

1. PURPOSE

The purpose is to appoint a suitably competent, accredited, experienced service provider to source, implement, and support an Integrated Voice over Internet Protocol (VoIP) Telecommunications Solution. The project scope entails provision of internet services, Virtual Private Network and Hosted VoIP telephone system as a service to Maluti TVET College for a period of thirty-six (36) months.

2. PROFILE OF MALUTI TVET COLLEGE

Maluti TVET College, established on 1 September 2002, is a public Technical and Vocational Education and Training (TVET) institution situated in the Thabo Mofutsanyana District Municipality in the Eastern Free State province of South Africa. The vision of the college is to provide excellence, innovation and success that inspires entrepreneurship and employability to transform lives.

The College is a multi-site Technical Vocational Education and Training (TVET) provider where seven of the eight campuses are situated in rural areas. The College offers various programmes, including NATED (National Accredited Technical Education Diploma), NCV (National Certificate Vocational), Skills and Occupational Programmes.

Maluti TVET College has eleven (11) sites that comprise of Corporate Office and Central Office, eight (8) college campuses (Bethlehem, Bonamelo, Harrismith, Itemoheleng, Kwetlisong, Lere-La-Tshepe, Main and Sefikeng) and also Centre for Entrepreneurship and Rapid Incubation (CFERI) centre. Five of the campuses including CFERI centre and Central Office are located in Qwaqwa. The other two campuses (Harrismith) are located in Harrismith and Sefikeng (Farm Campus) is located at Mampoi Road from Harrismith to Qwaqwa. The last two sites (Corporate Office and Bethlehem campus) are situated at Bethlehem.

3. CURRENT TELEPHONE ENVIRONMENT AT MALUTI TVET COLLEGE

Maluti TVET College at its four (4) sites (Corporate Office, Central Office, Bonamelo and Lere-La-Tshepe) Maluti TVET College is currently using Yealink Telephone system which uses VoIP technology. The other five (5) sites (Bethlehem, Harrismith, Sefikeng, Main, Itemoheleng and Kwetlisong campuses) are still using the old technology that is not integrated to the other system.

Our Centre for Entrepreneurship and Rapid Incubation (CFERI) has its own telephone system that is also isolated from the other sites. All these telephone systems have different service provider who are providing service to the college with this type of disintegrated systems.

The sites that are using VoIP have their own PBX which are not cloud-based and some of the other sites are using different numbers that are not Telkom numbers. Officials has to dial out using their PIN Codes in order for them to be able to connect to the other extension of the different site.

It is required from the prospective service provider to consider the following existing environment for the solution while scoping the proposal:

Number of offices and Total number of users	Total number of users as per Active Directory: 420	
Site / Campus	1. Bethlehem Campus 2. Bonamelo Campus 3. Harrismith Campus 4. Itemoheleng Campus 5. Kwetlisong Campus 6. Lere-La-Tshepe 7. Main Campus 8. Sefikeng Campus 9. CFERI	
Desktop and Mobile Device Environment	Acer TravelMate P4 Spin 14, Acer TravelMate P2 15, Dell Vostro 15 3000, HP EliteBook 840 G9, Dell Inspiron 14 7430 MacBook Pro iPad 10th Generation	
Desktop Operating System	Microsoft Windows 10 & 11 Pro 64-bit and 32-bit	
Applications	Office 365 A3 (400) Office 365 A5 (20) Active Directory Domain & User Accounts Admin.	
Telephone System	IP-based, Yealink PBX & Call Centre (Corporate Office, Central Office, Bonamelo and Lere-La-Tshepe)	
Security Software (e.g. Firewall, Antivirus)	Kaspersky Endpoint Security for Business – Advanced (2100 nodes) FortiGate-100F	

4. CONTRACT PERIOD

Maluti TVET College is looking to enter into a contract with a reputable company that provides a comprehensive Hosted/cloud-based VoIP (IP Based Telephone) system, rental of telephone handsets solution for a period of three (3) years. The contract period shall be from the date of award and is envisaged for the period of three (3) years.

