

DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION

**DIRCO 02/2016/17: INVITATION TO BID FOR THE DESIGN,
SUPPLY, IMPLEMENTATION AND MAINTENANCE OF THE
UNIFIED COMMUNICATIONS INFRASTRUCTURE FOR THE
DEPARTMENT OF INTERNATIONAL RELATIONS AND
COOPERATION FOR A PERIOD OF THREE (3) YEARS**



TERMS OF REFERENCE

1. INTRODUCTION

- 1.1. The Department of International Relations and Cooperation (DIRCO or the department) is a key component of government as it conducts and coordinates South Africa's international relations and promotes its foreign policy objectives. At the same time, it also monitors international developments and advises government on foreign policy and related domestic matters.
- 1.2. These activities are coordinated nationally and internationally with foreign missions (Embassies, High Commission, Consulates and other Diplomatic Offices) that are located all over the world. Because the services are provided predominantly outside the Republic of South Africa (RSA); the bidder/bidders need not be licensed in the RSA or any of the "HUB" jurisdictions/destinations, but must have a formal agreement with a licensed "Electronic Communications Service (ECS)" or with an "Electronic Communications Network Service" (ECNS) operator in the RSA.
- 1.3. The department is required to be alert at all times and to have at its disposal up-to-date and secure information to enable it to perform its functions without hindrance or constraints.
- 1.4. DIRCO therefore has an obligation to invest in the best unified communications infrastructure that will enable the department to perform at its optimum.
- 1.5. DIRCO invite a locally registered company that will be able to design, supply, implement and maintain the unified communications Infrastructure to meet DIRCO requirements.
- 1.6. DIRCO has an environment where officials are telecommuting using any device, in a cost effective, reliable, and secure manner.

2. PURPOSE

- 2.1. The Terms of Reference (TOR), is compiled to assist DIRCO to identify and select the most appropriate bidder/s to design, supply, implement and maintain the unified communications infrastructure located at the following **Regional Centers: South Africa, Europe, South East Asia and North America**. The proposed solution must conform to the current departmental ICT infrastructure standards.
- 2.2. The solution to be deployed should be in line with DIRCO's strategic technology direction towards Virtualization, Mobility, Collaboration and BYOD (Bring Your own Device).
- 2.3. DIRCO invites interested bidder/bidders that meet the requirements listed in this document to submit proposals regarding their products and service offerings. All information shall be submitted in the format stipulated in this TOR.

3. MANAGEMENT OF INFORMATION

- 3.1. All information about DIRCO in whatever form or manner provided during the TOR process shall remain under non-disclosure and treated as highly confidential information between the parties. The bidder/ bidders will not be allowed to release any such confidential information without the express written permission of DIRCO.
- 3.2. DIRCO reserves the right to include a separate non-disclosure document with this TOR.

3.3. DIRCO is aware that information contained in the bidder's proposals may indicate the bidder's current operations. Therefore, the use of this information shall be confined to this request for a proposal and will be treated as confidential.

4. SCOPE OF WORK

4.1. Background of current infrastructure

4.1.1. DIRCO has 124 offices abroad and 7 offices nationally. The department deployed a converged Voice over Internet Protocol (VoIP) infrastructure to interconnect offices (spokes sites) and technical hubs.

4.1.2. The Unified Communication infrastructure clusters are located at six (6) hubs with a centralised Telephone Management System (TMS).

4.1.3. The department has different types of telephone and video endpoints (instruments) classified as follows:

	Category	Quantity
1	Entry level	144
2	Low-end level	2874
3	Mid-end level	868
4	High-end level with expansion modules	585
5	Conferencing units	5
6	Video Conferencing wall unit with stand	6
7	Video Conferencing desk unit	11

4.1.4. Each office connects through a Public Switched Telephone Network (PSTN) circuit which terminates on a telephone gateway for local break out calls. These gateways consist of either an FXO, BRI, E1 or T1 interface module installed in each gateway at each mission or Hub.

4.1.5. The voicemail services of the Unified Communications infrastructure resides within the voice infrastructure cluster (Hub) at each region respectively.

