

**MICT/SETA/TEL/006/2021-APPOINTMENT OF A SERVICE PROVIDER FOR PROVISION, SUPPLY, AND MAINTENANCE OF TELEPHONY SYSTEM RENTAL TO THE MICT SETA FOR A PERIOD OF 36 MONTHS.**

**ANNEXURE B: FUNCTIONALITY COMPLIANCE FORM**

Name of Bidder: .....

At a minimum, the system must comply with the specification as articulated below.

No.	FUNCTIONAL REQUIREMENTS			
	Functional Category	Detailed Requirements Spec	Bidder's Compliance with Spec (Y/N)	Substantiate your system compliance with spec. Bidder to further elaborate on how certain functionality will be used;
1	About the system	<ul style="list-style-type: none"> <li>Technical spec including platform, hosting requirements, amongst others.</li> <li>The system must be hosted in the cloud within the borders of the Republic of South Africa.</li> </ul>		

2	<p><b>SECTION A:</b></p> <p>design, configure and deploy a highly available cloud Hosted Telephony Solution</p>	<p><b>Hosted Telephony Solution Requirement</b></p> <ul style="list-style-type: none"> <li>a) Bidders are required to propose and provide a detailed high availability architecture;</li> <li>b) The proposed solution must be certified by Microsoft to Integrate with Microsoft Teams. Bidders must produce proof of certification by Microsoft.</li> <li>c) Bidders must be accredited by the Original Equipment Manufacturer (OEM) of the solution that is being proposed. Bidders must attach valid proof of such accreditation;</li> <li>d) The proposed solution must have paging capability from one point to various destination over the LAN;</li> <li>e) The successful bidder will work with the WAN service provider to implement and fine tune Quality of Service (QoS) where necessary to ensure the proposed solutions performs optimally;</li> <li>f) The proposed solution must be able to integrate with MICT SETA's Microsoft O365 services;</li> <li>g) The bidders must propose a solution that supports a minimum of 40 concurrent calls;</li> </ul>		
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		<p>h) The proposed solution must be able to have mechanism to mitigate security risks related to access from devices from the Internet;</p> <p>i) The successful bidder will be required to do all necessary configurations end-to-end to ensure that system is fully operational. This will include configuration on O365.</p>		
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		<p><b>The phone system must be able to perform the following functionalities:</b></p> <ul style="list-style-type: none"> <li>a) PIN code functionality;</li> <li>b) Hunt groups;</li> <li>c) Interactive Voice Recording (IVR) / auto attendant;</li> <li>d) Welcome message and voicemail on phones;</li> <li>e) Group pickup;</li> <li>f) Paging;</li> <li>g) Caller Line Identity (CLI) enabling and restrictions;</li> <li>h) Direct Inward Dialling (DID);</li> <li>i) User codes for outside to enforce accountability and reduce abuse;</li> <li>j) Call forwarding (voicemail, another extension or cell phone);</li> <li>k) Conference calling;</li> <li>l) Internal Calls (from one MICT SETA office to another) are zero rated;</li> <li>m) Redialling functionality;</li> <li>n) Call logs on handsets (inbound / outbound);</li> <li>o) Telephone directory on handsets;</li> <li>p) Follow me must be enabled.</li> </ul>		
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3	<p><b>SECTION B:</b></p> <p>supply, configure, and deploy IP Phones that are Microsoft certified</p>	<p><b>IP Phones Requirement</b></p> <ul style="list-style-type: none"> <li>a) It should be noted that MICT SETA does not plan to own any handsets. Therefore, bidders are to propose rented handsets.</li> <li>b) As part of this bid, the successful bidder must supply and deliver rental Microsoft Teams enabled handsets in specified quantities directly to the Head Office and Regional Offices.</li> <li>c) Bidders must provide a solution that will ensure efficient and automated deployment of endpoint devices, including firmware and software update.</li> <li>d) The successful bidder will be required to replace faulty phones within 72 hours after a call is logged.</li> </ul>												
		<p><b>IP Phones Specifications (quantity = 125):</b></p> <table border="1" data-bbox="589 1035 1314 1386"> <tr><td> </td></tr> <tr><td>Android 9.0 OS</td></tr> <tr><td>LCD = 7"1024 x 600-pixel capacitive touch screen</td></tr> <tr><td>Modern Teams UI</td></tr> <tr><td>HD Voice (Handset and Speaker)</td></tr> <tr><td>Noise Proof Technology</td></tr> <tr><td>Dedicated Microsoft Teams button</td></tr> <tr><td>Teams Contacts</td></tr> <tr><td>P2P call / Cloud PSTN call</td></tr> <tr><td>Synchronized Call logs</td></tr> </table>		Android 9.0 OS	LCD = 7"1024 x 600-pixel capacitive touch screen	Modern Teams UI	HD Voice (Handset and Speaker)	Noise Proof Technology	Dedicated Microsoft Teams button	Teams Contacts	P2P call / Cloud PSTN call	Synchronized Call logs		
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		<ul style="list-style-type: none"> <li>Visual Voicemail</li> <li>Corporate Directory Access</li> <li>Exchange Calendar</li> <li>One-Click join for meetings</li> <li>Schedule Teams meeting</li> <li>Hot Desking</li> <li>Accessibility</li> <li>Phone Lock</li> <li>Screensaver</li> <li>Power Saving</li> <li>Teams&amp;SIP Hybrid Mode</li> <li>Auto provision by TFTP/FTP/HTTP/HTTPS</li> <li>Yealink Redirection and Provisioning Services (RPS)</li> <li>Dual-port Gigabit Ethernet</li> <li>Power over Ethernet (IEEE 802.3af), class 3</li> <li>2 x USB Port</li> <li>Built-in Bluetooth</li> <li>WI-FI</li> <li>Wall-mountable</li> <li>Support Bluetooth Handset</li> </ul>		
4	<p><b>SECTION C:</b> supply and configure Switch Board Operator Console</p>	<p>1. Bidders are required to propose a license for a Switch Board Operator Console that meet the following specifications:</p> <p style="padding-left: 40px;">a) Digital consoles / Softphones for the reception lines;</p>		