5. SCOPE OF WORK

Maluti TVET College is seeking proposals for Internet Services as per the following:

- ✓ Service Provider to deliver a hosted/cloud based and highly available VoIP telephone system.
- ✓ The following current college main number and all direct line numbers must be ported to the chosen service provider and then trunked back into Maluti TVET College.
 - Corporate Office (058 303 2156 and 058 303 1732)
 - Central Office: 058 713 6100
 - Bethlehem Campus 058 303 3377
 - Bonamelo Campus: 0587131391
 - Harrismith Campus: 073 151 2907 (request a new 058 number)
 - Itemoheleng Campus: 058 713 0296
 - Kwetlisong Campus: 058 713 6655,
 - Lere-La-Tshepe Campus: 058 0503056
 - Main Campus: 058 713 0192
 - Sefikeng Campus: 087 233 5054 (request a new 058 number)
 - Centre For Entrepreneurship and Incubation (CFERI):010 880 0171 (request a new 058 number)
- ✓ It is required from the Service Provider to supply, install, configure, and test all telephone instruments at Maluti TVET College office.
- ✓ The telephone numbers will reside on the provider network but will remain the property of Maluti TVET College in the event that the service provider is changed.
- ✓ The college request to have the Mobility Functionality that allows making or taking calls using your desk phone, computer, conference room phone or smartphone. Calls should appear to originate from the user's extension.
- ✓ Allow for auto call-forwarding of all incoming calls to another destination or just forward calls when the line is busy or when not answered.
- ✓ Allow for voicemail when unanswered after a set period.

- ✓ Allow for users to monitor phone status for selected employee phones and efficiently manage incoming calls.
- ✓ High-speed dedicated internet connectivity of a minimum of 100 Mbps.
- ✓ Highly available access network via two (2) distinct fibre connections for all eleven (11) sites.
- ✓ Music/Message on Hold: Play music or a recorded message when the call is on hold.
- ✓ User codes: enable unique 4-digit dialling user codes to track usage.
- ✓ Each connection must be capable of a minimum bandwidth of **100 Mbps** and must work as primary and secondary links as enabled by the bidder's equipment/network.
- ✓ If either of the primary link fails, all traffic must automatically be routed via the other link.
- ✓ Provision of two (2) leased Customer Edge routers for each link termination, with routers configured with link failure detection and automated failover.
- ✓ The bidder shall provide all necessary hardware and other services required to setup the internet service and access links connection.
- ✓ Ensure prioritization of network traffic according to Maluti TVET College's business requirements: Differentiated classes of service that manage traffic types effectively, ensuring that mission-critical traffic receives the required bandwidth throughput and performance.
- ✓ Service Provider is required to provide internet connectivity of 99,99% uptime availability.
- ✓ Guarantee of response time of no more than two (2) hours and resolution of no more than 4 hours on any fault of all links for head office and regional offices.
- ✓ Access to a 24/7/365 call centre.
- ✓ 24/7/365 monitoring of all services supplied to Maluti TVET College.
- ✓ SMS and email notifications to alert Maluti TVET College IT staff on any errors, faults, warnings and alarms.
- ✓ Segregate traffic such that voice has the highest priority over all traffic and email traffic is given higher priority than video.

- ✓ The service is expected to be stable, highly scalable and reliable. That means the link uptime, availability and quality of connection must be 99.5%.
- ✓ Latency must be less than 80 ms to service provider port and less than 150 180 milliseconds from service provider's port to international port.
- ✓ Provide single point of contact for technical support and active network management, such as traffic usage statistics, network status and performance visibility, etc.
- ✓ Telephone Management System (TMS): IT personnel to have access for getting usage reports, create user codes, assign telephone extension names.
- ✓ System must be able to produce usage reports and audit trails.
- ✓ Recording for all calls and retrieving when required, the call records to be retained for at least 5 years.
- ✓ The telephony systems should be able to integrate with other systems used by Maluti TVET College through API or other integration tools.
- ✓ Generate and submit monthly telephone bills (per campus / site bills and total bills for the college) for the duration of the contract.
- ✓ The system must be ICASA Governance / Compliance, in terms of Spoofing,

Rental of Telephone Hardware

- ✓ IP capable phones: The phones must be able to operate on an IP network and support SIP protocol. They should also offer advanced features such as call forwarding, voicemail, conference calling, and caller ID.
- ✓ The phones must be compatible with our existing network infrastructure.
- ✓ The service provider should provide installation services, including configuring the phones, setting up call routing, and testing the system.
- ✓ Service provider should offer ongoing maintenance and technical support to ensure the phones are running smoothly, and any issues are addressed promptly.

