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**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE TELEPHONE  
SYSTEM WITHIN NAMC FOR A PERIOD OF THREE (3) YEARS**

**RFQ NUMBER: NAMC RFQ-306**

**CLOSING DATE: 14 JULY 2022 @ 11H00**

**NO BRIEFING SESSION TO BE HELD**

**VALIDITY PERIOD: 60 DAYS**

**NB: On the last page of this document the bidder needs to declare and indicate that they have read and understood the document in full.**

**Faxed and/or emailed bids will not be accepted, only hand delivered, and couriered original proposals will be accepted.**

## **1. INVITATION**

The NAMC is inviting service providers to submit proposals for telephone system services for NAMC for a period of three (3) years.

## **2. INTRODUCTION**

The National Agricultural Marketing Council (NAMC) is a statutory body established in terms of the Marketing of Agricultural Products Act, 1996. The main function of the council is to advise the Minister of Agriculture, Land Reform and Rural Development (DALRRD) on issues relating to the marketing of agricultural products.

## **3. PROJECT SCOPE AND VARIABLES**

### **3.1 Project Scope**

The scope of the project includes the below mentioned goals:

- **Cloud Hosted PBX**
- **Porting to New Platform**
- **Mobile Extensions for Remote Workers/Staff**

NAMC wishes to Migrate voice services (Telephone Lines) to a new voice platform and install a Hosted PBX Platform.

On this platform, we will integrate Mobile extensions for remote staff, enabling them to call to the office through our mobile VoIP Application. All calls to and from the office through the mobile application will be monitored and connected to a Hosted Telephone Management System, where NAMC can pull call records per extension.

The Calls that staff members make will display NAMC 012 number and can be transferred from them to the office or as required.

NAMC needs **26 Physical IP Desk phones including the one at Reception** which will be installed at NAMC offices, making use of the existing network and network switch.

## **VOIP requirements**

### Voicemail

- ✓ Password Protected Voicemail: Prevent unauthorized access to voicemail.
- ✓ Voicemail Greeting Options: Unavailable / Personal Message.
- ✓ Voicemail to Email: Receive voice messages as an audio file attached to an email.

### Calling Features

- ✓ call hold-Easily place an active call on hold to answer another incoming call.
- ✓ call transfer-When a call is made or received, it can be simply transferred to another number
- ✓ call forwarding- Redirect calls to your mobile/other numbers or soft phone so you don't miss any calls.
- ✓ Call Waiting-Be notified when someone else is trying to call if you are already on a call
  - ✓ Conference call- Join a conference room by dialling a feature code or get transferred in.
  - ✓ Hands free alternative

### Pin Code phone Access

- ✓ Every qualifying user shall be allocated a secret telephone access pin code.

### Music on hold

- ✓ the practice of playing recorded music to fill the silence that would be heard by callers who have been placed on hold

### Call recording

- ✓ Access, search and download call recordings.

### Speed dialing

- ✓ Allow the user to place a call by pressing a reduced number of keys

### Call plans and rates

- ✓ Local and international
- ✓ Organization branch calls to be zero rated.

### ✓ Wireless Headsets

Wireless headsets that will enable the person in the reception to receive calls without using the handset. This will enable freedom of movement and allows to get calls even when you are not on the desk.

**Please Note:** Phones and telephone system to be covered for repairs and replacement under Managed services for the period of the contract.

## **3.2 Project deliverables**

- The service provider should offer support maintenance (in case something goes wrong) regarding any issues related to telephones (The PBX system).
- Ability to view report of entire organization (outgoing calls, missed calls per department, unanswered call and dropped calls)
- Access detailed call records by extension or account.

- Monthly reporting on system quality of service and advice on improvements where service is degraded.

#### **4. TERMS AND CONDITIONS**

##### **4.1 The quotation should contain the following information:**

(a) Online solution that must accommodate the Cloud IP Telephony.

(b) The Service provider is required to outline the following as part of the proposal:

✓ Project delivery schedule

- (i) A detailed project work plan to configure and install the solution with major milestones and deliverables
- (ii) Risk Management Proposal
- (iii) A detailed project change management proposal

✓ Service delivery schedule

(iv) Service definition / statement of work

A leased secured cloud hosted Voice over IP telephone system, the system must include all telephone equipment such as handsets, switchboards for all offices, recording system, Telephone Management System (TMS), WAN connectivity requirements

(v) Service performance metrics

- Provide minimum LAN/WAN requirements or any other equipment information.
- Replace the existing PBX and voice mail with a Cloud IP PBX
- Replace any existing analogue/digital phone instruments with IP Telephony handsets
- Port existing dedicated numbers at each office location

- Port numbers to the chosen provider
- Implement a digital telephony management system with centralized billing.
- Train of all end users per office.
- Configure all existing switches to be in-line with this system.
- Provide, configure, install and support phones.
- Allow billing per office, per branch or division and allow setting of threshold or maximum amount that an individual can spend on calls per month
- Allow VoIP calls to be carried nationally and Internationally amongst the offices over the service provider network and these must be free calls. Only calls terminating to the PSTN (Public Switched Telephone Network) and cell phones etc. may be chargeable. All external national calls to landlines outside the organization should break out at the local office therefore saving costs, the supplier to include a Leased Cost Routing table.
- A number porting function must be available to port the current number blocks to enable continuity and consistency.
- Provide headsets for the reception users.

## **5. EVALUATION PROCESS**

NAMC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA). Three (3) phase evaluation criteria will be considered in evaluating the bid as follows:

### **4.1 Phase 1: Pre-Qualification Criteria (Mandatory requirements)**

This stage checks and validates the bidder's compliance with legal requirements to conduct business with the government of South Africa.

All proposals duly lodged will be examined to determine compliance with bidding requirements and conditions (completion and attachment of compulsory documents).  
 NB: No points will be allocated to this stage; however, bidders that do not comply with the Mandatory requirements below will be disqualified and will not advance to the next stage of evaluation.

<b>Pre-Qualification Requirements</b>	<b>Check list</b> √ <b>Tick each box</b>
SBD 2: Completed, attached and signed	
SBD 3.1 Completed, attached and signed	
SBD 4: Completed, attached and signed	
SBD 6.1: Completed, attached and signed	
Terms of Reference document: Completed, attached and signed	
General Conditions of Contract: Initialled and attached	
Proof of registration on Central Supplier Database (managed by National Treasury) a report not older than a month at the time of submitting this proposal must be submitted and Tax status must be compliant	

***Note: All SBD forms must be submitted (signed) noting where it is not applicable. If any specific SBD form is not submitted, documentary proof clearly stating the reasons must be attached.***

Bidders must also supply the following documents (where applicable).

<b>Other Requirements</b>	<b>Check list</b> √ <b>Tick each box</b>
Valid B-BBEE Certificate or attached (certified copy) or Sworn Affidavit	
Company Registration documents	

## Phase 2: Technical/ Functionality Evaluation

Bid responses will be evaluated in accordance with the Functional criteria as follows:

### Functional/ Technical Requirements

With regards to the other Functional Requirements, the following criteria (set out in more detail and the associated weightings will be applicable:

No	Description	Allocated points	Total Points
1	<b>EXPERIENCE</b>		
	The Bidder must have minimum of three (3) years' experience in installing and supplying IP Telephony to a reputable business entity.	<ul style="list-style-type: none"> <li>• 1-3 years =<b>5 points</b></li> <li>• 4-6 years=<b>10 points</b></li> <li>• 7 -10 years =<b>15 points</b></li> <li>• More than 10 years=<b>20 points</b></li> </ul>	20
2	<b>REFERENCES</b>		
	<p>Contactable clients where similar services were done in the past 36 months i.e., from)</p> <p>Service providers should provide at least 3 reference letters from different clients (previous/current existing clients)</p>	<ul style="list-style-type: none"> <li>• 1- 2 letters=<b>5 points</b></li> <li>• 3-4 letters =<b>10 points</b></li> <li>• More than 5 reference letters=<b>20 points</b></li> </ul>	20



No	Description	Allocated points	Total Points
3	<b>Project Plan</b>		
	The service provider should provide a detailed project work plan to configure and install the solution with major milestones and deliverables.		20
4	<b>BIDDER CERTIFICATION / AFFILIATION REQUIREMENTS</b>		
	Provide a copy of a valid letter from OSM/OEM:	<ul style="list-style-type: none"> <li>• Bronze certificates submitted = <b>5 points</b></li> <li>• Silver certificates submitted = <b>10 points</b></li> <li>• Gold certificates submitted = <b>15 points</b></li> </ul>	15
5	<b>EXPERIENCE AND QUALIFICATIONS OF THE PROJECT TEAM</b>		
	The Bidders bidder's team experience  Experience relevant to the project requirements (Attach CVs' and summary table of all the team members).	<ul style="list-style-type: none"> <li>• 1 – 3 years' experience = <b>5 points</b></li> <li>• 4-6 years' experience = <b>10 points</b></li> <li>• 7-10 years' experience = <b>15 points</b></li> <li>• More than 10 years' experience = <b>20 points</b></li> </ul>	20
6	<b>SKILLS TRANSFER</b>		

