

## REQUEST FOR QUOTATION

### SENTECH INVITES SUPPLIERS FOR:

<b>Project title:</b>	Hosted PBX Services – Cloud Managed IPPBX		
<b>Quotation or Proposal no:</b>	RFQ/Hosted PBX Services 6000000584		
<b>RFQ Issue date:</b>	29/10/2021		
<b>Closing date:</b>	04/11/2021		
<b>Closing time:</b>	12h00	<b>Validity period:</b>	90 days

**NB: Only bids who are on SITA Transversal Contract RFB: 1183 , 2003 to 2007 are invited to apply and respond to this RFQ**

#### QUOTATIONS OR PROPOSALS TO BE RETURNED TO:

<b>Quotations Administrator</b>	Tumelo Buang
<b>Telephone no:</b>	
<b>E-mail:</b>	<a href="mailto:quotations@sentech.co.za">quotations@sentech.co.za</a>

### Form of Offer and Acceptance

#### Offer

The Employer, identified in the Acceptance signature block, has solicited offers to enter into a contract for the services as stated in the RFQ: Scope of Work

The Service Providers, identified in the Offer signature block, has examined the documents listed in the RFQ and addenda thereto as listed in the Returnable Schedules, and by submitting this Offer has accepted the Conditions of this RFQ.



By the representative of the Service Provider, deemed to be duly authorised, signing this part of this Form of Offer and Acceptance the Service Provider offers to perform all of the obligations and liabilities of the RFQ under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the RFQ.

**THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF VAT IS:**

(in words) .....

.....Rand;

R.....(in figures)

**THE OFFERED PRICES ARE AS STATED IN THE PRICING SCHEDULE**

This Offer may be accepted by the Employer by signing the Acceptance part of this Form of Offer and Acceptance and returning one copy of this document including the Schedule of Deviations (if any) to the Service Provider before the end of the period of validity stated in the RFQ, or other period as agreed.

Signature(s)

Name(s) .....

Capacity .....

**For the tenderer:** .....

.....  
*(Insert name and address of organisation)*



Name &  
signature of  
witness

Date

**Acceptance**

By signing this part of this Form of Offer and Acceptance, the Employer identified below accepts the Service Providers Offer. In consideration thereof, the Employer shall pay the Service Provider the amount due in accordance with the conditions of the RFQ. Acceptance of the Service Providers Offer shall form an agreement between the Employer and the Service Provider upon the terms and conditions contained in this RFQ.

Deviations from and amendments to the documents listed in the RFQ and any addenda thereto listed in the Returnable Schedules as well as any changes to the terms of the Offer agreed by the Service Provider and the Employer during this process of offer and acceptance, are contained in the Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule.

The Service Provider shall within two days of receiving a completed copy of this agreement, including the Schedule of Deviations (if any), contact the Employer’s agent to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the conditions of contract identified in the RFQ. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the Service Provider receives one fully completed original copy of this document, including the Schedule of Deviations (if any).

Signature(s)

Name(s)

Capacity

for the  
Employer

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*(Insert name and address of organisation)*

Name &  
signature of  
witness

Date

.....

## RFQ Data

### 1. ADMINISTRATIVE RESPONSIVENESS CRITERIA

Suppliers are required to ensure that they meet all the Administrative Responsiveness Criteria. Suppliers that do not meet all the Administrative Responsive Criteria may not be awarded this Quote. It is the service provider's responsibility to ensure that Sentech is in possession of a valid and original tax clearance certificate and a valid B-BBEE Certificate at the time of offer closure.

- 1.1. Supplier's providing quotations must be registered on the Sentech Supplier Database.
- 1.2. **Quotations must be in a Company Letterhead.**
- 1.3. Quotations or Proposals must be received on or before the closing date and time specified on the Call for Quotation or Proposal document.
- 1.4. Quotations or Proposals must be fully completed and signed in BLACK ink.
- 1.5. Quotations must be submitted **via Email.**
- 1.6. The Tenderer undertakes to the Purchaser that it will treat as confidential the terms of this RFQ together with all the Purchaser's confidential information and will not disclose such confidential information to any person, firm or company (other than to its auditors and other professional advisers) or to the media, and will not use such confidential information other than for the purposes of this RFQ, subject always to any prior specific authorisation in writing by the Purchaser to such disclosure or use."

### 2. EVALUATION CRITERIA

The evaluation criteria are stipulated in Section 5. It is the Suppliers responsibility to ensure that it has responded to the evaluation criteria. Failure to meet the evaluation criteria may result in the Supplier being disqualified from being appointed. Suppliers must ensure that they have included all supporting documentation, especially the documentation that may be required to support the response to the evaluation criteria.

### 3. BRIEFING SESSION

N/A

### 4. RFQ EVALUATION METHOD

This RFQ will be evaluated as described in the table below.

