



**NATIONAL LIBRARY OF SOUTH AFRICA**

228 Johannes Ramokhoase Street  
Private Bag X397  
Pretoria  
0001

5 Queen Victoria Street  
Cape Town  
8001

**APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT A UNIFIED COMMUNICATIONS SOLUTION (VOIP TELEPHONY) TO THE NLSA FOR A PERIOD OF THIRTY-SIX (36) MONTHS – (NATIONAL TREASURY CONTRACT RT15-2021).**

**ISSUED DATE:**

**16 FEBRUARY 2023**

**CLOSING DATE: 10 MARCH 2023**

**TIME: 11H00**

**Bid No: NLSA.38/2022-2023.**

**VALIDITY PERIOD: 120 DAYS**

**BID DOCUMENTS MAY BE:**

**DEPOSITED IN THE TENDER BOX SITUATED AT (STREET ADDRESS)**

**NLSA OFFICES, 75 THABO SEHUME STREET OR 228 JOHANNES RAMOKHOASE  
PRETORIA CBD**

**COMPILED BY: .....**

**NAME OF THE COMPANY.....**

**PHYSICAL ADDRESS/RESIDENTIAL**

**ADDRESS.....**

**TELEPHONE NUMBER.....**

**EMAIL ADDRESS.....**



**NLSA**

National Library of South Africa

an agency of the  
Department of Arts and Culture

## **NATIONAL LIBRARY OF SOUTH AFRICA**

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**TERMS OF REFERENCE FOR THE APPOINTMENT OF BIDDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT A UNIFIED COMMUNICATIONS SOLUTION (VOIP TELEPHONY) TO THE NLSA FOR A PERIOD OF THIRTY-SIX (36) MONTHS – (NATIONAL TREASURY CONTRACT RT15-2021).**

**NLSA Bid No:38/2022/2023**

**CLOSING DATE 10 MARCH 2023**

**TIME 11h00**

### **1. BACKGROUND**

- 1.1 National Library of South Africa, hereafter referred to as NLSA, is a world class African National Library and Information Hub. The NLSA is responsible for collecting, recording, preserving and making available the national documentary heritage of South Africa. The NLSA promotes awareness, appreciation and access to published documents, nationally and internationally and in doing so contributes to the development and prosperity of South Africa. The NLSA has Campuses in Pretoria and Cape Town.
- 1.2 National Library of South Africa seeks to appoint Bidder to assist the NLSA with the supply, installation, configuration, maintenance and support of a Unified Communications System (VoIP Telephone System) at the NLSA's Pretoria and Cape Town Campuses for a period of thirty-six (36) months through the National Treasury contract RT15-2021.

### **2. SCOPE OF WORK**

#### **2.1 Services / products**

- 2.1.1 The Bidder must provide all components that make up the entire solution

- 2.1.2 The Bidder must provide and maintain all solution hardware to the NLSA' campuses for thirty-six (36) months.

## **2.2 Maintenance and support**

- 2.2.1 The Bidder must be responsible for the maintenance and support of the products/service for a period of thirty-six (36) months.
- 2.2.2 The Bidder will be responsible for the maintenance and support of the applications which make up the entire solution and provide recommendations for improvement where necessary.

## **2.3 Products and services required**

- 2.3.1 Cloud-hosted switchboard solution
- 2.3.2 Support voice and video-based communication endpoints
- 2.3.3 Communication to cloud application and services
- 2.3.4 Integrate with video conferencing equipment with proposed voice and video applications
- 2.3.5 Provide Disaster Recovery for the solution
- 2.3.6 Solution must have centralized administrator console
- 2.3.7 The solution must provide for multiple simultaneous connectivity, internal, external, and multi-party conference.
- 2.3.8 Multiple codec services
- 2.3.9 Direct dialing inward and outward
- 2.3.10 Caller line identification presentation and restriction
- 2.3.11 Call forward
- 2.3.12 Call Waiting
- 2.3.13 Call Transfer
- 2.3.14 Number barring
- 2.3.15 Use local internet breakouts
- 2.3.16 Call from anywhere on any device
- 2.3.17 Voice mail
- 2.3.18 Emergency calling
- 2.3.19 Government and regulation compliance
- 2.3.20 Allow VOIP calling
- 2.3.21 Provide auto attendants that greet incoming calls and help route callers to their destination
- 2.3.22 Conference Calling
- 2.3.23 Call analytics and reporting
- 2.3.24 Allow free inter-campus calling
- 2.3.25 Hunt groups
- 2.3.26 Follow-me ringing

2.3.27 Browser-based administration lets users change their availability and number preferences, as well as simplifying hunt groups, and other administration work.

