



PSiRA
Private Security Industry Regulatory Authority

TERMS OF REFERENCE

FOR

**SUPPLY, INSTALLATION AND MAINTENANCE OF
HOSTED OR ON PREMISE VOIP PABX (TELEPHONY)
AND CALL CENTRE MANAGEMENT SYSTEM**

Table of Contents

1. Table of Contents.....	2
2. Purpose	3
3. Background	3
4. Scope.....	3
6. Evaluation Criteria.....	18
7. Instructions to bidder/bidders.....	23
8. References	24
9. General conditions.....	24

1. Purpose

The objective of this bid is to appoint a suitable service provider that can supply, install and maintain the hosted or on premise VOIP PABX and Call Centre Management Systems for a period of **36 months** for Private Security Industry Regulatory Authority (herein after referred to as "PSIRA").

2. Background

PSIRA was established in terms of Section 2 of the Private Security Industry Regulation Act (56 of 2001) in 2002. The strategic mandate of PSIRA originates from the Act and the regulations issued in terms of the Act. In a nutshell, the primary objectives of PSIRA are to regulate the private security industry and to exercise effective control over the practice of the occupation of security service provider in the public and national interest and in the interest of the private security industry itself. It is therefore essential that the Authority has a fully functional telephony system that is available at all times.

3. Scope

The scope of work extends to supply, install and maintain a hosted or on premise VOIP PABX and Call Centre Management Systems for PSIRA. Bidders should provide a comprehensive onsite support warranty and service level agreement (with 4 hours' response time) for the following sites: Port Elizabeth, Durban, Nelspruit, Polokwane, Pretoria, Bloemfontein and Eco Park Centurion for a period of three (3) years. The system supplied for VOIP PABX must include licensing, hardware equipment, handsets for all users and cost should be fixed for the duration of the contract. The Call Centre Management Solution will only be deployed on premise at Eco Park Centurion.

4.1 Technical Specification

The successful bidder will be required to:

- (i) supply, install and maintain a hosted or on premise VOIP PABX system which includes the following:
 - Installation of hosted VOIP PABX system or equivalent.

- Availability, performance and utilization must be monitored at all times by service provider.
- The solution should cater for reporting on caller activity per user and be able to allow the user to identify personal calls from work related calls. Reporting functionality should be via a web interface to allow users to login and view and manage their usage.
- All phones supplied must be 100Mb and 1Gig capable.
- Solution must cater for call forwarding to cell phone when user not in the office.
- The solution should allow for allocating a fixed monthly allowance for private calls and once limit is reached the system should start calculating cost per private call per user and be able to report on it.
- Solution should cater for allocating 4-digit pin codes to dial out for all users.
- Auto Attended IVR (Interactive Voice Response)
 - Allow caller to be transferred to the relevant extension without the intervention of an operator. i.e. press 1 for department 1, press 2 for department 2 or hold for switchboard.
 - Ability for the system to use auto-attended on identified extensions.
- Notification to be sent via email when calls are missed.
- The solution must cater for hunting capability.
- Systems must be able to forward calls to other extension within the same business unit if the number is busy or unavailable.
- Bidders are requested to submit proposals as per the devices below.
Additional devices will be requested as and when required.

	Category	Quantity
	Low-end level	281
	Mid-end level	30
	High-end level with expansion modules (Executives)	32
	Switchboard module	17

(ii) Supply, install and maintain Call Centre Management System which includes the following:

- Twenty (20) call center licenses, however 10 licenses will be utilized in the beginning. The remaining 10 licenses will be paid for as we request for them to be activated
- Headsets should be supplied by the bidder.
- Office hours for the call center agents are Monday – Friday 07:30 to 16:00
- Maximum of 700 calls per day are received by the Authority.
- The bidder should supply and install a monitoring tool of all calls not limited to answered\received\dropped\lost calls.
- The solution should ensure that staff has access to integrated voice and data technologies – i.e. staff can immediately view, online, the information which the caller is referring to; etc.
- The solution should ensure that callers are automatically routed to the person or skill group they require – if they know where they want to be transferred to without having to speak to an operator.
- The solution should ensure that when a caller is transferred from one person to another, the information is also transferred electronically so that the caller does not need to repeat him/herself;
- The IVR system should be customized as per PSIRA’s request as follows:
 - There must be an ability to provide announcements or delay treatments while in a queue and these must differ and change between various callers.
 - Ensure in the event the call is queued and the agent does not become available within a predefined period of time the call needs to be re-queued.
- Reports should be customized as per PSIRA requirements which includes but not limited to:
 - The system must calculate number of individual, business, general and training enquiries received per day.
 - Number of calls transferred by each agent to relevant division(ratio).
 - Percentage of calls answered from calls directed to the agent.
 - Percentage of transfer rate of calls received by the call center agent.
 - Time agent spends after completion of the call to finish business from that call (AHT of 02:00 is the target).
 - Percentage of resolved customer queries forwarded to other divisions (daily, weekly, monthly reports).
 - System to report on calls transferred and call transfer rate.
 - System should be customized for real time display of calls ratio.
- The solution should ensure real-time information on all agents or supervisors for queue status such as longest duration in queue, number of callers in queue, etc.