Telephone equipment and devices

- (i) 6 x Yealink T58W IP Phone. (Executive)
- (ii) 11 x CAM 50 Yealink USB Camera.
- (iii) 33 x Yealink T53W IP Phone.
- (iv) 134 x Yealink SIP-T31P 2-Line POE IP Phone
- (iv) 3 x Yealink EXP Expansion Module, LCD Screen.
- (v) 15 x Yealink Mono Headset with noise cancelling capabilities

We expect the bid to include separate line items for licensing, maintenance implementation services and support. Any service provider who has capacity to deliver the service as per customer's requirements has the opportunity to bid for this offer.

6. REPORTING.

- ✓ The supplier must provide monthly service performance reports (against contracted performance metrics and link utilisation) within five (5) days after the end of the month under review.
- ✓ Supplier must provide the college with the Telephonic Usage Report.
- ✓ The supplier must provide the college with Internet Usage Report.
- ✓ Supplier must provide the college with the Uptime Report.
- ✓ These reports must be formally presented at each Service Review Meeting that is to be held monthly no later than fourteen (14) days after end of the month under review.

7. NUMBERS PORTING.

Maluti TVET College has existing dedicated numbers at its various campuses / sites and these numbers are required to be ported to the successful bidder and be trunked back into Maluti TVET College. These numbers will reside on the service provider's network but will remain the property of Maluti TVET College in the event that the college chooses to change the service providers.

8. TECHNICAL COMPLIANCE.

- ✓ Bidders must provide CVs with relevant certifications for VoIP / PABX deployments.
- ✓ Bidders must be accredited with OEM partnership status and level of partnership.
- ✓ Bidders must provide with the OEM authorization letter that indicated the bidders is accredited / authorised / certified to design and deploy support SD-WAN technology.
- ✓ Provide an ETA letter that indicates the sourcing, supply and delivery timelines.
- ✓ Bidders must provide with the OEM authorization letter that indicated the bidders is accredited / authorised / certified to design and deploy support VoIP technology.

- ✓ Bidders must provide both an ICASA ECNS and ECS Licence (Network Infrastructure and Services).
- ✓ Bidders must supply verifiable references where a similar solution has been deployed successfully including the following information:
 - Number and size of client base i.e. number of supported users).
 - Services procured by the customers.
 - Provide reference sites, in South Africa, with contact details.
 - Demonstrate how you would support this implementation and migration to give the college a peace of mind and confidence in your services and ability to deliver on your proposed solution.
 - Provide evidence of Network and Telephony Support resources locally based.

9. EVALUATION CRITERIA

MALUTI TVET COLLEGE APPLIES THE PROVISIONS OF THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, NO 5 OF 2000 AND PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

The following evaluation criteria will be utilized to determine a suitable service provider.

All bids will be evaluated in terms of Preferential Procurement Policy Framework.

There will be a three-stage evaluation process comprising of:

- Stage 1- Prequalification evaluation,
- Stage 2- Risk Assessment,
- Stage 3- 80/20 Preference Point Scoring System where 80 points out of 100 allocated for price and 20 points out of 100 will be for B-BEEE.

Stage 1: Prequalification

1. Valid Tax Clearance Certificate or Tax Pin certificate issued by the South African Revenue Services
2. CIPC Registration documentation (With proof of Annual Returns for the past financial year)
3. ID copies of all directors/shareholders
4. Central Supplier Database (CSD) Registration Report (Not older than six months)
5. Business municipal account or lease agreement or proof of Business address. The business should ensure they are not indebted with the organ of state (Municipal)
6. Fully Completed SBD 1, 4, 8 & 9
7. Signed Quotation/Pricing schedule
8. Company profile (Indicating shareholding, Core Business, experiences, etc)
9. Registered Distributor/Reseller, latest updated letter from Original Equipment manufacturer (OEM)
10. Bank confirmation letter (Not older than six months)
11. Project plan that indicates the timelines.
12. Reference letter that indicates the experience and previous work in the same project.

