



KZN HUMAN SETTLEMENTS

INVITATION FOR PROPOSALS

APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY AND INSTALL A SINGLE INTEGRATED PABX SYSTEM ACROSS THE KZN DEPARTMENT OF HUMAN SETTLEMENTS' OFFICES, SITUATED AT 199 PIETERMARITZ STREET IN PIETERMARITZBURG; 2 SAMORA MACHEL STREET (SAMORA HOUSE) AND 353 – 363 DR PIXELY KASEME STREET (EAGLE BUILDING) IN DURBAN WITH MAINTENANCE SUPPORT FOR A PERIOD OF 60 MONTHS.

BID NUMBER	ZNB1144/2015HSE
CLOSING DATE	22 MAY 2015 @ 11H00
BID BOX NO.	17 (SITUATED AT GROUND FLOOR, SAMORA HOUSE, 2 SAMORA MACHEL STREET, DURBAN)
COMPULSORY BRIEFING SESSION DATE	08 MAY 2015 – <u>NO DOCUMENT WILL BE ISSUED ON OR AFTER BRIEFING SESSION DAY</u>
BRIEFING SESSION TIME	11H00
BRIEFING SESSION VENUE	4TH FLOOR MAIN BOARDROOM, SAMORA HOUSE SAMORA MACHEL STREET- DURBAN 4000
TECHNICAL ENQUIRIES	MS N SITHOLE- 031 336 5103 MR T SINGH - 031 336 5292
BID ENQUIRIES	MR. S. MTHEMBU 031 336 5169/ MRS R. GAFOOR 031 336 5142/ MR. N. E. NGWENYA 031 3365157

The Department of Human Settlements would like to enter into a contract with reputable and accredited companies with a requisite capacity to supply and install a single integrated PABX system inclusive of maintenance support for a period of 60 months.

Documents will be made available as from **24 April 2015 till 07 May 2015**. A non-refundable cash fee of R300-00 will be charged for the bid document. Payment must be made at cashiers office 1st floor, Samora House, 2 Samora Machel Street Durban, from 8h00 – 15h00. A receipt must be produced to the bid section at 5th floor, room 518 for issue of a bid document. **No documents will be issued after 15h30 on 07 May 2015.**

The bidder or a person who is directly employed by the bidder and is suitably qualified and experienced to comprehend the implications of the work involved must represent the bidder at the compulsory briefing session.

Bidders must furnish original bid documents at the briefing session venue as section J will be endorsed by the Department's official.

The Department of Human Settlements is looking to replace their existing PABX system to cater for Voice over IP with advanced collaboration features like IM, Presence, Voice and Video in three of their office buildings (2 in Durban and 1 in Pietermaritzburg)

The existing WAN infrastructure is supported by SITA, with all PSTN connections leased directly from Telkom. Quality of Service over the WAN has been deployed and currently maintained by them. The solution's requirement is to provide VoIP to three (3) of the Departments offices.

The Department is focused on centralization and cost savings, and have focused on a single VoIP solution.

Current Infrastructure:

The Department has a Microsoft Enterprise agreement and is a Microsoft driven environment, application servers are located at the Durban head office, with domain controllers and WSUS Servers at Regional offices and the SITA datacentre.

Services Include:

- 2x MS Exchange 2010 Servers
- MS AD with 6 DC's
- MS SCCM 2010
- MS SC End Point

The existing site offices in three (3) locations are:

- Samora House, Durban
- 199 Pietermaritz Street, FNB Building, PMB
- Eagle Building, Dr Pixely Ka Seme (West St), Durban

Currently HP network switches are deployed in these locations. These switches support PoE/QoS but VoIP configuration is required.

WAN:

- Samora House is linked to the SITA WAN via a 10 Meg metro connect Fibre connection.
- 199 Pietermaritz Street is linked to the SITA WAN via a 1 Meg Telkom connection.
- Eagle Building, Durban will be linked to the SITA WAN via a 256K Telkom connection.