4.2. Project objectives

The objectives of this TOR is,

4.2.1. To design, supply, implement, integrate, commission and maintain the latest:

- 4.2.1.1. Unified Communication Call Control system;
- 4.2.1.2. Unified Contact Center system;
- 4.2.1.3. Unified Attendant Console system;
- 4.2.1.4. Telephone Management System;
- 4.2.1.5. Unified Voicemail system;
- 4.2.1.6. Instant messaging and presence system;
- 4.2.1.7. Unified Audio/Video/Web Conference System

4.2.2. To consolidate unified communications infrastructure from six (6) to four (4) hubs

- 4.2.3. To supply, implement and maintain UC endpoints (Handsets) at all DIRCO offices;
- 4.2.4. To deploy solution at the Hubs; (NB: DIRCO officials will deploy spoke sites, service provider will be required to provide high level support from the Hub in HQ).
- 4.2.5. To decommission existing obsolete Unified Communication infrastructure.

4.3. Specifications requirements

The bidder/s are requested to refer to annexures A, B, C and D:

- 4.3.1. **Annexure A** – Detailed solution specifications
- 4.3.2. **Annexure B** - Solution costing table
- 4.3.3. **Annexure C** - Sites and Quantities
- 4.3.4. **Annexure D** – Detailed telephone management system specifications

4.4. Proposed Unified Communication Collaboration Solution

- 4.4.1. The bidder/s must detail the capabilities of the proposed solution in integrating video, voice, content sharing, Conferencing, Instant Messaging and Presence, messaging and mobility as well as the ability to collaborate with external organizations.
- 4.4.2. The proposed solution must clearly indicate any additional hardware, software and licensing and whether the solution will provide DIRCO with a single communications tool set.
- 4.4.3. The proposed solution must enable interoperability with third-party systems and organisations.
- 4.4.4. The proposed solution must enable business – business communications and conferencing.
- 4.4.5. The proposed solution must provide cross cluster mobility.
- 4.4.6. The bidder/s must detail the capabilities of the proposed solution to securely interconnect mobile workers, remote sites and the department's Head Office.
- 4.4.7. The proposed solution must be on the same software version with respect to clusters.
- 4.4.8. The proposed solution must be an on-premise (within DIRCO) deployment.**
- 4.4.9. The bidder/s must be able to implement the propose solution within a period of six (6) months after receipt of the purchase order. This period is inclusive of the bidder placing orders for the required equipment.**

4.5. Management of equipment

- 4.5.1. The bidder/s will be responsible for the packaging and delivery of the equipment.
- 4.5.2. Equipment must be delivered to the respective sites. See annexure C**
- 4.5.3. The addresses of the sites will be updated as and when sites relocate. DIRCO will be responsible for updating addresses.
- 4.5.4. The bidder/s must include the cost of shipment of equipment in their proposal.

4.5.5. The bidder/s will be responsible for the consignment until received by the client.

4.5.6. The list of equipment must accompany the delivery notes

5. EVALUATION METHODOLOGY

All bids received will be evaluated in the following phases:

5.1. Phase 1: Responsive Criteria

5.1.1. The minimum requirements that must be satisfied / met by prospective bidders in order to proceed to the next stage of the evaluation process are:

5.1.2. Valid Tax Clearance Certificate submitted with bid documents

5.1.3. The bidder/s shall provide a complete set of audited financial statements for last three financial years including the latest.

5.1.4. Completion and submission of Standard Bid Documentation (SBD)

5.1.4.1. SBD 1

5.1.4.2. SBD 2

5.1.4.3. SBD 3.1

5.1.4.4. SBD 3.2

5.1.4.5. SBD 4

5.1.4.6. SBD 6.1

5.1.4.7. SBD 8

5.1.4.8. SBD 9

5.1.5. Attendance of compulsory briefing session

5.1.6. All prices must be quoted in South African Rand and include VAT

5.1.7. If the bidder/s is a company, a certified copy of the resolution of the Board of Directors (personally signed by the Chairman of the Board) authorizing the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the company, must be submitted with this bid proposal.

5.1.8. If the bidder/s is a partnership, a certified copy of the resolution of the partners (personally signed by all the partners) authorizing the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the partnership, must be submitted with this bid proposal.