Stage 2: Risk Assessment:

The risk assessment is to identify the capabilities, performance and functionality of bidders in order to obtain the best quality services.

In order to facilitate a transparent selection process that allows equal opportunity to all services providers, Maluti TVET College will adhere to its policy on the appointment of service provider. Functionality proposals will be evaluated in terms of the following criteria:

- I. Proven Track record and Experience.
- II. OEM (Original Equipment Manufacturer).
- III. Technical Personnel Experience.
- IV. Financial Strength Certificate.
- V. Methodology and Technical Approach.

The following table will demonstrate the criteria to be used for allocation of points for functionality as outlined above. Bids scoring less than **70 points** on functionality will not be evaluated beyond functionality.

The evaluation criteria for functionality will be as below:

Criteria	Weight	Sources of evidence	Point(s) Claimed
Proven Track Record and Experience	35	Bidder must provide proof of previous work experience with Appointment letters, contactable references of similar work undertaken within the past five years in the public / private Sector: <ul style="list-style-type: none">• 8 or more Appointment letters and references from previous clients = 35 points.• 5 – 7 Appointment letters and references from previous clients = 20 points.• 4 or less Appointment letters and references from previous clients = 10 points. Bidders must make sure that the letters are signed and contact details are fully completed.	

		<p>NOTE: Maluti TVET College may verify the information provided, and if your referee does not confirm the information provided, the reference will not be considered.</p>	
<p>OEM (Original Equipment Manufacturer)</p>	<p>20</p>	<p>Bidders must provide the accreditation partnership status and level of partnership (to ensure quality supply, enhanced turnaround time, and Original Equipment supplied)</p> <p>OEM authorization letter that indicated the bidders is accredited / authorized / certified to design and deploy support SD-WAN technology = 4 points.</p> <p>OEM Equipment Delivery Timeline (ETA) letter = 4 points.</p> <p>OEM partnership status and level of partnership (minimum Gold Status) = 4 points.</p> <p>OEM authorization letter indicating the bidder's accreditation / authorization / certification to design, deploy, support the proposed ICT Network technology = 4 points.</p> <p>OEM authorization letter indicating the bidders OEM accreditation / authorization / certification to design, deploy, support the proposed VoIP technology = 4 points.</p>	
<p>Technical Personnel Experience</p>	<p>15</p>	<p>Bidders must submit CVs and qualifications of the Project Manager / Team Leader with a four-year degree in ICT and more than 5 years' experience in ICT.</p> <ul style="list-style-type: none"> • Qualified Technician to install and configure SD-WAN, with 	

		<p>relevant OEM Network Certifications = 5 points.</p> <ul style="list-style-type: none"> • Qualified Technician to install and configure LAN, with relevant OEM Network Certifications = 5 points. • Qualified Technician to install and configure VoIP, with relevant OEM / SP Network Certifications = 5 points. 	
Financial Strength Certificate	10	<p>Bank rating certificate/letter must be attached.</p> <ul style="list-style-type: none"> • Bank rating attached = 10 points. • No Bank rating = 0 points. 	
Methodology and Technical Approach	20	<p>Methodology and Technical Approach to execute the project:</p> <ul style="list-style-type: none"> • Methodology, approach, training and skills transfer plan to implement the Integrated Telecommunications System = 5 points. • Project Plan to implement the Integrated Telecommunications Solution (Network & VoIP) = 5 points. <p>A single consolidated, holistic design depicting overall design / architecture of integrate solution is required:</p> <ul style="list-style-type: none"> • Network Design / Architecture for LAN = 2 points. • Network Design / Architecture for SD-WAN = 2 points. • Internet Connectivity Design / Architecture for ISP = 2 points. • Digital Telephony System (VoIP) = 2 points. 	