		<ul style="list-style-type: none"> <li>b) Extension dialling;</li> <li>c) Music in queue;</li> <li>d) Support up to 100 phone users;</li> <li>e) Integration with Microsoft Teams;</li> <li>f) Search Options;</li> <li>g) Operator handset ringing;</li> <li>h) Transfer reversion (call recall);</li> <li>i) Call park, Call park recall, Call toggle;</li> <li>j) Reports on Call Volumes, Call queues and Abandoned Calls;</li> <li>k) 3-year warranty.</li> </ul> <p>2. All the licenses to be supplied should be registered in MICT SETA's name.</p> <p>3. The successful bidder should ensure that the Switchboard Operator console is configured to seamlessly integrate with Microsoft Teams.</p>		
5	<p><b>SECTION D:</b></p> <p>supply, deploy, and configure Telephone Management System</p>	<p>As part of this section of the bid, bidders are required to propose a TMS that meets the following functionalities:</p> <ul style="list-style-type: none"> <li>a) Extension Reporting;</li> <li>b) Limit Notification Emailing;</li> <li>c) Emailing Reports to users;</li> </ul>		

		<ul style="list-style-type: none"> <li>d) Cost summaries by user, or Department;</li> <li>e) Monitor abusive calls by Cost; Duration and Incoming Ring Time;</li> <li>f) Call line Identity;</li> <li>g) No limits on user logins and no individual licensing;</li> <li>h) Scalable system to accommodate organisational growth;</li> <li>i) Permission levels to restrict access according to company policy, and unique logins to ensure user security;</li> <li>j) Integrate with the proposed telephone system</li> </ul>		
6	<p><b>SECTION E:</b></p> <p>supply and configuration of Headsets</p>	<p>2 x Wireless Engage 75 mono</p>		
7	<p><b>SECTION F:</b></p> <p>Porting of geographic telephone numbers</p>	<p>a) The current telephone lines are numbers under Telkom SA. These numbers must be ported with their respective DDI ranges to the successful bidder's environment, and thereafter configured to the proposed solution. Below is a list of existing main telephone numbers to be ported:</p>		



		<table border="1" data-bbox="656 229 1420 614"> <thead> <tr> <th>Office</th> <th>Description</th> <th>Phone number range</th> </tr> </thead> <tbody> <tr> <td>Midrand</td> <td>Head Office</td> <td>+27 11 207 2600</td> </tr> <tr> <td>Durban</td> <td>Regional Office</td> <td>+27 31 307 7248</td> </tr> <tr> <td>East London</td> <td>Regional Office</td> <td>+27 43 726 0763</td> </tr> <tr> <td>Cape Town</td> <td>Regional Office</td> <td>+27 21 461 3926</td> </tr> <tr> <td>Bloemfontein</td> <td>Regional Office</td> <td>New office. New lines required</td> </tr> <tr> <td>Klerksdorp</td> <td>Satellite Office</td> <td>010 003 5506</td> </tr> </tbody> </table> <p data-bbox="633 651 1337 783">b) The Bloemfontein Office does not have any phone numbers. Bidders are required to propose a new geographic number.</p>	Office	Description	Phone number range	Midrand	Head Office	+27 11 207 2600	Durban	Regional Office	+27 31 307 7248	East London	Regional Office	+27 43 726 0763	Cape Town	Regional Office	+27 21 461 3926	Bloemfontein	Regional Office	New office. New lines required	Klerksdorp	Satellite Office	010 003 5506		
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8	<p><b>SECTION G:</b> supply, configure, and deploy rental network switches</p>	<p>a) The successful bidder will be required to provide rental switches to MICT SETA offices.</p> <p>b) The successful will be required to decommission existing switches, and replaced them with the proposed rental ones.</p> <p>c) The bidder will be required to backup configuration of the existing switches, and subsequently configure to the proposed and stacked switches.</p>																							

