents online, and maintain, search for, and play back recording files.		Bidder's proposal
	Queuing system	Supports offline waiting and queuing. When customer call into queue, they can choose offline queuing, system will keep the position and when agent free, call		Bidder's proposal

		will be routed to the agent available.		
		Supports unified multimedia queuing and scheduling. In this way, various media channels can be queued and routed in a unified manner.		Bidder's proposal
	IVR System	The IVR system can start different business logics based on the calling number and support functions such as clear and accurate voice navigation, recording, voice playing, and digit collection to improve the system efficiency.		Bidder's proposal
		The system provides diagram elements, including voice playing, digit collection, menus, transfer, intelligent voice response, and semantic understanding, to implement online IVR orchestration function. This helps tenants develop IVR flows in self-service mode.		Bidder's proposal
		The system allows subscribers to upload voice, and TTS resources online. The resources can be used only after being approved by the platform operations administrator.		Bidder's proposal
		The system supports the TTS and ASR, and can be integrated with the speech recognition engines of mainstream ASR engine vendors in the industry. This helps the business side select an appropriate speech recognition engine.		Bidder's proposal
		The system shall support some logical controls, math operation, and file operation in IVR application.		Bidder's proposal
		The system shall support play basic data type without TTS, such as time, date, price and float.		Bidder's proposal
		The system can transfer businesses and obtain call data. Businesses can be flexibly transferred between agents and the automatic station or among multiple IVR systems.		Bidder's proposal
		The system supports the voice playing function. The system can play multiple types of voices to subscribers, including common prompt tones, files, character strings, and English text files.		Bidder's proposal
		The system supports interface orchestration in self-service mode. Interface templates and		Bidder's proposal

		variables can be defined online, and business system interfaces can be invoked using RESTful interfaces.		
		The system provides the language for flexibly controlling script flows, which allows subscribers to write voice flows. This powerful function can be applied to most IVR services. The system supports the graphical development tool of automatic business flows in English. Automatic business flows can be generated quickly and flexibly in drag-and-drop mode.		Bidder's proposal
		The system supports blocklist customization. The system can invoke the blocklist library of a tenant using an interface to check whether an inbound call is in the blocklist. This improves the validity of agent calls.		Bidder's proposal
		Voice files support the OKI24k (vox), OKI32k (vox), and wav formats, and supports codec formats G711, G729 and AMR-NB.		Bidder's proposal
		The system support provides Satisfaction survey flow.		Bidder's proposal
	Unified Agent Desktop	Sign-in		Bidder's proposal
		Logout		Bidder's proposal
		Busy/Idle		Bidder's proposal
		Rest		Bidder's proposal
		Recording call reason		Bidder's proposal
		Answer		Bidder's proposal
		Release (Hang up)		Bidder's proposal
		Mute		Bidder's proposal
		Call transfer		Bidder's proposal
		Internal call		Bidder's proposal
		Holding/Un-holding a Call		Bidder's proposal
		Three-party call		Bidder's proposal
		Setting Call Data		Bidder's proposal
		Telephone Directory		Bidder's proposal
	Online Customer Service	Subscribers can get service information in multiple ways, such as in text mode and multimedia mode. All text chats		Bidder's proposal

		can be recorded. Agents can view their own historical call records.		
		The system interacts with subscribers proactively and intelligently to provide more customized service or information.		Bidder's proposal
		The system integrates the business knowledge base, provides multiple one-to-one customized interactive services simultaneously, and supports online query services, for example, querying business knowledge.		Bidder's proposal
		After agent services end, customers can evaluate the service quality. The evaluation is recorded as well.		Bidder's proposal
		The system needs support email and chat (Facebook messenger/ Twitter) channel		Bidder's proposal
		The system should provide unified agent chat workbench and support send multimedia messages, such as: emoji, picture, voice, and video.		Bidder's proposal
		When Chatbot provide service, system should provide a menu and guide customer complete business request.		Bidder's proposal
		The system should support provide capability to integration more channel. When add new channel should not affect with current channel and agent workbench no need extra change.		Bidder's proposal
		The system should support easy to integration with third party CRM system.		Bidder's proposal
		The system support chat client switch to voice call and support call back.		Bidder's proposal
		The system support show history contacts information to agent when new session created.		Bidder's proposal
	Outbound marketing	The proposed system should support the following outgoing call schemes:		Bidder's proposal
		Progressive dialing		Bidder's proposal
		Predictive dialing		Bidder's proposal
		Intelligent dialing		Bidder's proposal
		Automatic dialing		Bidder's proposal