No	Description	Allocated points	Total Points
	A service provider should provide a detailed Transfer of Skills which includes but not limited to the following <ul style="list-style-type: none"> <li>• methodology, approach and steps to transfer skills to staff</li> <li>• Show how skills will be transferred to the relevant IT staff</li> <li>• Formal training on implemented technologies</li> </ul>		5
	<b>Total Points</b>		<b>100</b>
	<b>Minimum Qualifying Points</b>		<b>70</b>

**Note: The minimum qualifying score for functionality is 70 points out of 100 points. All bidders that fail to achieve the minimum qualifying score on functionality shall not be considered for further evaluation on pricing.**

A point scoring system for evaluation criterion above would be utilized as follows: Table A

Score	Description
1	Does not meet requirements, or no information supplied
2	Meet some of the requirements
3	Almost meet all requirements

<b>Score</b>	<b>Description</b>
4	Fully meet all requirements
5	Exceeds all requirements

### **Phase 3: Preference Point System**

The 80/20-preference points system for price would be utilized for procurement with a contract of up to R50 000 000.00 (VAT inclusive).

The following formula would be applied:

$$Ps = 80[1 - Pt - Pmin / Pmin]$$

Where:

Ps = Points scored for price of bid under consideration

Pt = Rand value of bid under consideration

Pmin = Rand value of lowest acceptable bid

### **Points awarded for B-BBEE status level of contributor**

**A maximum of 20 points will be awarded for B-BBEE Status Level of Contributor.**

<b>CRITERIA</b>	<b>POINTS</b>
Price	80
B-BBEE	20
<b>TOTAL</b>	<b>100</b>

## Price and Preference

Bidders will be evaluated in terms of Price and Preference points (B-BBEE status level of contributor). As per the table below, price is evaluated over 80 points and preference points over 20:

B-BBEE Status Level of Contributor	Number of Points
	Bids up to R50 million
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

## 6. PRICING SCHEDULE

Description	Quantity	Unit Price	Total Price for 3 years
Supply and Installation of a Hosted Internet Protocol Telephony System			
IP Desk Phones (Including the one at Reception)	<b>26</b>		

Description	Quantity	Unit Price	Total Price for 3 years
Call cost routing table for all networks & zero rated interorganizational calls			
Wireless Headset	1		
<b>Total Excluding VAT</b>			
<b>VAT 15%</b>			
<b>Total Including VAT</b>			

**Note\* Costs to include all the overheads necessary to carry out the work.**

**7. VALIDITY OF PROPOSAL**

- The Service Provider is required to confirm that it will hold its proposal valid for 60 days from the closing date of the submission of proposals.
- In exceptional circumstances, NAMC may solicit the bidder’s consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing.

**8. PROPOSAL SUBMISSION REQUIREMENTS**

- All compulsory documents as stated under point 4 above
- The bid proposal as per point 3 above
- In case of joint ventures, bidders must provide a clear agreement regarding joint venture/consortia
- A trust, consortium or joint venture must submit a consolidated B-BBEE status level verification certificate.
- Bidders must submit 1 x original RFQ document, and 1 x copy of the original.

- No late bids will be considered. It is the bidder's responsibility to ensure that the bid is sent to the correct physical address and that this is received by the NAMC before the closing date and time in NAMC's dedicated tender box or physical address. The office hours are Monday to Friday expect public holidays from 08h00 to16h00.

## 9. SUBMISSIONS REQUIREMENTS

The Applications/submission should be addressed to the:

National Agricultural Marketing Council

Old Mutual Building, Block A, 4<sup>th</sup> Floor

536 Francis Baard Street

Meintjiesplein, Arcadia, Pretoria, 0001

Enquires can be directed to the following:

**SCM Enquiries:** Nomathemba Dludla at 012 341 1115

Email address: [ndludla@namc.co.za](mailto:ndludla@namc.co.za)

**Technical Enquiries:** Thato Tlhale at 012 341 1115

Email address: [tthale@namc.co.za](mailto:tthale@namc.co.za)

**10. APPROVAL**

<b>Approval</b>			
	<b>Name &amp; Title</b>	<b>Signature</b>	<b>Date</b>
<b>Approved by:</b>	Thato Tlhale IT Technician	<i>T. Tlhale</i>	29/06/2022

**11. DECLARATION BY THE BIDDER**

I, ..... (Full name)  
the undersigned certify that the information provided is true and correct, and understood  
the contents of the document in full.

SIGNATURE :

DATE: