



Terms of Reference and Request for proposals with quotations:

Voice deployment system

Deadline for Submissions: 01 September 2022

SAHRC RFP 10-2022

1. Background

The South African Human Rights Commission (SAHRC) is a Constitutional body established in terms of the Constitution of South Africa, 1996 as well as the South African Human Rights Commission Act, 40 of 2014. The SAHRC is under the strategic leadership of Commissioners. The administration of SAHRC is overseen by a Chief Executive Officer (CEO).

Since Covid has resulted in changes in the workplace we at the Commission require change to keep up with the times and determine ways where we can make access to the Commission even easier than before.

2. Objective

The objective of this RFP is to appoint a suitably qualified service provider who will provide a comprehensive MS Teams voice solution to be deployment and implemented at the South African Human Rights Commission

The South African Human Rights Commission currently has Microsoft 365 Licenses 365 E3 license for 250 users

3. Scope of service

- 3.1. The Commission would like to deploy and implement a Teams voice solution, that will be operating on laptop, cellphone, and traditional telephone handset.
- 3.2. Cloud Hosted Solution
- 3.3. With 30 Concurrent Calls.
- 3.4. The solution should include auto attendant and number porting

- 3.5. It should be compatible with a contact centre solution,
- 3.6. Compliancy recording should also be as part of the solution
- 3.7. It should be accessible from anywhere

4. Deliverables

- 4.1. User friendly voice deployment system that can be accessed from any destination around the world

5. Pricing

A detailed price breakdown structure must be included with the total amount
 All pricing must be shown inclusive of any applicable VAT

6. Project Timelines

Contracting Period for the voice deployment will be for a period of thirty-six (36) months

7. Evaluation Criteria

Please note that the following evaluation criteria will be used:

All quotes received will be evaluated based on the following criteria: functionality criteria will be further evaluated on applicable values as outlined below:

0 = **Unacceptable**, 1 = **Serious Reservations**, 2 = **Minor Reservations**, 3 = **Acceptable**, 4 = **Good**, and 5 = **excellent**

Evaluation on functionality, as in Table 1 below:

- i. Bidders will be evaluated out of 100 points and are required to achieve minimum threshold of 70%
- ii. The overall score must be equal or above 70% in order to proceed to for Price and BBBEE evaluations.
- iii. 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
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1.	Bidder must have over 5 years' experience of relevant service 0 = less than 1 year experience 1 = 1 year experience 2 = 2 years of experience 3 = 3 years of experience 4 = 4 years of experience 5 = 5 years or more of experience	40
2.	Bidder's proposed project methodology and plan outlining how SAHRCs requirements will be implemented	20
3.	References included for executing a project of similar magnitude in the last 3 years, signed and on the letterhead of the company 0 = no reference letters submitted or they are not in the last 3 years or not signed and on the letterhead of the company 1 = 1 reference letter submitted 3 = 2 reference letters submitted 5 = 3 relevant reference letters submitted	20
4.	Cost effectiveness of the quote including breakdowns of the implementation phases and total cost of the project must be included in the quotation	20
	Total	100

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

Only Bidders that have met the 70% threshold in functionality evaluation will be evaluated in 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)

Stage 1 – Price Evaluation (80 Points)

Criteria	Points
Price Evaluation	80

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

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

Where

P_s = Points scored for comparative price of bid under consideration

P_t = Comparative price of bid under consideration

P_{\min} = Comparative price of lowest acceptable bid

Stage 2 – BBEE Evaluation (20 Points)

a. BBEE 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:

- B-BBEE Certificate or sworn affidavit

8. Mandatory procurement documents required:

Quotation showing a detailed fee breakdown structure and all pricing must be inclusive of any applicable VAT;

- 8.1.1 Proposal
- 8.1.2 Valid Tax Clearance Certificate
- 8.1.3 BBBEE Certificate.
- 8.1.4 Company Profile
- 8.1.5 Central supplier database report
- 8.1.6 Standard bid document 4
- 8.1.7 Standard bid document 7.2
- 8.1.8 Standard bid document 6

9. Confidentiality, independence and objectivity

The service provider will hold all material and information exchanged in the course of 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 report. The service provider must ensure that its staff maintains their objectivity by remaining independent of the activities they execute.

10. Contact Details

Submissions must be emailed to: tenderoffice@sahrc.org.za

For further information and clarification, contact Rulani Khuvutlu on rkhuvutlu@sahrc.org.za

Submissions are due by Thursday, 01 September 2022, before 11h00.