- The solution should ensure that the supervisor and/or agent is able to view detailed information regarding calls in queue such as their name, Caller-ID (remote telephone number), duration of call, etc.
- Supervisors must be able to move calls in real time from one queue to another queue on their screen and answer a call that is waiting in queue regardless of that caller's position in queue.
- The bidder should make sure the system is available as per the identified hours and ensure problems are resolved within 60 minutes of reporting the matter.
- Wireless headsets should be provided for call center and IT helpdesk.
- Recording IVR (e.g. welcome message) capability is required; it must specify what number is the caller on the queue and give options, e.g. individual enquiries press 1, business enquiries press 2 etc.
- Hunt group to be setup for each department
- All calls to be recorded and kept on disk for a minimum of 6 months and then backed up to tape and kept offsite for a period of 1 year.
- The service provider should implement an Admin System to log and report on enquiries based on the following fields:
 - Individual enquiries
 - Individual enquiries fees
 - Business fees enquiries
 - Business profile changes and fees
 - Debtors Admin enquiries
 - Training enquiries
 - Supply chain
 - Business registration enquiries
- The system must general individual report and show the following:
 - Total number of calls directed to each agent
 - Total number of calls taken by each agent
 - Total number of missed calls per agent
 - Total number of transferred calls per agent
 - Total number of transferred per agent (ratio)

- Pause calls duration (overall)
- Total paused calls duration per agent
- Agent availability (idle)
- Total number of calls received (overall)
- Total number of missed calls (overall)
- Total number of transferred (overall)
- The system must show the following on the screens:
 - Total number of call received (number and ratio).
 - Total number of calls taken (number and ratio).
 - Total number of calls waiting on the queue.
 - Number of agent available (idle).
- Agents must be able to sign in and out.
- The system should record all calls taken by Call Centre agents and times for quality assurance purpose.
- The Call Centre agent will log calls received using the new implemented system.
- View reports-The Call Centre agent will be able to view all calls received and logged under their name using the new implemented system.
- The system must route calls to available agents (hunt for the available agent)
- Interface for wrap up must be textbox where the Call Centre agent will write a summary of a call before logging it.
- Auto Answer within 3 rings.
- Calculate compliance based on the following:
 - Pause for breaks (lunch, tea break, comfort break, emails (info), Facebook and meetings).
 - The overall target compliance for each agent must be 98%.

Mandatory requirements:

The bidders are expected to examine all instructions, terms and specifications stated in this document. The proposal shall be deemed to have been submitted after careful study and examination of the specification. Failure to furnish all information will be at the bidders' risk and may result in rejection of the RFP. PSIRA is not bound to disclose the grounds for rejection of the RFP.

- The bidder should provide references of three (3) clients who have procured a hosted or on premise VOIP PABX and Call Centre Management Systems from them during last three (3) years.
- The bidder should possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The RFP must be completed in all respects and should cover the entire scope of work as stipulated in this document. Bidders not meeting the eligibility criteria will not be considered.
- If during the Warranty Period any equipment are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by bidder at its own cost (including the cost of dismantling and reinstallation) on the request of PSIRA and if removed from the PSIRA premises for such purpose, bidder has to repair or replace / re-furnish, rendered all equipment shall be removed and re-delivered to PSIRA by bidder at its own cost.
- Availability, performance and utilization must be monitored at all times by the service provider.
- The system must be able to handle concurrent calls.
- Existing phone book information must be uploaded onto the new system.
- Each user must have their own pin code to make a phone call at any extension within the organization. The pin code must be 4 digits for all users.
- Bidder must install all related equipment needed to ensure that the hosted or on premise VOIP PABX and Call Centre Management Systems are implemented successfully.
- Both solutions must include three (3) year maintenance and support.

