

## **TERMS OF REFERENCE FOR A UNIFIED COMMUNICATIONS (IP BASED) SOLUTION FOR A PERIOD OF THIRTY SIX (36) MONTHS**

### **1. INTRODUCTION AND BACKGROUND**

- 1.1 The Eastern Cape Gambling Board is a statutory body established by the Eastern Gambling and Betting Act, 1997 (Act No.5 of 1997) (as amended) (the Act).
- 1.2 The mandate of the Board is to regulate or control all gambling activities within the Eastern Cape Province. This includes the issuing and revocation of gambling licences, exclusion of problem gamblers, and protection of the public against unscrupulous gambling practices and control of illegal gambling activities in the Province.
- 1.3 The purpose of the request for proposal (RFP) is to invite suitable service providers to submit proposals for unified communications (IP Based) solution.

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

**The appointed service provider will have to provide the following:**

- 2.1 1x Hosted Telephone Management System (Including call barring e.g. blocks users pin once monthly allowance has been exceeded, or email not threshold when various percentages are reached prior to the maximum limit with ECGB admin being able to lock the account).
- 2.2 1 x Switchboard with auto attended options to direct to various departments, portal
- 2.3 1x Fax line to be converted to fax to email.
- 2.4 DDI Direct Dial-in.
- 2.5 18 x Executive phones (Secretaries included) (Next Day Business Support)
- 2.6 40 x handsets for Staff (Next Day Business Support)
- 2.7 12x Cordless handset (Next Day Business Support) with eight APs and Cabling
- 2.8 Call recording functionality
- 2.9 Voicemail functionality (in Xhosa and English)
- 2.10 POE switches id VOIP is utilized therefore the Board required 2 x 48 POE Cisco (to be configured with the current network configurations and Vlans etc)
- 2.11 Voice Connectivity, call failover, WAN connectivity QOS - e g Fibre, Microwave or wireless link etc
- 2.12 Internal Call Continuity in the event of external line failure e.g.: Survivable branch appliance
- 2.13 Fixed to Mobile convergence for cellular phones and laptops e.g. jabber, skype for business etc
- 2.14 Call rates for various local mobile and landline networks and international calls
- 2.15 Teleconferencing phones for two boardrooms
- 2.16 Porting of Number Range 0437028300 to 8399

### 3. CONTRACT DURATION & TERMS

- a. An appointed service provider will be expected to lease all equipment for a period of thirty-six (36 Months) with support, replacement of equipment not exceeding 24 hours in the event of hardware failure, 4 hour response support on all software and connectivity etc. All equipment to remain property of and be returned to the service provider at the end of the contract period

### 4. EVALUATION CRITERIA

The following are key criteria that will be used in appointing the successful service provider:

- a) **THRESHOLD:** Bids will be evaluated on 80/20 principle as prescribed in the Preferential Procurement Policy Framework Act 5 of 2011. (Preferential Procurement Regulations of 2017)
- b) Bids will be considered and evaluated in a two staged approach.
- c) During the first stage, bidders will only be evaluated on functionality, and only qualifying service providers who meet the minimum requirements for functionality will be allowed to proceed to the second stage where scoring will be done on 80 points for price and 20 points for B-BBEE Status Level of Contribution.
- d) Bidders are required to submit their bids in two envelopes with the first envelope outlining the functionality. The first envelope must be clearly marked Stage 1; Functionality.
- e) Furthermore, bidders are required to include their pricing in a second sealed envelope marked Stage 2; Price, which must also include their B-BBEE status level of contribution.
- f) Only bidders who meet the minimum of 75 points on functionality during the evaluation of Stage 1 will proceed for scoring in Stage 2.

FUNCTIONALITY	MAXIMUM POINTS
<p><b>A. Company's experience on similar contracts</b></p> <ul style="list-style-type: none"> <li>• 6 previous Contracts = 35 points</li> <li>• 5 previous Contracts = 30 points</li> <li>• 4 previous Contracts = 25 points</li> <li>• 3 previous Contracts = 20 points</li> <li>• 2 previous Contracts = 15 points</li> </ul> <p><i>Bidders are required to submit signed letters of reference on the client's letterhead from previous contracts to substantiate all experience claimed above. No points will be awarded for contracts that are not verifiable to reference letters.</i></p>	<b>35</b>
<p><b>B. Project Manager's experience on similar contracts</b></p> <ul style="list-style-type: none"> <li>• 6 previous contracts managed = 25 points</li> <li>• 5 previous contracts managed = 20 points</li> <li>• 4 previous contracts managed = 15 points</li> <li>• 3 previous contracts managed = 10 points</li> <li>• 2 previous contracts managed = 05 points</li> </ul> <p>Detailed CVs of team members who will be directly involved in providing the required service must be submitted in order to confirm the above</p>	<b>25</b>
<p><b>C. Project &amp; Implementation Plan</b></p> <p><b>Bidders are required to provide and submit with their bid documents:</b></p> <p>A detailed project and implementation plan</p> <ul style="list-style-type: none"> <li>• 3 months' transition = 5 points</li> <li>• 2 months' transition = 10 points</li> </ul>	<b>15</b>