SCOPE OF WORK

UC Infrastructure Requirements	QTY
Basic VoIP Handset (Colour, Dual 1GB Ethernet, PoE, PIN Profile Support)	450
Executive VoIP Handsets (Colour, Dual 1GB Ethernet, PoE, Calendar Integration, Corporate Contacts, PIN Profile Support)	72
Binaural USB Headset with MIC	60
PRI Survivable Branch PSTN Router (with 5 Year Maintenance)	3
X21 Serial Port & Cable for Router	2
Analogue FAX Gateway	3
Telephone Management System (AD Integration, Budget Barring, All Users)	1
Attendant consol (switchboard)	4

Deployment Services
Provision of UC standard phase
Provision of UC Enterprise Voice
Provision of UC Audio/Video conferencing phase
Provision of both super user and ordinary user training
Decommissioning of existing system

Post implementation support and maintenance
60 Months support and maintenance.

FUNCTIONALITY

The required voice and equipment/system proposal must include all features and items to provide a working solution for example:-

- Overall System Architecture
- Enterprise Presence
- Enterprise Instant messaging and Group Chat
- Enterprise Voice
- Audio, Video and Web Conferencing
- Proactive Monitoring
- Unified Communication Infrastructure
- Reporting
- Transition
- Competence

Service providers must comply with legislative and government policy requirements and be registered with Provincial Treasury Suppliers Database. Past performance and documented track- record will be considered.

The evaluation criteria will be a two stage process. Stage 1 is eligibility criteria with a minimum score of 70% to progress to stage 2. Stage 2 will be evaluated in terms of PPPFA.

1. Bids must be on the official original Bid Document which shall be completed in all respect and all information must be supplied as stipulated on the Bid Document.
2. Bids must be submitted on separate sealed envelope into bid box no.17 in foyer.
3. The bid number and closing date must be endorsed on the envelope.
4. The name and address of the bidder must be endorsed on the envelope.

STAGE 1 – ELIGIBILITY CRITERIA

IN ADDITION TO ALL REQUIREMENTS A COMPREHENSIVE COMPANY PROFILE AND PROPOSAL MUST BE ATTACHED DETAILING ALL INFORMATION REQUIRED AS PER STAGE 1 OF EVALUATION CRITERIA. **FOR PROGRESSION TO STAGE 2, SERVICE PROVIDERS MUST SCORE A MINIMUM OF 32 POINTS IN THE CATEGORY OF SUITABILITY OF SOLUTION AND AN OVERALL OF 70% OF TOTAL POINTS** AND PROFILE MUST HAVE TRACEABLE REFERENCES WITH A PROVEN TRACK RECORD. DOCUMENTARY PROOF OF COMPLETED CONTRACTS MUST BE ATTACHED

Key aspect of Eligibility	Basis for points allocation REFER TO SECTION O	Score	Max Points
Suitability of the solution to meet requirements	The suitability of solution to meet requirements that will be used to achieve the objectives listed in “Section O” is clearly defined. Provide supporting document i.r.o the above	Good	25 – 40
	Acceptable (in terms of above)	Fair	17 – 24
	The solution does not meet requirements	Poor	0 – 16
Service Provider Capabilities/ Experience	Service provider to possess extensive experience and is capable to deliver the required system as well as accredited with the relevant professional bodies Provide supporting documents i.r.o above.	Good	19 – 30
	Acceptable (in terms of above)	Fair	13 – 18
	Lacks appropriate, applicable and relevant experience	Poor	0 – 12

Methodology	Provide a Detailed Methodology for implementation	Good	7 – 10
	Acceptable (in terms of above)	Fair	5 – 6
	Lacks appropriate level of experience (in terms of above)	Poor	0 – 4
Training & Support Plan	Adequate training plans provided	Good	13 – 20
	Acceptable (in term of the above)	Fair	9 – 12
	Lacks appropriate training skills	Poor	0 – 8
TOTAL			100

NB SHORT LISTED BIDDERS MAY BE REQUIRED TO MAKE A PRESENTATION OF THEIR SOLUTION TO THE DEPARTMENT. THE ASSOCIATED COSTS FOR THESE PRESENTATION WILL BE BORNE BY THE BIDDER

13.2 STAGE 2 – 90/10 PREFERENCE POINTS SYSTEM

The 90/10 Preference Points System will be utilized. In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution.