SOUTH AFRICAN HUMAN RIGHTS COMMISSION

27 Stiemens Street	Private Bag X 2700	Tel.: 011 877 3600
Braamfontein	2041	
2017		

TERMS OF REFERENCE

CALL FOR PROPOSALS FOR PROVIDING A PBX SOLUTION AT THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

Deadline for Submissions: 29 November 2021

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1. **Purpose and problem statement**

1.1 The purpose of this document is to request proposals with quotations for implementation of a PBX system at the South African Human Rights Commission

1.2 The Commission should have a sufficient budget to effectively deliver on its Constitutional mandate.

1.3 The budget of the Commission is extremely low relative to other National Human Rights Institutions and independent constitutional bodies, and especially given its broad constitutional mandate.

1.4 Consequently, the limited budget adversely affects the operations and effectiveness of the Commission in the promotion and protection of human rights.

1.5 The Commission should determine a sufficient budget and a funding model that enhances adequacy, independence, and effectiveness.

2. **Background**

   The Commission

2.1 The South African Human Rights Commission is an independent Chapter 9 Institution, established in terms of Section 184 of the Constitution, mandated to promote, protect, and monitor observance of human rights in South Africa.

2.2 It is the only National Human Rights Institution in the country, and has, for the past couple of years been recognized as an 'A' – highest level – status institution based on the United Nations Resolution 48/134 (Paris Principles), noting that the key effectiveness criteria for this status include, among others, autonomy, and independence of institutions.

2.3 Due to the Covid pandemic, it has been necessary to practice social distancing and working from home, however, this meant that a level of productivity still had to be maintained and the communities whom we serve to be able to contact us telephonically and via email.

2.4 A need has arisen where we need a PBX system that is linked to the South African Human Rights Commission switchboard and colleagues are able to access and make phone calls via an application installed on their cellphones or laptops. This would allow for increased productivity and efficiency in delivering our mandate.

3. **Project scope and deliverables**

3.1 The scope and expected deliverables of the project include:
- Just like with the old system we will continue to use pin codes for making external calls
- We will continue making interoffice calls dialing only the extension number
- Line pick-up still to be configured by units or sections
- All the enable features on the switchboards will remain intact unless changes are initiated
- 200 or more users will be able to use the mobile app to receive and make call externally or interbranch at no cost
- Switchboard operators will be able to operate the switchboard remotely using the App meaning that they do not have to be in the office to route calls

SAHRC is currently receiving internet connectivity and VOIP services deployed at the Head Offices and across its offices in nine provincial offices

Hosted PBX System

a. The hosted PBX system shall be provided for and owned by the service provider and securely hosted at their premises at no additional cost to SAHRC except for the monthly subscription fee, per account, to provide the following services for a period of 36 months:

b. Mobile-to-Fixed Convergence Mobility (calls to follow user from desk phone to mobile phone or laptop)

c. Client application on mobile device, smartphones iOS or Android

d. Affordable handset devices Inbound, outbound and inter-site calls Free inter-site calls Internal call directory Call conferencing

e. Digital receptionist Hunt list Voice mailboxes Extensions Call routing capabilities e.g., call transfer, call waiting etc.,

f. Secure pin dialing

g. Technical support and reasonable system enhancements at no additional cost.

NB: Kindly note that there is a need for number porting if the winning bidder is different from the current provider.

Telephone Management System (TMS)

The Telephone Management System (TMS) software and support thereof shall be all inclusive at no additional cost to SAHRC to manage the hosted PBX.

a.   The Telephone Management System (TMS) software must provide all the following functionalities:

b.   Accessible securely via the internet browser

c.   User extension profile

d.   Access, view and download all invoices, statements and payments and itemized billing

e.   Access real-time account status and usage

f.   Account credit restrictions, monitoring and control at an organizational or user level

g.   Detailed reporting that is easy to navigate and delegate to managers

h.   Real-time cost reporting by extension, date, time, and numbers dialed

i.   Summary cost report by extensions and groups

j.   Exportable reports to Microsoft Excel software

k.   Call trend and data analysis in graphical formats

l.   Call analytics

m.   Queue management

n.   Voice mail sent to handset and/or email

o.   Full management of the PBX system from the console

p.   Customized VOIP phone provisioning

q.   Customized service selection e.g., barring international calls per user

Product Specifications

a)   The Service Provider shall provide the following products to SAHRC:

b)   Subscriptions: of 200 x PBX Extensions to host 200 IP extensions spread across 10 SAHRC Offices

c)   All necessary hardware required for telephony at all the sites (e.g., handsets etc.)

d)   All hardware should be under extended warranty for the duration of the contract.

e)   Adequate network connectivity for voice and data for each location

Service provider MUST provide a proposal that includes ALL installation, project fees and delivery costs to commission the solution

4. **Required Expertise**

4.1 The Commission requires the services of an experienced provider, with expertise in PBX implementation within public entities (Schedule 3A entities)/and or Chapter 9 constitutional institutions.

