

JCPZ/RFI/ICT01/2023 – Voip Telephone System	
TERMS OF REFERENCE	
PROJECT TITLE	RFI for Supply, installation and maintenance of Hosted VOIP (Voice over internet Protocol) Telephone system, call center system Solution for Johannesburg City Parks and Zoo (JCPZ)

APPOINTMENT OF A SERVICE PROVIDER

Prospective Service Providers with suitable qualifications and experience are sourced to submit proposals for provision, delivery, installation and maintenance of Hosted VOIP telephone system and call centre management as a service for a period of three (3) years based on the below specifications.

Proposals are to be submitted in line with terms of reference stipulated below.

BACKGROUND

Johannesburg City Parks and Zoo (JCPZ) currently has an old analog telephone system that no longer support the business needs of the organization, there is no current contract for management of the telephone system, due to the reason we are looking for new contract for a similar service, JCPZ has embarked on a process of procuring new system that will allow business continuity management (BCM) and to support the business continuity plan of ICT, and as such JCPZ is in need of a service provider to supply, install and maintain telephone solution. The prospective service provider must offer 2nd and 3rd level support, as well as offer maintenance for the solution throughout the contract term.

Johannesburg City Parks and Zoo (JCPZ) current telephones will be replaced with softphones that support basic telephony features. The intent of this tender is that the responder shall provide a complete, end-to-end, solution for the proposed installation. The vendor shall provide any necessary design, planning, installation, Network analysis, training and post-installation support for the project.

Johannesburg City Parks and Zoo expects that the respondent(s) to conduct a full assessment of the current telephone system/network.

The Switchboards Telephone system

Site Name	Physical Address	Switchboard/ Receptionists
Head Office	40 De Kort Street, Braamfontein Johannesburg	Switchboard
Spring Field	12 Glencoe Road, Springfield	Switchboard
JHBZoo	Jan Smuts Avenue, Parkview	Switchboard

PURPOSE

To provide and Hosted VOIP telephone system (Private Branch Exchange (PBX)) as a service to Johannesburg City Parks and Zoo offices for a period of three (3) years.;

To 97% uptime of the internet and the PBX services per year;

To allow for seamless integration into JCPZ 's virtualization infrastructure;

To optimize backup processes in line with business and ICT continuity strategies.

To provide reliability, flexibility, expandability, and usability;

Data archiving for the purpose of compliance with forensics and legal requirements.

OBJECTIVES

To provide prospective service providers with adequate information to understand and respond to JCPZ requirements for Telephone management Solution.

To ensure uniformity in responses received from prospective service provider.

To provide a structured framework for the evaluation of submitted proposals.

SCOPE OF WORK

The proposed solution must possess the following capabilities:

The scope of this contract is for the following services.

Johannesburg City Parks and Zoo seeks to appoint a suitably qualified and capable service provider for provision, delivery, installation and maintenance of Hosted VOIP telephone system and call center management as a service for a period of three (3) years based on the following specifications.

Hosted VOIP telephone system

Softphones capabilities

Mobility: Allow making or taking calls using your desk phone, computer, conference room phone or smartphone. Calls should appear to originate from the user's extension.

The successful bidder will be required to:

Supply, Deliver, Install and configure Hosted PBX Solution that can support a capacity of more than 900 soft phones and IP phones.

Supply, Deliver and commission IP Phones in all JCPZ Sites

Provide Maintenance Services including new additional IP phones for a period of 3 years.

Provide configuration and design documents and training to JCPZ ICT staff.

Service providers must add required equipment/ services that are not mentioned to ensure a workable solution (When required).

Provide a solution to manage extensions.

The hosted PBX Solution must have the following features:

Online Management portal – to enable ICT to manage accounts and to monitor, add and remove users.

Configure Hunt Groups

Voicemail-to-email - send voice mail to the email of the intended recipient.

Call queue - manage influx of calls by placing callers in a certain line.

Unlimited calling – free calls between and within Johannesburg City Parks and Zoo telephones

Conferencing Calling – ability to enable users hosts multiple calls.

Extension dialling – dialling specific extension numbers between JCPZ personnel (JCPZ to provide extension list).

Auto-attendant – ability to guide callers on appropriate selection.

Soft-Phone – ability to make calls over electronic devices.

VoIP calling to all telecommunication providers.

Telephone Management system service

Telephone Management System (TMS): IT personnel to have access for getting usage reports, create user codes, assign telephone extension names.

The Hosted VOIP telephone system must come with (579) Softphones, 30 IP phones and Three (03) switchboard.

Power Over Ethernet (PoE) and Voice Over Internet Protocol (VOIP),

Auto Deployment plug and play and support both hosted & local Server settings,

Supply and setup of (03) switchboard according to below specifications:

Support colour screen expansion module,

Support up to 10-multiple lines,

Efficient operations

Support Bluetooth headsets, and

Provide training to up to 5 users.

contact centre capabilities with wallboard(s).

Call rates / per minute

The service provider to provide call rates for national calls (Landline and mobile).

Call Centre

Scalable and reliable

High Availability

Manager / Supervisor reporting

Agents Support

Ability to answer call from anywhere

Inbound & Outbound Calls

Call info Recording

Able to communicate services updates or interruptions with the community

Ward councillor add-on and per ward reporting capability

Service performance monitoring and reporting using analytics

REPORTING

The service provider will be expected to provide a report on a Monthly, quarterly, yearly, as and when required.

Be able to produce usage reports and audit trails.

Uptime report

Internet usage report

NUMBER PORTING

Johannesburg City Parks and Zoo has existing dedicated numbers at each office location. These number should be ported to the chosen provider and then trunked back into Johannesburg City Parks and Zoo. The numbers will reside on the provider network but will remain the property of Johannesburg City parks and Zoo in the event that JCPZ chooses to change providers.

Managed Services:

SLA on technical support. (i) Preferably, the solution must utilise the existing dedicated fibre link and existing LAN infrastructure for Preferably, the solution must utilise the existing dedicated fibre link and existing LAN infrastructure for VoIP. Any additional unavoidable infrastructure requirements must be specified and quoted for accordingly.

It is the responsibility of the service provider to fully setup, configure, install, and test the solution before sign-off.

PROJECT TIMELINE

All bidders are required to attach the detailed project plan and methodology.

Price Schedule

MOBILE NETWORK	RATE PER MINUTES
Vodacom	
MTN	
Cell C	
Telkom Mobile	
Landline	
Other (Please specify)	

Items	Year 1	Year 2	Year 3
Implementation cost			
Licenses for softphones cost			
Support and maintenance			
Hosted PABX			
Landline			
Training for Administrators			
Other (Please specify)			
Total Cost			

SUBMISSIONS

ALL submissions in response to the RFI should be sent electronically to Ernest Moeketsi on email: emoeketsi@jhbcityparks.com . For any queries related to the RFI, contact Mr. Ernest Moeketsi on 011 712 6640 or on email: emoeketsi@jhbcityparks.com. JHB City Parks & Zoo expressly reserves the right to utilize any and all ideas submitted in the proposals received unless covered by legal patent or proprietary rights which must be clearly noted in the proposal submitted in response to the RFI.

Late proposals will not be accepted, nor will additional time be granted. The RFI will remain open for a period of 14 days and submissions must be reach us by, 05 June 2024, 12:00