- PSIRA reserves the right to terminate without penalty if the successful bidder is not able to honor the terms and conditions specified by the tender requirements.
- The successful bidder will be required to enter into a 36 months' contract to supply, install and maintain the hosted or on premise VOIP PABX and Call Centre Management Systems as and when required.
- The successful bidder will be required to supply network connectivity 24 x 7 x 365.
- The system must be able to handle concurrent Calls.
- Branches connected via the system, should be able to call each other as if they are calling internally at no cost.
- The solution should be able to generate reports such as but not limited to:
 - No. of calls received for switchboard and/or extensions.
 - No. of calls lost by Switchboard and/or extensions.
 - No. of concurrent calls received.
- Voice recording functionality for all call center agents and backup of records to enable the users to access past calls records up to 12 months.
- The hosted or on premise VOIP PABX system should integrate seamlessly with popular 3rd-party applications as and when the service is required.
- The successful bidder will also be required to supply the technology to any of the PSIRA's branches as and when required.
- The bidder must provide financial statements/bank rating/financial standing
- The hosted or on premise VOIP PABX solution must integrate seamlessly with existing technologies such as Active Directory, Microsoft Exchange and Skype for business as and when required.
- The bidder must provide financial statements/bank rating/ financial standing.
- Bidder must use the Authority's network infrastructure
- The Call Centre Management System must have a dedicated high availability line

Footprint		# of Users
Eco park Centurion Head Office)	=	+ 280 users
Durban	=	+ 28 users
Nelspruit	=	+ 5 users
Polokwane	=	+ 6 users
Port Elizabeth	=	+16 users
Pretoria city	=	+25 users
Bloemfontein (New office)	=	10 users

Addresses of PSIRA offices

Eco Park	420 Witch-Hazel Avenue, Eco Glades 2 Office Park,
Pretoria	481 Belverdere Str, Acardia, Pretoria
DBN	26 Mathews Meyiwa Road, Greyville (Old Stamford
PE	Shop 211-D, 2 nd Floor, Pier 14 Center 444 Govan
Polokwane	Room 204, 2 nd floor, Parklane Bldg, 76 Hans van
Nelspruit	21 Brander Street, Nelspruit

The project is expected to start seven (7) working days after the award has been issued and is expected to be completed within thirty (30) days. This should include testing of the hosted VOIP PABX system and full working order of the system.

General Specifications and Infrastructure
<p>The system should provide telephony functions on the existing underlying data infrastructure within PSIRA.</p> <p>The hosted or on premise solution must be an easily updatable and manageable solution and should not hinder the Authority from integrating with other standards based telephony solutions including Microsoft Exchange and Microsoft Skype for Business or newer versions or derivatives of the above when available.</p> <p>The system should manage Call Admission Control(CAC) mechanisms to optimize the usage of the bandwidth in the WAN for multi-site configurations.</p>

System hardware and software

The system's software must be hosted in the bidder's private cloud or on the client's premises with API interfaces as may be required by PSIRA.

The system must manage, control and support a range of IP telephone stations for both voice and telephony applications as well as IP application stations for voice, telephony, and Web services support including Microsoft Exchange and Microsoft Skype for Business.

All hardware is to be owned and maintained by the hosted provider.

System security

The solution must provide self-protection mechanisms to counter Denial of Service attacks.

The solution should have virus protection and avoid spreading of possible viruses. The System must support Network Time Protocol V4.1.2 (RFC 1305) to synchronize the system data/time of network devices.

The System must support Syslog services for both internal and external command and configuration control accounting with a minimum of 5-day history.

IP Phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation.

The bidder must ensure that the hosted VOIP PABX solution is configured in a highly available fashion and supports failover to a secondary solution or data center in the event of an outage.

IP Phones must support 802.1x (EAP-MD5 or better) for authentication and access control to the network, this mechanism must allow the user to be connected to the solution once he has passed the authentication process; not before.

The IP Phones should use Microsoft AD authentication and a primary means to authenticate users. Users should ideally be allocated PINs associated to their AD accounts for authentication.

The hosted or on premise VOIP PABX system should have the capability to, based on standard mechanisms (such as 802.1Q and DHCP), assign automatically the corresponding voice VLAN number to the IP station clients during IP station initialization, allowing for the separation of voice and data traffic at the IP station.