		Smart script based standard processing guidance should be enabled in the proposed system for reducing the difficulty of the marketing activities for agents. The guidance can be set by the manager and the order of each hint question for the agents can be changed as the customer's answer.		Bidder's proposal
		Multiple dialling task could be configured for different group of agent, agents can handle multiple dialling task at same time.		Bidder's proposal
		The system should support agent add schedule task and before due time, system should note agent the schedule task, let agent choose whether execute the schedule task immediate or delay.		Bidder's proposal
		The system should support filter customer list at system		Bidder's proposal
		The system support management the number list which forbidden call out, including: add/delete and set due date.		Bidder's proposal
		The system should support self-define call result, let agent submit it after call release. Need support export the call result, file format should support CSV and Excel.		Bidder's proposal
		The system should support automatic import customer list from CSV file		Bidder's proposal
		The system need support configure outbound task strategy, including: outbound times, outbound time interval, based on outbound result configure different action (release or call next time), Maximum ring duration, Maximum waiting duration.		Bidder's proposal
		The system support configure task daily execute time segment		Bidder's proposal
		Outbound task should support configure weekend and local holiday, based on different time execute different strategy		Bidder's proposal
		Local holiday should support configurable		Bidder's proposal
		The outbound module should support configure multiple numbers for one customer and call one by one, after one number call success then not call other numbers under the same customer		Bidder's proposal

		The outbound system should support generate unique ID for each customer.		Bidder's proposal
		The outbound system needs provide open interface support integration with third-party system, including create active and management active and management customer list and schedule list.		Bidder's proposal
		The system support provide dashboard to monitor each task execute status, including: total numbers, executed numbers, pending numbers.		Bidder's proposal
	Voice Recording System	The voice recording system runs stably with a high success rate and 99.99% reliability for clear voice recording.		Bidder's proposal
		Recordings can be searched by date, time, calling number, called number, or agent ID.		Bidder's proposal
		The voice recording system must provide an open API for third-party systems to search for recordings.		Bidder's proposal
		The voice recording system must be highly secure and reliable and can work round the clock.		Bidder's proposal
		The system supports monitoring services in real time to meet administrator requirements.		Bidder's proposal
		The system supports remote playing of recording files. Recording files can be played directly by players such as Windows Media Player. Alternatively, if recording files cannot be directly played, the system must provide the file conversion or online conversion function.		Bidder's proposal
		The recording files are in WAV format.		Bidder's proposal
	Survey	Support configuring satisfaction survey items which will be used in the satisfaction survey actions.		Bidder's proposal
		For voice channel, after agent release the call, system can transfer call to survey flow and get customer feedback about the service, the flow need configuration;		Bidder's proposal
		For Chat channel, after customer release the session system support pop-up survey webpage, let customer give feedback.		Bidder's proposal
		For Social channel, after customer release the session		Bidder's proposal