5.2. Phase 2: Functionality Criteria

5.2.1. Evaluation stages

The evaluation will be conducted based on proposals submitted.

5.2.2. A bidder/s and its partner that scores less than 60% in respect of functionality will be regarded as having submitted a non-responsive bid and will be disqualified.

5.2.3. Proposal Evaluation

The following proposal criteria will be used by the panel members of the Bid Evaluation Committee to evaluate proposals and score them according to the under mentioned criteria:

A panel will evaluate all proposals for functionality.

NR	CRITERIA	RESPONSE REQUIRED	WEIGHT
1	Ability of the bidder/s to design, supply, implement and maintain the unified communications Infrastructure and telephone management system	<ul style="list-style-type: none"> Bidder/s must demonstrate that they have experience in implementing similar solution/s. Provide details on how the solution/s were implemented and signed letter/s of reference with contactable details. 	15
2	High Level Design Summary and Architecture of Unified Communication solution and telephone management system	<ul style="list-style-type: none"> The bidder/s must provide schematic diagrams showing all physical distribution of the hardware, software, voice gateways, appliances, by location as appropriate, reflecting all areas of the solution with high availability. The bidder/s must provide a detailed architectural design of the UC solution as per annexure A in terms of the following areas, <ul style="list-style-type: none"> ✓ Unified Communication Call Control Solution ✓ Unified Audio/Video/Web Conferencing ✓ Unified Communication Contact Center Solution ✓ Unified Attendant Console Solution ✓ Unified Communication Instant Messaging & Presence Solution ✓ Accounting and Audit Management (Telephone Management System) ✓ Unified Communications System Security 	5
			15
			10
			10
3	Licensing Management	<ul style="list-style-type: none"> Bidder/s must describe a licensing model that will help the department to reduce cost. 	10
	Warranty or Maintenance Management	<ul style="list-style-type: none"> Bidder/s must describe their maintenance/warranty associated with the proposed solution 	5

4	Project Management Plan Strategy	<ul style="list-style-type: none"> The bidder/s must detail the execution methodology; Migration Plan; decommissioning, skills transfer and training strategy 	15
		<ul style="list-style-type: none"> Bidder/s must provide a detailed Project Management Plan that highlights tasks, milestones, durations and resources required. 	10
5	Knowledge and expertise	<ul style="list-style-type: none"> Bidder/s must provide Curriculum vitae (CV) and certified qualifications of the solution team (design and implementation). Solution team must be at the appropriate level of certification relating to the proposed solution. (Minimum = one team member certified in solution provided and maximum = at least three (3) team members certified and experienced in the solution provided). 	5
	Total		100

Values: 1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

5.3. Phase 3: Price and preference

A panel will evaluate all proposals received on a basis of price (90) points and B - B B E E (10) points.

The applicable formula 90/10 will be utilized to evaluate the bid, of which ninety (90) points are allocated for price and for the remaining ten (10) points certain goals have been targeted and the points allocated for these goals are indicated in the enclosed SBD 6.1 form that must be completed in detail.

POINTS AWARDED 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

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

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 in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	8
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

- a. Bidders and its partner who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor. Registered auditors do not need to meet the prerequisite for IRBA's approval for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates.
- b. Bidders and its partner other than EME's must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.
- c. **A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.**
- d. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

6. INSTRUCTIONS TO BIDDER/BIDDERS

- 6.1. Bidder/bidders must provide a proposal in response to this TOR and responses must be in three (3) hard copies.
- 6.2. The proposal should be signed by a person, or people, duly authorized to bind the provider to contract.
- 6.3. The bidder/bidders has to ensure that equipment supplied as part of the Unified Communications Project are not declared end of sale/support for at least twenty four (24) months from the date of the submission of the offer. The bidder also has to ensure that the equipment supplied of this bid are not declared end of life and support during the period of contract.
- 6.4. The bidder/bidders agrees that all parts & spares for the equipment would be made available during the period of the contract. It will be the obligation of the bidder to provide a minimum of one (1) year notice before any equipment is to be declared as end of sale or support. DIRCO reserve the right to identify equipment for refresh during the term of the contract.
- 6.5. Bidders are required to provide data sheet matrix of the proposed equipment.
- 6.6. Covering Letter

The proposal must be accompanied by a covering letter appropriately signed by a duly authorized official of the organization to bind the bidding entity.