2.3.28 Provide training for systems administrators

## **2.4 License**

2.4.1 Bidder must provide and maintain all licensing, except where other products and services are already available.

## **2.5 Existing Switchboard Numbers**

### **2.5.1 Pretoria Campus**

2.5.1.1 012 401 9700

2.5.1.2 012 402 3000

### **2.5.2 Cape Town Campus**

2.5.2.1 021 4246 320

2.5.2.2 021 423 2669 (Centre for the book)

## **2.6 Training**

2.6.1 Bidder must provide training and unlimited access reports for the duration of the contract

2.6.2 Bidder must provide skills transfer to the NLSA's technical support team

2.6.3 Training material must be provided in an electronic format that can be placed on the NLSA's intranet for information sharing.

## **2.7 Bidder Responsibilities**

2.7.1 Bidder shall be responsible for repairs and maintenance of the solution in accordance to the agreed service level agreement (SLA).

2.7.2 In case any equipment cannot be repaired within the agreed SLA, the bidder shall provide loan equipment of the same specification.

2.7.3 The scope of the required services shall be limited to the National Library of South Africa and will cover the supply and installation, and maintenance of the proposed services.

2.7.4 All equipment must have full warranty offered by the original equipment manufacturer (OEM).

2.7.5 The warranty of the equipment must be for at least three years.

2.7.6 Bidder shall supply equipment that will not reach its end-of-life in the next five years.

2.7.7 During the project, the successful bidder shall provide a dedicated project manager to liaise with the National Library of South Africa.

2.7.8 Bidder must submit a valid proof of accreditation from their proposed solution's OEM.

2.7.9 Where the Bidder will be sub-leasing the solution, a valid proof of sub-leasing agreement must be submitted.

### 3. NLSA'S RIGHTS

4.1 The NLSA is entitled to amend any Bid conditions, Bid validity period, Bid terms of reference, or extend the Bid's closing date, all before the Bid closing date. All Bidders, to whom the Bid documents have been issued and where the NLSA have record of such Bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the NLSA's website under the relevant Bid information. All prospective Bidders must, therefore, ensure that they visit the website regularly and before they submit their Bid response to ensure that they are kept updated on any amendments in this regard.

### 4. DURATION OF THE PROJECT

4.1 The duration of the project is thirty-six (36) months from the date of appointment. The Bidder and NLSA will enter a thirty-six (36) months SLA on an effective date the date of appointment

### 5. SOLUTION DEVICES TECHNICAL SPECIFICATIONS

5.1

| Quantity | Specification                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 240      | <b>Wireless Handset</b> <ul style="list-style-type: none"><li>• Advanced Handsfree talking</li><li>• Adjustable volume</li><li>• Phonebook transfer via DECT, Bluetooth and LAN</li><li>• Recalls Last 20 dialled numbers</li><li>• Date reminder function and alarm call</li><li>• Calendar</li><li>• List of 30 last missed calls with time and date</li><li>• Date and Time displayed</li><li>• PIN-protected mailbox</li><li>• IP Online Phonebook</li><li>• Android ready</li></ul> |
| 2        | <b><u>Reception Consoles</u></b> <p>One reception console required at the Pretoria Campus and another at the main site (5 Queen Victoria Street) at the Cape Town Campus. The reception console at the main site in Cape Town will handle calls for the other Cape Town site (62 Queen Victoria Street). Traffic between the two Cape Town sites is via a fibre uplink (currently also carrying network traffic between the two buildings).</p>                                          |

## **6. EVALUATION CRITERIA**

### **6.1 Evaluation Stage One (1): Mandatory - Pre evaluation**

6.1.1 The Bid is based on National Treasury transversal contract RT15-2021.

### **7. Evaluation Stage Two (2): Technical Evaluation**

7.1 Proposal will only be accepted if it responds to the scope of work and technical requirements above and to the satisfaction of the NLSA.

## **8. PRICING**

8.1 Provide detailed quotation covering the service to be provided as per scope of work.

## **9. ENQUIRIES**

All enquiries regarding this BID must be directed to the SCM Office:

For any BID related enquiries please sent to the following email address quoting the Bid Number,  
Bid

Description as a Reference; [lebogang.maleka@nlsa.ac.za](mailto:lebogang.maleka@nlsa.ac.za) and [quotations@nlsa.ac.za](mailto:quotations@nlsa.ac.za) OR (012)  
402 3017