Inspection System		system send a link to customer, let customer give feedback		
		The powerful inspection system can be used for effective agent monitoring and management.		Bidder's proposal
		The system provides inspection interfaces to support inspection operations such as agent monitoring, listening, supervision, insertion, forcible sign-out, interception, forcible busy and idle showing, and forcible release.		Bidder's proposal
		The system supports agent state viewing, including the states of local and remote agents.		Bidder's proposal
		The system allows inspectors to listen to agents in service. All agent calls can be recorded.		Bidder's proposal
		The system supports inspection operations such as agent monitoring, listening, insertion, forcible sign-out, interception, Whisper, forcible busy and idle showing, and forcible release. Each function should support control by permission.		Bidder's proposal
		The system provides interfaces to monitor each agent's handling process on the PC, including call queuing, agent state (busy, calling, or offline), and the handling information of the current day.		Bidder's proposal
		The system provides interfaces to support full-screen monitoring. The line chart of calls on the current day is projected on a full screen in the maximum size so that inspectors can clearly view the VDN running states.		Bidder's proposal
		The system should support query and export inspection list		Bidder's proposal
		The system should support AI inspection and provide result query feature, AI inspection including rule configuration and scope configuration		Bidder's proposal
		AI part should support Sensitive Word configuration and management		Bidder's proposal
		The system should be able to temporarily adjust the skill queues of agents to deal with the sudden traffic peaks.		Bidder's proposal
		System should support inspection result review ability, which means if agents have doubts about the quality check result, agents should be able to		Bidder's proposal

		apply for manual inspection review.		
		System should support inspection score item self-management and score template self-management, which means administrator is able to add/delete/modify score item and score template.		Bidder's proposal
		System should support to manage the inspection relationships between subscribers or between groups based on organizations or user groups, and apply the relationships to inspection tasks.		Bidder's proposal
		System should support inspection task management: create inspection task for certain inspector or certain inspector group, setting score template for inspection task to use.		Bidder's proposal
		System should support inspection task monitor: administrator is able to view the progress of all inspection task, inspector is able to view the progress of inspection task assigned to himself.		Bidder's proposal
	Monitoring Management System	The monitoring system adopts the permission control mode. Operators can enter the corresponding monitoring pages to view the running states of relevant devices based on their permissions. The monitoring system can be classified into system monitoring and business monitoring based on administrator permissions.		Bidder's proposal
		The system allows administrators to monitor the performance of agents in voice call queues and obtain the number of idle agents and number of queuing calls. This helps administrators understand the system running state.		Bidder's proposal
		The system allows administrators to monitor the performance of agents in skill groups in real time. Administrators can view the distribution of agents in different states and view current call processing indicators.		Bidder's proposal
		The system allows administrators to monitor changes in the call traffic and call completion rate of the manual station. Administrators can view the call traffic statistics and trend of the		Bidder's proposal

		manual station in graphics, and view changes in the call completion rate of the manual station in an hour.		
		The system allows administrators to monitor changes in the call traffic and call completion rate of the automatic station. Administrators can view the call traffic statistics and trend of the automatic station in graphics, and view changes in the call completion rate of the automatic station in an hour.		Bidder's proposal
		The system allows administrators to monitor changes in the call traffic and call completion rate of the internal help queue. Administrators can view the call traffic statistics and trend of the internal help queue in graphics, and view changes in the call completion rate of the internal help queue in an hour.		Bidder's proposal
		The system allows administrators to monitor changes in the call traffic and call completion rate of the selected skill queue. Administrators can view the call traffic statistics and trend of the specified skill queues in graphics, and view changes in the call completion rate of the specified skill queue in an hour.		Bidder's proposal
		The system support provides monitor the call list which cancelled at queue.		Bidder's proposal
		For real-time monitoring the system should provide following features:		Bidder's proposal
		1. Customizable full screen monitoring page, users can customize their own monitoring page via drag-and-drop and zoom-in/zoom-out operations.		Bidder's proposal
		2. The monitoring page should support both bar chart, line graph, pie chart, rich text and ring chart to better display monitoring data.		Bidder's proposal
		3. The system should provide real-time monitoring features for skill queues, IVR processes, agents, virtual call centres and access codes.		Bidder's proposal
		For virtual call centre real-time monitoring, the system should provide capabilities to monitor the following indicators:		Bidder's proposal
		1. Numbers of total inbound/outbound calls.		Bidder's proposal