6.7. TOR Questions and Clarifications

All requests for clarification, as well as DIRCO's responses, will be made available in writing to all parties that have received copies of the TOR, without identifying the source of the enquiry.

All questions relating to the bid must be directed to DIRCO Supply Chain Management section.

6.8. Proposal Response Format

Bidder/s must address all information specified by this TOR. All questions must be answered completely. DIRCO reserves the right to verify any information contained in the bidder's TOR response, and to request additional information after the TOR response has been received.

7. REFERENCES

7.1. The bidder/s and its partner should provide details of customer/s for reference.

7.2. References should be for clients with requirements similar to those of bid requirements

7.3. References should include information "non-proprietary and non-competitive" about the contract (such as specific products in use, date of contract execution, go-live date and any services provided), as well as contact information for the client's project manager or other senior staff members who are familiar with the project.

7.4. DIRCO reserves the right to contact these references, and to discuss the client's level of satisfaction with the bidder and its services.

8. GENERAL CONDITIONS

8.1. DIRCO will enter into a service level agreement with the successful bidder/bidders to supplement the master agreement. The service level agreement will among others, govern the relationship between the parties; ensure that services are provided according to specified standards and within stipulated timeframes; and to provide for remedies for under/poor performance and non-compliance with terms and conditions of the service level agreement.

8.2. DIRCO reserves the right to appoint more than one bidder/bidders.

8.3. The bid evaluation will only be done on the basis of information that was requested and provided.

8.4. The bid evaluation process does not obligate DIRCO to make use of any proposed services. Acceptance of any proposal shall only indicate a willingness to include the information into an analysis or to commence negotiations and shall not place any other duties or liabilities on DIRCO. DIRCO shall have no obligation to furnish any formal acceptance or non-acceptance of any information presented.

- 8.5. All documents submitted in response to this proposal shall become the property of DIRCO.
- 8.6. DIRCO reserves the right and full discretion to:
- 8.6.1. Withdraw from this process and the provisions of the bid at any time;
 - 8.6.2. Cancel this bid at any time and all subsequent proposals may be rejected in whole or in part.
 - 8.6.3. Change the dates of adjudication and submission;
- 8.7. The department's decisions will be final and no correspondence will be entered into from the closing date of submissions until after the selection process has been completed. Bidders will be formally notified of the outcome of the bid.
- 8.8. A bid proposal will only be deemed accepted once written notice is given by DIRCO to the successful bidder and a service level agreement has been entered into between parties.
- 8.9. Receipt of a proposal neither commits DIRCO to award the bid to any entity, even if all requirements stated in this TOR are met, nor does it limit DIRCO's right to negotiate in its best interest.**
- 8.10. It will be accepted that the bidder, on submitting the bid response, has read, understood and accepted all the terms and conditions of this TOR. It shall therefore be presumed by DIRCO that the submission of the bid proposal by any bidder confirms its complete acceptance of the terms and conditions of the document.
- 8.11. DIRCO reserves the right to invite bidders to present or otherwise demonstrate their proposed solution to clarify aspects that are required as part of the evaluation process, at the respondent's own costs.
- 8.12. DIRCO reserves the right to conduct site visit to verify the existence of the facilities and the functioning of the Incident Management Centre as part of the evaluation process.
- 8.13. DIRCO will not be responsible for or pay any expense or losses which may be incurred by any bidder in the preparation and submission of the bid proposal and the costs of the proposal at all stages of the bid process shall be for each bidder's own account.
- 8.14. If the bidder is a company, a certified copy of the resolution of the Board of Directors (personally signed by the Chairman of the Board) authorising the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid and/or agreement on behalf of the company, must be submitted with this bid proposal.
- 8.15. If the respondent is a partnership, a certified copy of the resolution of the partners (personally signed by all the partners) authorising the person who signs this bid proposal to do so, as well as to sign any agreement resulting from this bid and any other documents and correspondence in connection with this bid

and/or agreement on behalf of the partnership, must be submitted with this bid proposal.