<b>Evaluation Method</b>	<p><b>1. Stage 1 – Administrative Responsiveness Evaluation</b> All the Quotations will be evaluated against the <b>Administrative responsiveness requirements</b> as set out in section 2 of the RFQ Data.</p> <p><b>2. Stage 2 – Mandatory Evaluation Criteria</b> Proposals that are administratively responsive will be evaluated against the Mandatory Evaluation Criteria. Suppliers must <b>COMPLY FULLY</b> with all the Mandatory evaluation criteria in-order to be evaluated further.</p> <p><b>3. Stage 3 – Functional Evaluation Criteria</b> The proposals that <b>COMPLY</b> with the Mandatory evaluation criteria be evaluated against the Functional Criteria. Suppliers meeting the minimum requirement will be evaluated further.</p> <p><b>4. Stage 4 – Price and Preference</b> Suppliers with the lowest Price offered will score the highest points. Only Suppliers that submit a valid B-BBEE Certificate can claim preference points in line with the 80/20</p> <p>Suppliers with the highest number of points will be recommended for the award of this quotation, unless there are compelling and justifiable reasons not to do so.</p>
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**5. Evaluation of Price and Preference**

The Service Provider will be evaluated on a points system for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000).

**5.1. Mandatory Evaluation Criteria**

Mandatory Criteria	Proof Required
REFER TO SCOPE OF WORK SECTION	

**5.2. Functional Evaluation Criteria**

Functional criteria	Proof required	Maximum points
REFER TO SCOPE OF WORK SECTION		


**5.3. The price / preference weighting applicable for RFQ are as follows:**

Price / Preference	Points
Preference:	20
Price:	80
<b>Total must equal:</b>	<b>100</b>

**5.4. Preference Point allocation – 80/20**

80/20 point scoring system			
Preference: 20 Points		Price: 80 points	
Other: B-BBEE Status Level Contributor			
B-BBEE Level	Number of Points	Price:	100 % (of 80)
1	20	Quality / Functionality:	0 % (of 80)
2	18		
3	14		
4	12		
5	8		
6	6		
7	4		
8	2		
Non-Compliant contributor	0		
		Total must equal:	<b>100% (of 80)</b>

**5.5. Price Calculation 80/20**

The following formula will be used to calculate the points for price.

$$Ps = 80 \left[ \frac{1 - (Pt - Pmin)}{Pmin} \right]$$

Where:

- Ps = Points scored for price of bid under consideration
- Pt = Rand value of bid under consideration

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Pmin = Rand value of lowest acceptable bid

## **SCOPE OF WORK**

### **1. Cloud-Hosted Telephony Requirements**

**Company: SENTECH**

**BRANCH: CAPE TOWN**

**ADDRESS: 02 Silwerboom RD, Cape Town, Platteklouf**

**La: 33° 51' 59.8" S Long: 18° 34' 27.9" E**

#### **1.1 Introduction**

SENTECH is currently running on prem IPPBX that its operating system and application reached end of life, the configuration of these telephony service consist of SIP-Service with Last mile interconnected with the service provider network for in bout and outbound calls. It offers telephony National Transmission Center (NTC), Reception and normal office telephone service to the employees at out Cape town branch.

Currently the contract with the supplier has ended and Sentech is looking for the next service provider that will offer Cloud-Hosted IP Telephony solution to our Cape town Branch office.

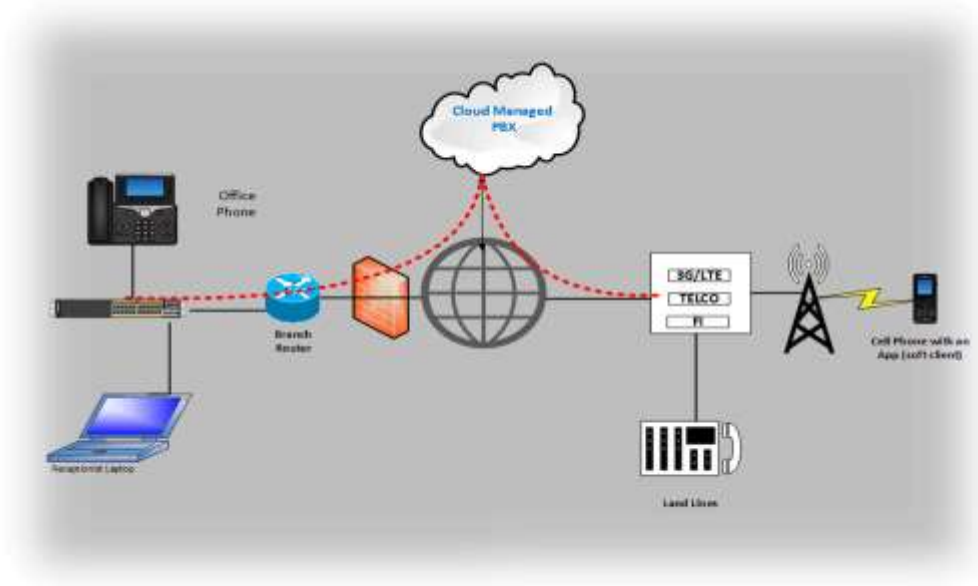
#### **2. Request for Quotation**

SENTECH invites you to respond to the RFQ. The aim of these RFQ is to appoint a new Voice Over Internet Protocol (VOIP) system to replace the current IPPBX with full internet cloud hosted Telephony solution base session-initiated protocol (SIP) and other VoIP protocols.