		2. Numbers of queuing customers of each skill queues		Bidder's proposal
		3. Total queuing numbers		Bidder's proposal
		4. Total lost calls		Bidder's proposal
		5. Success outbound calls		Bidder's proposal
		6. Numbers of manual inbound/outbound calls.		Bidder's proposal
		For IVR process real-time monitoring, the system should provide capabilities to monitor the following indicators:		Bidder's proposal
		1. Total IVR inbound calls		Bidder's proposal
		2. Total IVR outbound calls		Bidder's proposal
		3. Total success outbound calls		Bidder's proposal
		4. Total abandoned calls in IVR		Bidder's proposal
		5. Success rate of IVR outbound		Bidder's proposal
		6. Average time of IVR calls		Bidder's proposal
		For IVR process real-time monitoring, the system should provide capabilities to monitor the following indicators:		Bidder's proposal
		1. Online queuing number of skill queues		Bidder's proposal
		2. Number of real-time calls of skill queues		Bidder's proposal
		3. Number of abandon calls		Bidder's proposal
		4. Number of calls overflowed to skill queues		Bidder's proposal
		5. Success rate of inbound/outbound calls		Bidder's proposal
		6. Average time of inbound/outbound calls		Bidder's proposal
		7. Max/Min waiting time of inbound calls		Bidder's proposal
		8. Average time of queuing, etc.		Bidder's proposal
		The system supports self-define DIY Dashboard, support par chart/line chart/data table and rich text. Can easily drop and down to create new dashboard.		Bidder's proposal
	Report System	The Platform provides real-time and offline call detail records (CDRs), which can be obtained in multiple modes such as download and push. This facilitates report development for developers.		Bidder's proposal
		The system supports real-time report statistics, and the report data is updated within 15 minutes. This facilitates the		Bidder's proposal

		development of report display pages.		
		The system provides basic CDRs. A CDR contains the call ID, calling number, called number, waiting start time, waiting end time, answering start time, answering end time, call start time, call end time, service type number, waiting reason, and release reason.		Bidder's proposal
		Call records can be stored for at least three months. The storage duration and required storage space can be configured based on the customer requirements.		Bidder's proposal
		The system should provide queue monitor and agent monitor dashboard, support add or remove indicator, support change time interval.		Bidder's proposal
		The system should support wallboard for a full-screen monitoring and reporting presence.		Bidder's proposal
	Social Media management	Interconnect with social media (Facebook posts, Twitter posts, and Web-Chat (WhatsApp, Telegram, Signal etc)) for social media operations.		Bidder's proposal
		supports the operation of enterprise social media accounts. Agents can use enterprise social media accounts to post, view customer replies, and reply to customers.		Bidder's proposal
		Allows agents to view which posts are mentioned in the system and access the original text.		Bidder's proposal
	High Availability Solution	Solution should provide high local reliability and prevent single points of failure.		Bidder's proposal
	Openness	Supports Contact Centre Service Capability Openness, include: • Lightweight Connection Block • Lightweight Web-Chat (WhatsApp, Telegram, Signal etc) • Multimedia API Openness • WebRTC click-to-Dial • Outbound call campaign API Openness		Bidder's proposal
		Supports Contact Centre Platform Capability Openness, include: • Call Centre Configuration API Openness		Bidder's proposal

		• Agent API openness • Multimedia Connection API Openness • IVR Orchestration API Openness • Monitoring Report Openness • Monitoring Report Openness • CDR Transfer API Openness • Intelligent API Openness		
		Supports Integration to Oracle CX (CRM Solution)		Bidder's proposal
Cloud Resource	ECS	The off-premise cloud platform must be deployed in a virtual server environment, providing the capacity to enable the performance noted in this specification.		Bidder's proposal
		Operation System of the VM on Cloud can be reinstalled or switched to another Operation System on the web portal with clicks.		Bidder's proposal
		The Linux and Windows operating systems provide two login modes: password login and key login.		Bidder's proposal
		OS reinstallation is supported for cloud hosts.		Bidder's proposal
		Encryption of system disks and data disks		Bidder's proposal
		Internal VM authentication. A temporary token can be obtained from a VM to access other cloud services.		Bidder's proposal
	EVS	EVS disks support snapshots.		Bidder's proposal
		The EVS disk supports the recycle bin.		Bidder's proposal
		Online capacity expansion of EVS disks without shutdown		Bidder's proposal
		IOPS/Bandwidth Burst		Bidder's proposal
		Each EVS disk must have three copies distributed in different racks.		Bidder's proposal
		Object Storage must support Hot storage, warm storage and cold storage for archiving. Particularly for achieving, the proposed object storage for achieving can be read directly.		Bidder's proposal
		99.999999999% (12 nines) of data durability are required for Object Storage.		Bidder's proposal
	VPC	Supports the security group capability.		Bidder's proposal