- 8.16. Failure to comply with par 11.14 and 11.15 will result in rejection of the bid proposal.
- 8.17. If a bidder/bidders and its partner, or any person employed by him/her/it, is found to have either directly or indirectly offered, promised or given to any person in the employ of DIRCO any commission, gratuity, gift or other consideration, DIRCO shall have the right summarily and without recourse to law and without prejudice to any other legal remedy which it may have in regard to any loss or additional cost or expenses, to immediately disqualify the bidder. The bidder will be responsible for all and any loss that DIRCO suffers as a result hereof.
- 8.18. All information and pricing will be treated as strictly confidential and will be used for the evaluation of the bid only. No information will be disclosed to parties outside of the bid evaluation committee.
- 8.19. Please supply a covering letter on your own letterhead signed by your duly authorised representative of the entity and acknowledgement containing the following:

“The bidder/bidders and its partner warrants that any or all the information disclosed in the bid response is true and correct and will be binding; the bidder agrees to provide any documentary proof of such information that may be requested by DIRCO at any stage during the bid process”

- 8.20. Throughout this bid process and thereafter, prospective bidders must obtain from DIRCO written approval prior to the release of any information that pertains to the potential work or activities covered by this bid or the subsequent process. Failure to adhere to this requirement will result in immediate disqualification from the bid process and DIRCO reserves the right to institute legal proceedings against the bidder.
- 8.21. DIRCO will treat all proposals as confidential until a contract is awarded or the process is completed. Thereafter, proposals and related documentation may be made available for inspection at DIRCO's sole discretion, except for material that is proprietary or confidential. DIRCO will not disclose or make public any information, which the bidder and its partner has marked "proprietary" or "confidential".
- 8.22. Short-listed bidder/bidders will be required to undergo security screening. The successful bidder will be required to sign Confidentiality Agreements with DIRCO as and when required.

It is compulsory for all persons employed or contracted by the successful bidder/bidders and its partner and who will partake in this project to undergo security vetting.

- 8.23. DIRCO reserves the right to require the replacement of any person assigned to this project, should they not receive a successful security clearance, at the commencement of the contract.

8.24. Bidder/bidders are required to submit a list of their partners that will be involved in this projects and during the contract period.

8.25. Bidders are reminded that as per National Treasury regulations, all prospective must have registered on the national Treasury central supplier database.

9. FEES AND PAYMENT SCHEDULE

9.1. Fees must be quoted in South African currency.

9.2. All prices quoted must include Value Added Tax (VAT).

9.3. Price adjustments will be allowed at the times and periods specified in the Terms of reference. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.

9.4. Bidder/bidders and its partner should take note that the Department will pay within 30 days after the receipt of a valid tax invoice and after the services have been rendered to DIRCO's satisfaction.

9.5. The format of the quotation/price list must be the same as the specification list attached to this document. (SBD3.1) Please do not submit in any other format.

10. CONTACT PERSONS AND SUBMISSIONS

10.1. Enquiries

All enquiries can be directed to Supply Chain

Management: Tel: +27 12 351 1286/1928

Fax: +27 12 329 1267

Email address: nyondol@dirco.gov.za or kubayii@dirco.gov.za

10.2. Submission of Proposals

10.2.1. Prospective bidders should submit their bonded proposals in a sealed envelope with the details of the specific bid on the outside of the envelope to:

Per hand

Department of International Relations and Cooperation

Bid Box, OR Tambo Building

460 Soutpansberg Street

Rietondale

Pretoria

0084

10.2.2. Submissions should be posted to be received or hand delivered to the mentioned addresses on or before 11:00 on the **14 June 2016**.

10.2.3. The Compulsory briefing session will be on the 25 May 2016 at DIRCO offices, OR Tambo Building, Multipurpose Centre, 460 Soutpansberg Road, and Rietondale at 10h00.

10.2.4. The bidder/s must refer to annexure C for the actual delivery of equipment.

Prospective service providers/suppliers are encouraged to submit their proposals before the closing time and date, as late submissions will not be accepted.

E-Mailed or faxed submissions shall not be accepted.