	Total = 100		Total Claimed =
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Specific Goals.

Specific Goals	Achievement Level	Total Number Of Points That May Be Claimed	Sources of evidence	Points claimed
Persons historically disadvantaged on the basis of race	100% black ownership	10	Company organogram and ID Copies	
	75% - 99% black ownership	8		
	60% - 74% black ownership	6		
	51% - 59% black ownership	3		
	0 – 50% black ownership	0		
Persons historically disadvantaged on the basis of disability	100% owned by persons living with disabilities	5	Company organogram and ID Copies	
	75% - 99% owned by persons living with disabilities	3		
	60% - 74% owned by persons living with disabilities	2		
	51% - 59% owned by persons living with disabilities	1		
	0 – 50% owned by persons living with disabilities 0	0		
Creating jobs / absorbing new jobseekers from a specific project (Website Design and Development)	50 or more jobs created	5	Company organogram and ID Copies	
	30 or more jobs created	3		
	20 or more jobs created	2		
	10 or more jobs created	1		
	Less than 10 jobs created	0		
Youth	Employed South African Youths	5	South African Identification Document	

Locality	Service providers operating in Thabo Mofutsanyana District	20	Proof of physical address must be attached	
	Service providers operating outside Thabo Mofutsanyana District but in Free State province	10		
	Service providers operating outside Free State province	05		

N.B The Minimum Points Required for Stage 3 Evaluation is 70 points.

Stage 3: 80/20 Preference point system

- Price 80
- B-BBEE status level of contributor 20

10. BID CONDITIONS

1. Submissions after closing date will not be accepted.
2. No quotes greater than R30 000 will be accepted without a valid TAX CLEARANCE CERTIFICATE.
3. The Treasury Regulations stipulate that all service providers dealing with public institutions will be paid not later than 30 days after receiving all required documentation.
- 4. The college reserve the right to not accept or return products that are not according to the specification or as per the required standard**
5. The **General Conditions of Contract** issued by National Treasury applies.
6. No payment for the provision of a service, the supply of goods or the execution of work shall be processed unless a tax invoice containing a reference to the relevant purchase order and delivery note if applicable, has been received.
7. All payment shall as far as possible be affected by means of electronic transfer and not by cheque.
8. Goods to be delivered within 30 days working day after the order has been issued
9. Quotes will only be considered if it is according to the specifications given. Please ensure that all relevant information is stated on quote e.g., Vat, Transport cost, delivery period and validity of quotation.

NB Quotation should be valid for at least 90 days

10. It is assumed that you agree with these conditions by quoting.

11. MANDATORY DOCUMENTS TO BE SUBMITTED IN ORDER TO BE ELIGIBLE FOR EVALUATION

1. Valid Tax Clearance Certificate or tax pin certificate issued by the South African Revenue Services
2. CIPC Registration documentation (With proof of Annual Returns for the past financial year)



higher education & training

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13. PRICING SCHEDULE

Item Description	Site Name	Period	Unit Price	Year 1	Year 2	Year 3	Total
Provision, Integration and Hosting of VoIP Telephone System	<ul style="list-style-type: none">➤ Bethlehem Campus➤ Bonamelo Campus➤ Harrismith Campus➤ Itemoheleng Campus➤ Kwetlisoong Campus➤ Lere-La-Tshepe Main Campus➤ Sefikeng Campus➤ CFERI	36 Months					

Item Description	Site Name	Period	Unit Price	Year 1	Year 2	Year 3	Total
Internet Service Provision (Isp)	➤ Bethlehem Campus ➤ Bonamelo Campus ➤ Harrismith Campus ➤ Itemoheleng Campus ➤ Kwetlisoeng Campus ➤ Lere-La-Tshepe Main Campus ➤ Sefikeng Campus ➤ CFERI						
Rental of Telephone Hardware							
Project Implementation		1					
Maintenance and Support							
Sub-Total							
VAT							
Grand-Total							



higher education & training

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Date

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Grand total = R.....

NB: All prices should be inclusive of VAT if applicable.