

## SPECIFICATION

### TERMS OF REFERENCE FOR KWAZULU-NATAL TOURISM AND FILM AUTHORITY, VOICE SOLUTION – HEAD OFFICE

**To** : **SUPPLY CHAIN MANAGEMENT**  
**Date** : **18 October 2024**  
**Closing Date** : **25 October 2024 @ 11h00**  
**RFQ No** : **11188**  
**Services required** : **MANAGEMENT AND SUPPORT OF THE EXISTING VOICE SOLUTION**  
**When services required** : **As soon as possible**  
**Where services required** : **Head Office**

Description:	Qty	Unit Price	Total Price (Per Unit)
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**Background and Description of Goods/Services Required:**

1. The KwaZulu-Natal Tourism and Film Authority Act, 2024 (the Act), was gazetted on 24 May 2024 to establish the KwaZulu-Natal Tourism and Film Authority through the merger of TKZN and KZN Film.
2. The KwaZulu-Natal Tourism and Film Authority (KZNTAFA) executes its mandate and seeks to achieve its vision and mission in a complex environment, impacted by global, national, and provincial events, which directly affect the pursuit of its desired impact and in delivering on its mandate.
3. KZNTAFA would like to invite suitable service providers to provide the following services:
  - Installation, Support and maintenance of the existing Voice solution.
4. The duration of this engagement will be for 12 months.

## THE AIMS AND OBJECTIVES OF THE PROJECT:

The aim of this project is to appoint a suitable service provider to:

5. Support and maintain the existing voice solution which includes an onsite PABX unit inclusive of user handsets and associated equipment needed for the voice solution to operate.
6. To ensure that the solution uptime is maintained (99.5% or greater per month).
7. Ensure the current solution is up to date in all aspects this includes software updates.
8. Supply, install and configure additional voice equipment when needed (example handsets, cabling, etc).
9. Provide detailed reporting (example: Report on utilisations per extension and monthly SLA targets).

Item	Qty	Unit Price	Total Price (Per Unit)
Installation, Maintenance and Service (10 hours per month). This includes the full scope of this RFQ.	10		
Telephone Management System / software / License (Man3000 dongle) – Provide detailed reports by extension etc.	1		
Cabling (total cost per point which includes all accessories, fittings, labeling, diagraming and patching) – Cost of one point complete to determine costing per point. Cabling will be done on a need basis only.	1		
<b>Once of Upgrade of the PABX:</b>			
Armada VOIP32 card	1		
SWL OXO Connect 1 SIP Open	60		
Installation and configuration of the above and +- 60 VOIP telephones			

Total (VAT) Inclusive				
<p><b>Specification Requirements:</b></p> <p>10. KZNTAFA seeks a reputable service provider with minimum 5 year's experience in installing, maintaining and supporting an Alcatel voice solution.</p> <p>11. The provider will supply all voice equipment necessary to ensure the solution is operational at an uptime of 99.5% or greater.</p> <p>12. The provider will ensure the system is kept up-to-date and all patches are tested and applied to the system. The system must be checked and patched on a monthly basis allowing any software vulnerabilities to be remediated promptly.</p> <p>13. The provider will provide training as and when needed to ensure optimal use of the solution.</p> <p>14. The provider must be certified by Alcatel and their engineers must possess the relevant Alcatel qualifications (OXO Alcatel Certified field engineer qualification).</p> <p>15. The provider will install the following types of cabling as and when needed: CAT 5e, CAT 6 or Fiber. All cabling must include the relevant cable and associated accessories inclusive of labelling, patching, diagramming and fly leads allowing the user to connect seamlessly without needing anything additional. The cabling can be used by both data and voice.</p> <p>16. Additional voice equipment such as telephones will be purchased as and when needed. Hence you will quote on a fixed price for the duration of the 12 months.</p>				

<p>17. The below is a breakdown of the current solution:</p> <ul style="list-style-type: none"> <li>• Alcatel OXO PABX which includes a large shelf and a medium expansion shelf running version 103/018.001</li> <li>• 2 x Alcatel 4039 phones</li> <li>• 27 x Alcatel 4029 phones</li> <li>• 61 x Alcatel 4019 phones</li> <li>• 19 x Alcatel 8232 Dect phones</li> <li>• 3 x Alcatel base stations</li> <li>• 12 x Alcatel analogue phones</li> <li>• 1 x PRI line supplied by MTN</li> </ul> <p>18. The contract is for a period of 12 months.</p> <p>19. The provider must have a helpdesk system so that KZNTAFA requests are handled in a professional manner with relevant call Id's and excellent response and resolution times.</p> <p>20. The provider should include a minimum of 10 hours a month as part of the SLA and include the hourly rate that KZNTAFA will be charged should additional work need to be done.</p> <p>21. The provider must provide monthly reports on the number of hours used with the associated work performed and statuses.</p> <p>22. The hours that are not utilised must be carried over to the next month. This will be done for the 12 months period hence no hours should expire. A detailed report must be submitted on a monthly basis with the hours utilised.</p>			
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23. The hours included in the SLA should not be limited but include all work as per this RFQ meaning installation, support, cabling, etc.			
<b>Total Price (Exclusive of VAT)</b>			
<b>VAT @ 15%</b>			
<b>Grand Total (VAT Incl)</b>			

**End User Contact Details:**

**Contact person: Anir Bidesi**

**Contact number: 031 3667500**

**Email: anir@zulu.org.za**

• **EVALUATION CRITERIA: SPECIFICATION**

The bid for the appointment of each service provider will be evaluated on compliance, mandatory requirement, functionality, preference point system and specific goals in accordance with the Preferential Procurement Regulation 2022.

**Phase 1: COMPLIANCE**

- **The bidder must be registered as a vendor on the National Treasury Central Supply Database (CSD). If not registered bidder must make means to register in order to bid for the process: Link below for registration on the database:**

**[Register user - Central Supplier Database Application \(csd.gov.za\)](http://csd.gov.za)**

- **The bidder must be in good standing with SARS, the information will be verified through Central Supply Database (CSD) and SARS e-filing pin in compliance with Instruction Note 9 of 2017/2018 prior to the award of the quotation.**
- **Completed Standard Bidding Documents (SBDs), Defaulters etc.**

**Phase 2: MANDATORY REQUIREMENTS (If Applicable) (disqualifying requirement)**

- Detailed Company Profile
- Alcatel Certification and partnership – A letter from Alcatel must be supplied to confirm this requirement.
- Staff must be based in KZN due to a need for onsite presence as per the SLA requirements.
- CV for the Alcatel Certified Field Engineer with qualification and Certification and a minimum of 5 years working on Alcatel PABX systems.
- 2 reference letters on the source organisations letterhead of previous work done to confirm the experience.

**Phase 3: EVALUATION OF THE SPECIFICATION**

**Phase 4: APPLICATION OF PREFERENCE POINT SYSTEM AND SPECIFIC GOALS:**

The 80/20 preference points system will be applicable for the evaluation of this process in accordance with the Preferential Procurement Regulations 2022.

**Specific Goals will be applicable for this Quotation process.**

	<b>Specific Goals</b>
Price	80
<b>Ownership Goals</b>	
• At least 51% (Women Ownership)	10
• At least 51% (Youth Ownership)	10
<b>Total</b>	<b>100</b>

**Kindly Refer to Table 1 of SBD 6.1 of the Preference Claim Form to claim for Points.**

**Verification of Specific Goals:**

- Ownership verification may be conducted through submission of the Sworn Affidavit or BBBEE Certificate with a summary report.
- Submission of a Medical certificate for people with Disabilities or CSD Report.
- Submission of a Utility Bill or CSD Report to verify locality.

**Failure on the part of a tenderer to submit proof or documentation required in terms of this Quotation to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.**

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

*All quotations with all the required documentation to be forwarded to [quotes@zulu.org.za](mailto:quotes@zulu.org.za) and for enquiries related to SCM to be forwarded to [phililer@zulu.org.za](mailto:phililer@zulu.org.za)*