### **3. Solution Technical Requirement**

#### **3.1 Solution Overview Diagram**





### 3.2 Technical Specification

SOLUTION TECHNICAL SPECIFICATION	
<b>1.</b>	<b>SYSTEM FEATURE AND FUNCTIONALITY</b>
1.1	Fully cloud hosted VOIP service
1.2	Bulk phone provisioning
1.4	Administration Portal
1.6	Telephone Management System (TMS)
1.7	Mobile devices (handhandle) must connect through the internet
1.8	Mobile app for Apple and Android to allow off-site access for calling and voicemail using office lines
1.9	Capability to store multiple voicemails greeting for Direct Lines
1.10	Dial-by-name directory for those that want to bypass the operator and go straight to an individual
1.11	Capability to dial into the system from anywhere and check voicemails
1.12	Capability to forward your number to an outside cell phone number; With offset ringing (rings desk phone first before forwarded phone number)
1.13	Capability to send alerts to email address that voicemail is full
1.14	Capability to conference calls
1.15	Capability to see the history of your calls, if we need to go back and find a number
1.16	Capability to Fax to Email
1.17	Capability to see caller ID of person calling when the call is transferred without announced
1.18	Capability to set an auto-timed "out of the office" greeting
1.19	Capability to record calls from handsets
1.20	Capability to create Hunt Groups
1.21	Voicemail
1.22	Voicemail to Email with notifications
1.23	Voicemail forwarding
1.24	Call Forwarding
1.25	Capability to put the phone on "Do Not Disturb" or go straight to voicemail

<b>2.</b>	<b>NMC, RECEPTION AND NTC FEATURES AND FUNCTIONALITY</b>
2.1	Computer/Telephony Integration
2.2	Capability of use handheld devices e.g., android and iOS
2.3	Having a dashboard to log into on the computer
2.4	Capability to see if someone is already on the phone
2.5	Capability to see if someone is not available for calls
2.6	Capability to use computer mouse to place calls on hold, transfer, or drag and drop to voicemail or cell phone
2.8	Capability to customize the dashboard for your needs—only seeing the personnel you transfer to the most but still able to query all staff
2.9	Dial-by-name directory for those that want to bypass the operator and go straight to an individual
2.10	Automatic Call Distribution (ACD)
2.11	Agent configuration
2.12	Interactive Voice Response (IVR)
2.13	Advanced Analytics: To make it possible to drill down and analyse the inbound call queues and Agent.
2.15	Call Recording
2.16	Call Whisper
<b>3.</b>	<b>SYSTEM CONNECTION</b>
3.1	Connection will be over the internet (break out point SENTECH corporate internet)
3.2	5 Mbps for outbound and inbound calls to support 10 concurrent calls
3.3	The Service provider to assist with the Porting of numbers
3.4	10 licenses for hand handled devices
3.5	The service provider must present a solution that will allow online counts to connect through internet for handhandle devices, to able NMC, Reception and NTC to work remotely.

#### 4. Mandatory

The appointed service provider will

- Implement and commission the service
- Port our existing numbers
- configure the handsets and hand handled devices
- support the service during term of the contract
- be able to produce a report or and itemised bill as when is required by SENTECH
- be is mandated to provide SLA with escalation matrix and turnaround time clearly indicated
- Will provide a portal for Sentech to be able to access the telephone service

#### 5. Extensions

CPT OC EXTENSION LIST			
USER	DEP	NO	EXT
		(+27) 0218261760	61760
		(+27) 0218261761	61761
		(+27) 0218261762	61762

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		(+27) 0218261763	61763
		(+27) 0218261764	61764
		(+27) 0218261765	61765
		(+27) 0218261766	61766
		(+27) 0218261767	61767
		(+27) 0218261768	61768
		(+27) 0218261769	61769
		(+27) 0218261770	61770
		(+27) 0218261771	61771
		(+27) 0218261772	61772
		(+27) 0218261773	61773
		(+27) 0218261774	61774
		(+27) 0218261775	61775
		(+27) 0218261776	61776
		(+27) 0218261777	61777
		(+27) 0218261778	61778
		(+27) 0218261779	61779
		(+27) 0218261780	61780
		(+27) 0218261781	61781
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