5. Project Timelines

5.1 The expected project commencement date will be determined through a briefing and work planning meeting envisaged which would like in the region of 3 to 6 months, this will be decided during November 2021.

6. <u>Evaluation Criteria</u>

6.1 Please note that the following evaluation criteria will be used:

6.1.1   Price evaluation based on the 80/20 preferential point system.

6.1.2   The minimum threshold for qualification by functionality is 70%, assessed as per criteria listed in Table 1 below:

Table 1: Functionality evaluation

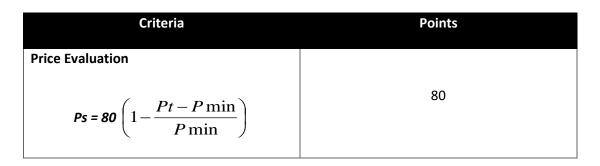|	Criteria	Percentage weighting
1.	Company profile and company documents where more than 3 years of experience is relevant. 1 year = 5 points 2 year = 10 points 3 years or more = 15 points	15
2.	The solution should be a secured cloud hosted solution. Substantiate by describing how this requirement is met.	15
3.	The solution should be a mobile-to-fix convergence. Substantiate by describing how this requirement is met.	20
4.	The voice and data connectivity will be delivered as the project plan to support the following: • 200 x PBX Extensions to host 200 IP extensions spread across 10 SAHRC Offices. • All necessary hardware required for data and telephony services at all the sites. This includes telephony handsets. • All hardware will have under extended warranty covering the duration of the contract. • Adequate network connectivity for voice and data for each location. Substantiate by describing how this requirement is met	20
5.	TMS solution should provide access, view, and download all invoices, statements and payments and itemised billing, account credit restrictions, monitoring and control at an organisational or user level, a summary cost report by extensions and data analysis	10

	Substantiate by describing how this requirement is met	
6.	Project Planning based on scope of work: provide details on how the project will be managed including the methodology and approach and deliverables.	20
	Total	**100**

Price evaluation based on the 80/20 preferential point system.

Only Bidders that have met the 70-point threshold in functionality evaluation will be evaluated for price and BBBEE. Price and BBBEE will be evaluated as follows:

- The price (maximum 80 points)
- B-BBEE status level of contributor (maximum 20 points)

a) Stage 1 – Price Evaluation (80 Points)

Criteria	Points
Price Evaluation $$Ps = 80 \left(1 - \frac{Pt - P\min}{P\min} \right)$$	80

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

Ps   =   Points scored for comparative price of bid under consideration

Pt   =   Comparative price of bid under consideration

Pmin   =   Comparative price of lowest acceptable bid

b) Stage 2 – BBBEE Evaluation (20 Points)
i.   BBBEE Points allocation

A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	16
4	12

5	10
6	8
7	6
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence of B-BBEE Certificate or affidavit.

7. Submission Requirements and Contact Details

7.1 To be considered as the preferred service provider, kindly submit the following:

7.1.1   Proposal

7.1.2   Valid Tax Clearance Certificate

7.1.3   BBBEE Certificate.

7.1.4   Company Profile

7.1.5   SBD 4 document signed

7.1.6   CSD report

7.1.7   SBD 7.1

7.1.8   Reference Letters

8   Confidentiality, independence, and objectivity

The service provider will hold all material and information exchanged during the implementation of this project in the strictest confidence and will take all steps necessary to prevent dissemination of this information to any third party, without the prior written agreement of the SAHRC as the SAHRC asserts its moral authority and copyright over the NSMCC.

Please submit quoted proposals via email by Thursday 29 November 2021, before 15h00.
All documentation must be emailed to:

Ms. Sonto Nxumalo at Snxumalo@sahrc.org.za or Abdul Rassool at ARassool@sahrc.org.za (011 8773644).

For any further information and clarification, you may contact Rulani Khuvutlu at rkhuvutlu@sahrc.org.za