		Lifecycle management, such as creation, deletion, and modification		Bidder's proposal
		Private network IP addresses can be migrated to the cloud without changing their IP addresses, and Layer 2 can be deployed online and offline.		Bidder's proposal
		VPCEP		Bidder's proposal
		IP address group		Bidder's proposal
	EIP	On-demand bandwidth supports elastic scaling.		Bidder's proposal
		IP and bandwidth-based traffic monitoring		Bidder's proposal
		NAT64 translation service		Bidder's proposal
	VPN	Supports virtual IP addresses.		Bidder's proposal
		IP address group		Bidder's proposal
		Supports east-west private network NAT.		Bidder's proposal
		Private network IP addresses can be migrated to the cloud without changing their IP addresses, and Layer 2 can be deployed online and offline.		Bidder's proposal
	DC	Low latency and high bandwidth		Bidder's proposal
	ELB	Blocklist and trust list (supported by exclusive ELB instances)		Bidder's proposal
		Multi-AZ and multi-active		Bidder's proposal
		The private IP address of the ELB instance can be changed.		Bidder's proposal
		Distributes traffic to specified IP addresses.		Bidder's proposal
		Set the response timeout interval.		Bidder's proposal
		Set the request timeout interval.		Bidder's proposal
		Load balancing supports hundreds of millions of concurrent connections.		Bidder's proposal
		Provides self-service portals and APIs. Customers can create and configure load balancing instances by themselves.		Bidder's proposal
		All links support HTTPS.		Bidder's proposal
	Nat-Gateway	Direct Connect/Cloud Connection Accessing the NAT Gateway to the Internet		Bidder's proposal
		SNAT and DNAT share an EIP.		Bidder's proposal
		Creating and deleting DNAT rules in batches		Bidder's proposal
		Monitoring, top N IP address usage		Bidder's proposal

		Provide a 99.95% SLA		Bidder's proposal
	CBR	Backup service should be provided within the off-premise cloud platform.		Bidder's proposal
		The backup service should support both Bare metal server and Virtual machines on Cloud and support hour-level backup for these servers.		Bidder's proposal
		This must be provided as part of the Cloud solution and costed accordingly.		Bidder's proposal
	Anti-DDoS	Identify bots based on reputation and perform mitigation.		Bidder's proposal
		Perform the treatment of bots through tests with Javascript injection and other metrics that enable its treatment and protection of the site.		Bidder's proposal
		Be able to differentiate between legitimate requests made by human users and requests made by bots, web scraping and automated attacks.		Bidder's proposal
		Provide proactive defense against bots by injecting a JavaScript challenge to detect if it is a legitimate user or robot.		Bidder's proposal
	WAF	Detects and intercepts crawlers, such as search engines, scanners, script tools, and other crawlers. Supports dynamic anti-crawler based on signature databases and JS scripts.		Bidder's proposal
		Static web pages of websites can be cached and locked to prevent malicious content tampering.		Bidder's proposal
		Allows users to customize the IP address blocklist and trust list to prohibit and allow access requests from certain IP addresses and IP address segments, import IP addresses/IP address segments in batches, and add, delete, modify, and query IP addresses. At least XXX IP addresses/address segments are supported.		Bidder's proposal
	HSS	The anti-DDoS cleaning device, the core component of the AAD system, uses a non-x86 carrier-class dedicated hardware architecture and a dedicated security operating system. The anti-DDoS cleaning capability of a single device is over 1 Tbit/s, and the cluster stacking is not required to process heavy-traffic attacks.		Bidder's proposal

		CNAME access is supported. When the high-defense IP address of a line is faulty, services can be automatically switched to another normal line.		Bidder's proposal
		Supports HTTP Get/Post Flood attack defense, HTTP retransmission attack defense, and HTTP hijacking attack defense. Supports precise defense against HTTP slow attacks, HTTPS flood attacks, and null connection attacks. Supports CC attack defense. Supports SockStress attack defense. Supports connection flood attacks. Supports SIP methods flood.		Bidder's proposal
		Identifies and blocks common network attacks, such as SYN Flood, ACK flood, FIN/RST Flood, TCP flood, UDP flood, ICMP Flood and DNS reflection attacks. Provides fast defense against protocol signatures, implements static filtering based on IP, TCP, UDP, HTTP, DNS, ICMP, and SIP, and defends against UDP reflection amplification attacks, such as NTP Amplification.		Bidder's proposal
		Filtering conditions can be configured based on the geographical location of the source IP address to block source access from a specified country.		Bidder's proposal
		Provides basic bandwidth and elastic bandwidth. The elastic protection threshold can be adjusted by users, and services are not affected during the adjustment.		Bidder's proposal
	DBSS	Attack detection: SQL injection attacks can be detected. - Support user-defined risk rules;		Bidder's proposal
		Supports the Agent deployment mode. Services are not interrupted after faults are audited.		Bidder's proposal
		Supports various databases, such as MySQL, PG, SQL Server, DWS, and Avatar.		Bidder's proposal
	GaussDB (Redis)	100% compatible with Redis 5.0		Bidder's proposal
		Security group		Bidder's proposal
	RDS for MySQL	SSL Connection		Bidder's proposal
		Instance Recycle Bin		Bidder's proposal

		Basic Needs		Bidder's proposal
		Configuring the Virtual and Floating IP Addresses		Bidder's proposal
		Incremental backup and restoration		Bidder's proposal
		Maximum recovery time		Bidder's proposal
		Cross-region backup		Bidder's proposal
		Error Log		Bidder's proposal
		Second-level monitoring		Bidder's proposal
		Event monitoring		Bidder's proposal
		Service Availability SLA 99.99%		Bidder's proposal
	CCE	Supports unified management of cross-cloud (multi-cloud/hybrid cloud) and cross-region container clusters, and provides cross-cloud DR and backup, service traffic sharing, and access region affinity capabilities.		Bidder's proposal
		Supports x86, GPU, and ARM hardware.		Bidder's proposal
		Supports automatic scaling of workloads and compute nodes.		Bidder's proposal
		Container storage supports block storage, object storage, and file storage.		Bidder's proposal
		Container storage volumes support encryption, including block storage and file storage.		Bidder's proposal
		Node system disk encryption		Bidder's proposal
		Scaling to a serverless container		Bidder's proposal
		Cluster Hibernation/Wakeup		Bidder's proposal

SECTION 8: SCHEDULE OF RATES

Item	Description	Unit price	Quantity	Year 1 Price Exl. VAT	Year 2 Price Exl. VAT	Year 3 Price Exl. VAT	Total ZAR Exl. VAT	Total ZAR Incl. VAT
Upper-layer call centre applications								
Voice Agent	Incoming/ Outgoing voice call for agents Recording, queuing & routing OOTB Report, OOTB API integration		250					
Email Channel	Email call access to all contact centre employees		50					
Digital channel	Live Chat, SMS,Social media,Web-Chat (WhatsApp,Telegram, Facebook Messenger, DM, Signal and Hashtag alerts) access to agents (for specifications, please refer to function list)		50					
Case management	E2E case process including: agents create trouble ticket and ticket dispatch, back end operator handling and feedback.		250					
IVR	Number of concurrent calls		150					
Cloud Infrastructure								
ECS: Elastic Cloud Server (ECS) is a cloud server that provides scalable, on-demand computing	Virtual Machine:2vCPUs,4GB Memory							
	Virtual Machine:4vCPUs,8GB Memory							
	Virtual							

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resources for secure, flexible, and efficient applications	Machine:8vCPUs,16GB Memory							
	Virtual Machine:12vCPUs,24GB Memory							
	Virtual Machine:16vCPUs,32GB Memory							
	Virtual Machine:24vCPUs,48GB Memory							
	Virtual Machine:32vCPUs,64GB Memory							
EVS: Elastic Volume Service (EVS) offers persistent block storage for cloud servers and gives you high availability and durability with stable low latency.	General Purpose SSD, unit: per GB							
	Common IO, unit: per GB							
	High IO, unit: per GB							
	Ultra-High IO, unit: per GB							
	Extreme SSD, unit: per GB							
VPC: Virtual Private Cloud (VPC), Isolate cloud resources with virtual private networks. VPC enables your cloud resources to securely communicate with each other, the internet, and on-	A virtual private network							

premises networks.								
EIP: Elastic IP (EIP) service provides static public IP addresses and scalable bandwidths. You can easily bind an EIP to an ECS, or NAT gateway	Public IP with Dynamic B GP, unit: per Mbit/s							
CBR: Cloud Backup and Recovery (CBR) Back up data stored on Cloud servers, disks, databases, desktops, SFS Turbo file systems, files and directories on local and cloud servers, and on-premises VMware environments to protect against viruses, accidental deletions, and software or hardware faults	Cloud Server Backup, unit: per GB Volume Backup, unit: per GB							
DC, Direct Connect (DC), Direct Connect provides you with	Direct Connect as a Service:10GE port							

a dedicated, secure, and stable network connection between your on-premises data center and Cloud data center								
ELB: Elastic Load Balance (ELB) automatically distributes incoming traffic across servers to balance their workloads, increasing the service capabilities and fault tolerance of your applications	Load Balancer with Public IP and Dynamic BGP (public IP, unit: per Mbit/s)							
DBSS: Database Security Service (DBSS) uses machine learning and big data technologies to protect your databases on the cloud, intelligently auditing them and detecting risky behaviors like SQL injection	Standard Database Audit service							
GaussDB(Redis): GaussDB(for Redis) functions	Distributed Cache Service (DCS) master							

as good as Redis Cluster does and is 100% compatible with native APIs. You can migrate your on-premises Redis databases to GaussDB(for Redis) without modifying any code. Thanks to a shared storage pool, GaussDB(for Redis) is able to inexpensively process massive amounts of data.	standby 1 GB, 2 replica instance (X86)							
NAT Gateway, you can use NAT Gateway to let all instances in a private subnet connect outbound to the Internet or other private networks while remaining fully private	Medium (support 50,000 connects) NAT Gateway							
Anti-DDoS: Anti-DDoS Service provides stronger protection from large volumetric DDoS attacks. Protect your	Access Mode: DNS resolution Bandwidth Type: multi-line BGP Protected Resources: IP addresses accessible to the Internet							

servers deployed on multi-Cloud infrastructure								
WAF: Web Application Firewall (WAF) Protects web applications and websites from common online attacks.	Basic course Platinum							
HSS: Host Security Service (HSS) Manage server and container risks and maintain compliance with cyber security standards. Fight intrusions such as ransomware, mining, infiltration, and container escapes.	Enterprise version							
RDS for MySQL: RDS for MySQL A fully-managed, MySQL-compatible, relational database that is easy to set up, run, and scale	8vCPUs,64GB Memory version							
CCE: Container Engine (CCE) is a	CCE VM Cluster (High Availability) support 50							

fully hosted Kubernetes service that lets you build, run, and scale containerized applications.	nodes							
Others								
Training	Training of all Contact Centre employees and Support. User and support training		1					
Setup and installation fee	Platform and service setup with integration configuration, tenant space provisioning & configuration, such as agent accounts, text / social channels, agent telephone numbers, line integration etc. (once off)		1					
Total								

SUMMARY OF RATES

<u>NO</u>	<u>YEAR</u>	<u>SUB-TOTAL</u>
1	YEAR 1 (INCL.VAT)	
2	YEAR 2 (INCL. VAT)	
3	YEAR 3 (INCL. VAT)	
	TOTAL (to be carried forward to the Official Tender form)	

SECTION 9: OFFICIAL TENDER FORM

Part A: OFFER BY TENDERER - In response to **Tender Number : 1I-29891** I / we hereby offer to supply the goods / services detailed hereunder in accordance with the Technical Specification, and subject to the Standard and Special Conditions of Tender (Goods/Services), and General and Special Conditions of Contract, which accompanied your Tender (with which I / we acknowledge myself / ourselves to be fully acquainted) at the price stated below, or in the case of individual rates are indicated in Section 8 : Bill Of Quantities / Schedule of Rates / Activities.