		<p>d) The bidder must ensure that the change of switches is done in such that there won't be any disruption to business operations.</p> <p>e) All necessary and required cabling as part of this part of the bid must be provided by the bidder.</p> <p>f) The proposed switches will remain the property of the successful bidder for the duration of the agreement.</p> <p>g) The successful bidder will ensure that they keep stock of the switches to ensure replacement of faulty ones with 24 hours after a call is logged. Switch configuration will be required as part of replacement.</p> <p>h) Upon completion of configurations and project sign-off, the successful bidder will be required to hand over the management and maintenance of the switches to MICT SETA. Handover document will be provided.</p> <p>i) The proposed switches will be delivered and configured at their respective location</p> <p>j) Required switches and quantities:</p> <table border="1" data-bbox="645 1114 1420 1385"> <thead> <tr> <th>Office</th> <th>Description</th> <th>Description of rental switches</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Midrand</td> <td>Head Office – 2nd floor</td> <td>6200F 24G Class4 PoE 4SFP+ 370W Switch (JL725A)</td> <td>3</td> </tr> </tbody> </table>	Office	Description	Description of rental switches	Quantity	Midrand	Head Office – 2nd floor	6200F 24G Class4 PoE 4SFP+ 370W Switch (JL725A)	3		
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			East London	Regional Office	6200F 24G Class4 PoE 4SFP+ 370W Switch (JL725A)	1		
			Durban	Regional Office	6200F 24G Class4 PoE 4SFP+ 370W Switch (JL725A)	1		
			Klerksdorp	Satellite Office	6200F 24G Class4 PoE 4SFP+ 370W Switch (JL725A)	1		
9	<b>Handover, Training and Support</b>	<p>In order to maximise adoption and usage of the system, the appointed service provider will be required to provide, amongst others the following:</p> <ul style="list-style-type: none"> <li>a) Setup, installation, all programming and handover.</li> <li>b) Technical and user training.</li> <li>c) A dedicated Account Manager and a support desk operating according to business requirements of the MICT SETA to maximise service availability and improve user experience. The MICT SETA business hours from Monday to Friday at 08:00 to 16:30.</li> </ul>						

		<p>d) A service level agreement to guarantee and measure service performance will be signed, with penalties for poor performance.</p> <p>e) SLA review meetings will be conducted.</p>		
10	<b>MAINTENANCE AND SUPPORT</b>	<p>a) All software version updates from the OEM for all components of the telephone system must be included as part of the total solution i.e. no annual software license fees during the contract period.</p> <p>b) The implementation of the OEM software version updates must be included as part of the hardware costs for the lifespan of the hardware and the bidder must ensure that at a minimum, the software in operation is latest available version from the OEM where hardware is required.</p>		
11	<b>PROFESSIONAL SERVICES</b>	<p>a) This bid will be run as a project as such, the successful bidder must provide project management services such as Project Management, and all other relevant project team members/specialists.</p>		

		<p>b) The successful bidder will also be expected to lead and facilitate technical discussions during the planning, design and implementation process.</p> <p>c) The bidder will be expected to ensure that the following requirements are fulfilled:</p> <ul style="list-style-type: none"> <li>• Establish a master project plan with project timelines.</li> <li>• The project manager should have experience in managing similar projects.</li> <li>• Transfer skills to the MICT SETA resources on how to manage IP phones using the deployed solution.</li> <li>• Provide Standard Operating Procedures for the deployed solution.</li> <li>• Provide a high level and detailed architecture of the proposed solution.</li> </ul>		
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Compliance with the above technical requirements is a must as it is assumed that these are minimum functionality of the ideal MICT SETA required telephone system. Bidders are further requested to elaborate on the corresponding column how their system addresses the MICT SETA requirements as detailed.

Signed: \_\_\_\_\_

**Name:**

**Capacity:**

Date: ..... / ..... / 2021