<ul style="list-style-type: none"> <li>1 month transition = 15 points</li> </ul> <p>The more likely the bidder is to be able to execute the contract successfully, the more points will be allocated.</p>	
<p><b>D. Location of bidder's office</b></p> <ul style="list-style-type: none"> <li>25 points for technical office situated in the Buffalo City Metro Municipality.</li> </ul> <p><i>Proof of address required (e.g. Title deed, Valid Lease agreement, Municipal account) Failure to submit the required proof of address will result to a score not been allocated.</i></p>	25
<b>TOTAL POINTS</b>	<b>100</b>

## 5. STAGE TWO: Preferential points system

### PREFERENTIAL PROCUREMENT REGULATIONS OF 2017 WILL APPLY: Preferential Procurement Regulations of 2017

Price and B-BBEE Status points will be calculated as described in the Preferential Procurement Regulation 2017.

**NB: Certified copy or original B-BBEE Status Level Verification Certificate must be submitted to substantiate B-BBEE Status Claimed. When such certificate is not provided as proof or is not either an original or a certified copy the bidder will automatically score zero.**

Table 2: Points available per criteria in Stage 2

CRITERIA		POINT SYSTEM
Price		80
B-BBEE		20
B-BBEE Contribution Level		
1	20	
2	18	
3	14	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor	0	
<b>Total</b>		<b>100</b>

## 6. IMPORTANT SUBMISSION GUIDELINES

All proposals will be adjudicated in terms of the Supply Chain Management Policy of the ECGB and in accordance with the Public Finance Management Act. In addition to those (the conditions) stipulated in any other section of the request for proposals, the service providers should be especially aware of the following terms and conditions:

- 6.1 The Eastern Cape Gambling Board reserves the right not to make any appointment from the submitted proposals.
- 6.2 The Eastern Cape Gambling Board does not bind itself to accept the proposal with highest score.

- 6.3 The Eastern Cape Gambling Board reserves the right to cancel this request for proposal (RFP) and pursue an alternative course of action at any time without incurring any liability towards any service provider.
- 6.4 The Bidders are advised that the submission of proposals gives rise to no contractual obligations on the part of ECGB.
- 6.5 Proposals submitted by electronic transmission or faxed will not be accepted.
- 6.6 All proposals submitted shall become the property of ECGB and shall not be returned.
- 6.7 CSD reports will be used to verify all company/organization's details and tax status pin codes must be provided.
- 6.8 Bidders are required to complete, sign and submit all SBD forms/bid documents. **If the bidder does not meet this requirement, it will be automatically disqualified**
- 6.9 Prospective bidders are required to attend a compulsory briefing on the **16 October 2018** from 10h00 am at the offices of the Eastern Cape Gambling Board, Quenera Park, Beacon Bay, East London.
- 6.10 Attendants/ prospective bidders have to sign the attendance register which shall be made available to all.
- 6.11 Proposals received after the specified time and date i.e. **25 October 2018** at 11h00 am will **NOT** be considered and accepted.
- 6.12 No services shall be rendered or goods delivered before an official ECGB Purchase Order has been issued.
- 6.13 The ECGB may request written clarification or further information regarding any aspect of proposals submitted. Service providers must supply such requested information in writing within the stipulated timeframe after the request has been made, or their proposal may be disqualified.
- 6.14 Service providers shall not qualify their proposals with their own conditions.
- 6.15 The name(s) and contact details of the person or persons(s) in your organisation responsible for this proposal.
- 6.16 A service level agreement shall be signed with the successful service provider.
- 6.17 The ECGB will not be held responsible for any cost incurred by the service provider in the preparation and submission of this proposal.
- 6.18 The ECGB reserves the right to terminate the contract if not satisfied with the work or the deliverables as stated above are not going to be met. Only bidders that meet the requirements of the request for proposal specification shall be considered during the adjudication process.
- 6.19 Bidders that bid as joint venture must have a signed business agreement by both parties. If the service provider does not meet this requirement it will be automatically disqualified.

## **7. PRICING**

Price must be in South African currency and must be inclusive of VAT. Bidders are further requested to indicate their price in all elements listed in their pricing schedule (**no hidden costs/ unknown costs will be accepted**). Price will be evaluated based on 80 points and applicable formula of calculating points.

## **8. COMPULSORY BRIEFING SESSION**

- 8.1 A compulsory tender briefing session will be held on **16 October 2018** at 10h00 am at the ECGB offices.
- 8.2 Attendants/ prospective bidders have to sign the attendance register.
- 8.3 Bidders who do not attend the compulsory briefing session will not be considered.