TENDERED PRICE EXCLUSIVE OF VAT	VAT AMOUNT	TENDERED PRICE INCLUSIVE OF VAT
R	R	* R
* AMOUNT IN WORDS (incl. VAT):		

I / We hereby agree that this tender will hold good and remain open for acceptance as specified in the Conditions of Tender or during such other period as may be specified in the Special Conditions of Tender.

eThekweni Vendor Portal Registration Number:

PR

C.S.D Registration Number:

MAAA

S.A.R.S Pin Number:

Completion of the following is compulsory. Failure to declare the following will invalidate your offer.

Declaration of Interest

Are any of the entity's directors, managers, principle shareholder or stakeholders currently in the service of the state or have been in the service of the state in the past twelve (12) months?				☐ Yes	☐ No
Is any spouse, child or parent of the entity's directors, managers, principle shareholder or stakeholder currently in the service of the state or have been in the service of the state in the past twelve (12) months?				☐ Yes	☐ No
Name of entity's member	Position in Entity	Name of Relative (if applicable)	Name of State Institution	Nature of Relationship	
Do you or any other directors, managers, principle shareholder or stakeholder of your entity have any relationship (spouse, family, friend, associate) with persons in the service of the state and/or who may be involved with the evaluation of this quotation? If yes please furnish particulars below				☐ Yes	☐ No
Name of entity's member	Position in Entity	Name of Relative (if applicable)	Name of State Institution	Nature of Relationship	

Refer to the Consolidated MBD Documents in Section 4(d) for the definition of "in service of the State"

* Signature :

* Name (capitals):

Date:

Capacity:

* Name of Business:

Tel:

Address:

Fax:

* Denotes Mandatory Information

Failure to complete the Mandatory Information and sign this Tender Form will invalidate the tender

Part B: ACCEPTANCE BY PURCHASER - The Purchaser, as represented by the following Official, hereby accepts the Tenderer's offer in terms of the Conditions of Tender, Specifications, and Conditions of Contract.

Signature:

Name (capitals):

Date:

Capacity:

SECTION 10: ANNEXURES

ABBREVIATIONS

Abbreviation	Description
4G	The 4 Generation
5G	The 5 Generation
A	
ACD	Automatic Call Distributor
ASR	Auto Speech recognition
Anti-DDoS	Anti-distributed denial of service
B	
BICC	Bearer Independent Call Control
C	
CTI	Computer Telephony Integration
CTI Server	Computer Telephony Integration Server
CAPEX	Capital expenditure
CCE	Cloud container engine
CRM	Customer relationship management
CDR	Call detail record
CBR	Cloud Backup and Recovery
D	
DC	Dedicated connections
E	
ECS	Elastic Cloud Server
EVS	Elastic Volume Service
EIP	Elastic IP address
ELB	Elastic load balancer
H	
HTTP	Hyper Text Transport Protocol
HSS	Home subscriber server
I	

Abbreviation	Description
IVR	Interactive Voice Response
IMS	IP multimedia subsystem
M	
M2PA	MTP2-User Peer-to-Peer Adaptation Layer
M2UA	Message Transfer Part 2 (MTP2) -User Adaptation Layer
M3UA	Message Transfer Part 3 (MTP3) -User Adaptation Layer
MML	Man Machine Language
N	
NGN	Next Generation Network
O	
OPEX	Operational expenditure
S	
SIP	Session Initiation Protocol
SaaS	Software as a service
T	
TTS	Text-to-Speech
TLS	Transport Layer Security
V	
VPC	Virtual Private Cloud
VDN	Virtual directory number
W	
WAF	Web application firewall
WAV	Waveform Audio Format