9. WHERE TO SEND THE PROPOSAL

Please send your original proposal and a copy saved on USB/flash disk to:

"UNIFIED COMMUNICATIONS (IP BASED) SOLUTION" (To be marked clearly on envelope)  
Eastern Cape Gambling Board  
Quenera Park, Quenera Drive  
Beacon Bay  
East London  
5206

10. Contact Details

Enquiries concerning SCM and completion of SBD forms:

Name: Ms. Thandi Malotana

E-mail: [thandazwam@ecgbb.co.za](mailto:thandazwam@ecgbb.co.za)

Tel no.: 043 - 702 8307

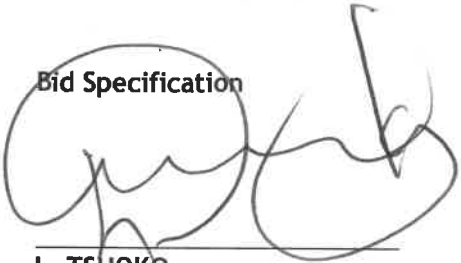
Enquiries concerning Terms of reference:

Name: Mr Keveshen Chetty

E-mail: [keveshen@ecgbb.co.za](mailto:keveshen@ecgbb.co.za)

Tel no.: 043 - 702 8343

Bid Specification



Recommended

/

Not Recommended



L. TSHOKO  
CHAIRPERSON: BID SPECIFICATION COMMITTEE  
DATE: 10/09/2018

Bid Specification



Supported

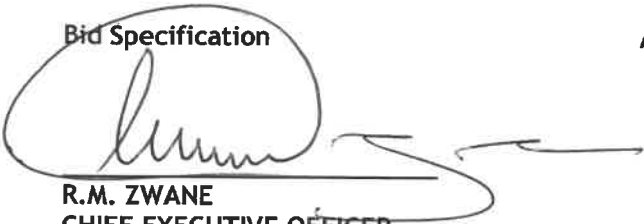
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~~Not Supported~~



R.P. HILL  
CHIEF FINANCIAL OFFICER  
DATE: 28/09/2018

Bid Specification



Approved

/

~~Not Approved~~

R.M. ZWANE  
CHIEF EXECUTIVE OFFICER  
DATE: 28/09/2018

RFP NO:

ECGBB-18/19-BID-2

RFP NAME:

PROCUREMENT OF A UNIFIED COMMUNICATIONS (IP BASED) SOLUTION  
FOR A PERIOD OF THIRTY SIX (36) MONTHS

BIDDER NAME

## CALL RATES COMPARISON

ITEM	NETWORK	Estimated minutes per month	Monthly Price (excl VAT)	Monthly Price (incl VAT)	Total Contract Price (incl VAT)
1	Vodacom Mobile	5,000	R	-	R -
2	MTN Mobile	9,000	R	-	R -
3	Cell C Mobile	1,000	R	-	R -
4	Telkom Mobile	1,000	R	-	R -
5	Telkom Fixed Line- Geographic	3,000	R	-	R -
	Telkom Fixed Line- Non-Geographic	-			
6	Liquid Telecoms - Geographic	250	R	-	R -
	Liquid Telecoms - Non Geographic	-			
7	VANS	750	R	-	R -
8	International Calls	-	R	-	R -
9	Other (Specify)	-	R	-	R -
	<b>Total</b>	<b>20,000</b>			<b>R -</b>

	Monthly Price (excl VAT)	Monthly Price (incl VAT)	Total Contract Price (incl VAT)
<b>HARDWARE &amp; MAINTENANCE COSTS</b>			
1 1x Hosted Telephone Management System	R	-	R -
2 1 x Switchboard with auto attended options to direct to various departments, portal	R	-	R -
3 1x Fax line to be converted to fax to email	R	-	R -
4 DDI Direct Dial-in	R	-	R -
5 18 x Executive phones (Secretaries included) (Next Day Business Support)	R	-	R -
6 40 x handsets for Staff (Next Day Business Support)	R	-	R -
7 12x Cordless handset (Next Day Business Support) with eight APs and Cabling	R	-	R -
8 Call recording functionality	R	-	R -
9 Voicemail functionality (in Xhosa and English)	R	-	R -
10 POE switches id VOIP is utilized therefore the Board required 2 x 48 POE Cisco	R	-	R -
11 Voice Connectivity, call failover, WAN connectivity QOS	R	-	R -
12 Fixed to Mobile convergence for cellular phones and laptops	R	-	R -
13 Teleconferencing phones for two boardrooms	R	-	R -
<b>Total</b>			<b>R -</b>

## ONCE-OFF CHARGES

	Monthly Price (excl VAT)	Monthly Price (incl VAT)	Total Contract Price (incl VAT)
1 Porting of Number Range 0437028300 to 8399	R	-	R -
2	R	-	R -
3	R	-	R -
4	R	-	R -
5	R	-	R -
<b>TOTAL</b>			<b>R -</b>

**GRAND TOTAL****R -****GRAND TOTAL IS THE PRICE THAT WILL BE USED FOR EVALUATION PURPOSES**