The IP station must have the ability to strip any VLAN tags assigned to traffic entering the network through the 'guest port' of the IP station, and further have the ability to switch that traffic into an identified data VLAN, further enhancing enforced voice and data traffic separation.

The management Platform must provide a backup mechanism for all critical system information in both a manual and an automatic/scheduled archival and a Disaster Recovery mechanism.

The hosted or on premise PABX solution should provide complete encryption capabilities with the ability to encrypt all traffic (media and call control signaling) between IP phones, call controllers, media gateways and all other associated endpoints via a strong encryption algorithm (e.g. IPsec and SRTP, etc.).

The hosted or on premise VOIP PABX solution should encrypt the voice content as well as the signaling between the IP station and the call server.

For multi-node solutions, IP stations must be capable of communicating via encrypted streams between any and all physical and logical network areas.

System Management

The hosted or on premise PABX solution should provide a suite of applications and tools to permanently evaluate and report the operational health of the system.

It should provide the following functions:

- Software licensing check
- Automatic recognition of plugged sets
- User movement
- Monitoring of all the events on the system
- Capture of performance and level of use of the resources
- Register and log all calls and give accounting information
 - Monitor and register all users, attendants, trunks activity to generate traffic and level of use

Accounting of all calls generated by the users including cost, date, hour, etc. The solution must provide different options to group the billing of the calls (cost centre, extension number, trunk, user, city/area associated to dialed numbers).

Generate reports and graphs classified by:

- User
- Cost Center
- Organization Level
- Duration
- PIN
- Site
- Number dialed (destination)
- Carrier used

A fully functioning **Telephone Management System (TMS)** should be installed.

The TMS should be able to do the following:

- Allow the Authority to setup Allowance Limit for Each Extension,
- The system should calculate all calls made by the user monthly and allow the user to mark calls as personal or work related.
- The system should be able to deduct the allowance from the total calls made

and display the Total owed by the user,
e.g.

January Bill	= R1200
Personal	= R800
<u>Business</u>	= R400
<u>Allowance</u>	= (R50)

Payable by user = R350

- Users should be able to login directly (VIA Web Portal) to the system using the unique username.
- The system should advise users when they are about to reach certain percentage of the allocated allowance.

Telephony services

The proposed hosted or on premise VOIP PABX system must support the following services without any external/additional server to support them:

Calling Line Identification Restriction (CLIR) for local / internal calls Barring for internal and external calls Call Waiting on :

- busy set
- busy hunting group
- busy voice mail

Call back to last caller:

- local / internal
- external

Automatic call back (activate / cancel) on:

- no reply
- busy set
- busy trunk group

5.11 Call back request (activate / cancel) on:

- no reply

- busy set

Call back request notification by:

- LED on the user's set
- Icon on wireless phones
- Notification in Skype for Business
- Notification via Email Client

Dial by name with central directory repository via Skype for Business or Outlook

Last number redial

Multiple redial

Abbreviated dialing

Automatic call set-up on unhook

Private call / Personal Identification Number (PIN)

Distinctive ringing for internal and external calls on all types of sets

Call Overflow:

- Overflow on either busy or no reply
- Overflow on both busy and no reply
- Overflow on out of order
- Timed call overflow on no reply

Call Pick up:

- Individual
- On group

No Replied Calls Repertory: Local / internal calling numbers with caller name, date and time of calls

Call transfer on:

- reply
- no reply
- busy

Call transfer to:

- set
- hunting group
- attendant
- voice mail

Trunk to trunk call transfer

Trunk to trunk timed transfer

Multi Party Participants Conference

Call Forwarding:

- unconditional
- on no reply
- on busy
- on busy or on no reply
- on ringing (call deflection)

Forwarding destination:

- set
- voice mail
- hunting group
- attendant or attendant group
- call center group
- automated attendant
- external number
- set
- trunk

Manager / Secretary features:

- Call Filtering with manager control
- Manager/Secretary hot line
- Private Line for Manager set
- Absent secretary key
- Secret listening of the secretary by the manager
- Multiple Managers / Multiple Secretaries

End user devices

End Users must be able to access all telephony services

Voice prompts or guides (multi language) - the hosted or on premise VOIP PABX system should guide users during the various steps needed to activate specific

features by means of voice guides that indicate the services available at each stage of a call.

Call (dial) by name - users whose station is equipped with a display and alphabetic keyboard should have the capability to call, to transfer, or forward calls to other internal or external parties by entering their **Name**.

Multi-key / Multiple-number stations - This function allows a user with a station that is assigned only one number, to simultaneously establish several outgoing or incoming calls. Each station key can be programmed for a different extension number, to permit easy differentiation of incoming calls.

4.2 Deliverables

- Successful installation of the hosted or on premise VOIP PABX and Call Centre Management Systems as per the requirements.
- Successful monitoring of the hosted or on premise VOIP and Call Centre Management Systems for the duration of the contract.
- Acceptable uptime of more than 98% per month for the duration of the contract.
- Implementation and utilization of Telephone Management System as indicated under scope.
- Successful implementation of the project plan.
- SLA document will be drawn up with a successful bidder.

4.3 Success criteria

The project will be considered successful when at minimum, the telephony system and the Call Centre Management System are working and calls can be made and received by the Authority.

4.4 Dependencies

The following are a list of dependencies, both internal and external.

- Installation of Hardware by the successful bidder.

- Porting of all numbers as per scope from the current service provider to the new service provider.
- Implementation of email to fax system. 20 fax to email accounts to be provided and ported if needed from the previous service provider.
- Testing of the hardware and the system.
- Training of PSIRA employees.

4.5 Key milestones

Completion of the installation at all regional offices.

System testing signed off after work has been completed.

Project completion signed off.

SLA document will be drawn up with a successful bidder.

4.6 Costs (evaluation method)

The bidders must provide to the Authority the following information:

- Cost per call (national, international, and mobile)
- Rental costs of equipment,
- Costs for TMS,
- Only firm prices (with respect to the initial order) will be accepted. Non-firm prices (including prices subject to rates of exchange variations) will not be considered.

6. Evaluation Criteria

The scores shall be based on the functionality/technical specification, price and the black economic empowerment.

7.1 Criterion 1 – Compulsory Requirements

Bidders will first be evaluated in terms of the minimum requirements / gatekeepers. Bidders who do not fulfill all the requirements or do not submit the required documents will be disqualified. Those who fulfill all the minimum requirements or

have submitted the required documents will be further evaluated on criterion 2 which is the functionality/technical specification.

7.2 Criterion 2 – Functionality / technical specification

Functionality is worth 100 points. The minimum threshold is 70 points. Bidders who score less than 70 points on functionality will therefore be disqualified. Those who score more than 70 points will be further evaluated in terms of price and preference points. The functionality evaluation is broken down as follows:

Functionality / Technical Criteria	Weight										
<p>Project Implementation Plan- must include the following points:</p> <p>1. How long it will take to start the project after order is received. Points Allocation (10)</p> <table border="1" data-bbox="285 365 849 688"> <tr> <td>Delivery within 2 weeks</td> <td>10</td> </tr> <tr> <td>Delivery within 4 weeks</td> <td>5</td> </tr> <tr> <td>Delivery 5 weeks and above</td> <td>0</td> </tr> </table> <p>2. Bidders must provide a comprehensive onsite support warranty for a period of three (3) years with 4 hours' response time Points Allocation (10)</p> <table border="1" data-bbox="285 831 849 1188"> <tr> <td>Is the bidder/bidders included maintenance and support for a period of three (3) years with 4 hours response time.</td> <td>15</td> </tr> <tr> <td>If not</td> <td>0</td> </tr> </table>	Delivery within 2 weeks	10	Delivery within 4 weeks	5	Delivery 5 weeks and above	0	Is the bidder/bidders included maintenance and support for a period of three (3) years with 4 hours response time.	15	If not	0	20
Delivery within 2 weeks	10										
Delivery within 4 weeks	5										
Delivery 5 weeks and above	0										
Is the bidder/bidders included maintenance and support for a period of three (3) years with 4 hours response time.	15										
If not	0										
<p>Bidder's years' experience in providing similar solutions</p> <p>Points allocation (15)</p> <table border="1" data-bbox="285 1402 849 1621"> <tr> <td>2 to 5 years' experience</td> <td>5</td> </tr> <tr> <td>6 to 8 years' experience</td> <td>10</td> </tr> <tr> <td>Above 8 years' experience</td> <td>15</td> </tr> </table> <p>Bidders are requested to provide the following: Three (3) letters on a letterhead from their clients where hosted or on premise VOIP PABX and Call Centre Management solutions have recently been implemented with similar criteria. Bidders must make sure that the letters are signed and the contact details are fully completed. The contact details must include the contact number and the e-</p>	2 to 5 years' experience	5	6 to 8 years' experience	10	Above 8 years' experience	15	30				
2 to 5 years' experience	5										
6 to 8 years' experience	10										
Above 8 years' experience	15										

mail address of the referee. The reference must not be older than 36 months from the date of the RFP submission.										
<p style="text-align: center;">Points allocation (15)</p> <table border="1"> <tr> <td>3 reference letters</td> <td style="text-align: center;">15</td> </tr> <tr> <td>2 reference letters</td> <td style="text-align: center;">10</td> </tr> <tr> <td>1 reference letter</td> <td style="text-align: center;">5</td> </tr> <tr> <td>No reference letter</td> <td style="text-align: center;">0</td> </tr> </table> <p>Note: PSIRA may verify the information provided; and if your referee does not confirm the information provided the reference will not be considered.</p>		3 reference letters	15	2 reference letters	10	1 reference letter	5	No reference letter	0	
3 reference letters	15									
2 reference letters	10									
1 reference letter	5									
No reference letter	0									
In terms of hosted or on premise VOIP PABX solution, bidder must be able to cover PSIRA offices as stipulated in this TOR		5								
The solution must provide the facility for pin codes for identification of persons. The pin codes must have 4 digits.		5								
The hosted or on premise VOIP PABX solution must provide availability for all PSIRA employees to access billing using Web Portal		5								
Full Telephone Management Reporting capabilities and customised call centre reporting as per the TOR		5								
The VOIP solution must provide self-protection mechanisms to counter Denial of Service attacks and should have virus protection		5								
Bidders must provide proposed licensing model		5								
<p>Project Management Strategy</p> <ul style="list-style-type: none"> Bidder/s must provide full details of proposed installation for the provision of hosted or on premise VOIP PABX and Call Centre Management Systems for PSIRA <p>Points allocation (20)</p> <table border="1"> <tr> <td>Detailed Project Management Plan that (i)highlights tasks, (ii)timeframe from placing an order to PSIRA receiving the goods, (iii)implementation of professional services, (iv)architectural design of the VOIP solution and (v)Call Centre Management solution</td> <td style="text-align: center;">20</td> </tr> <tr> <td>One item not addressed</td> <td style="text-align: center;">0</td> </tr> </table>	Detailed Project Management Plan that (i)highlights tasks, (ii)timeframe from placing an order to PSIRA receiving the goods, (iii)implementation of professional services, (iv)architectural design of the VOIP solution and (v)Call Centre Management solution	20	One item not addressed	0		20				
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One item not addressed	0									
Total		100								

5.3 Price and Preference

The Bidder will be evaluated on a points system for Price and Preference as per Preferential Procurement Framework Act of 2000 (Act 5 of 2000). Proposals from firms owned by or consisting of members from the historically disadvantaged communities of South Africa should include information in this regard. Preferential points should be specified on the SBD 6.1.

The price / preference weighting applicable for BID are as follows:

Price / Preference	Weighting percentage
Preference:	20%
Price:	80%
Total must equal:	100%

Preference Point allocation – 80/20

B-BBEE Level	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

Price Calculation 80/20

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

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

Where:

P_s = Points scored for price of bid under consideration

P_t = Rand value of bid under consideration

P_{min} = Rand value of lowest acceptable bid

7. Instructions to bidder/bidders

7.1 Bidder/bidders must provide a quotation in response to this TOR and responses must be in hard copies or email.

7.2 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. PSIRA reserve the right to identify equipment for refresh during the term of the contract.

7.3 The bidder is requested to carefully examine the specification, terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the specification, bidder should seek necessary clarifications through the Authority's Supply Chain Management division.

7.4 TOR Questions and Clarifications:

All requests for clarification, as well as PSIRA'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.

7.5 Proposal Response Format

Bidder/s must address all information specified by this TOR. All questions must be answered completely. PSIRA 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.

8. References

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

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

8.3 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.

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

9. General conditions

9.1 PSIRA will enter into a Service Level Agreement with the successful bidder/bidders. 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.

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

9.3 The evaluation process does not obligate PSIRA 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 PSIRA.

PSIRA shall have no obligation to furnish any formal acceptance or non-acceptance of any information presented.

- 9.4 It will be accepted that the bidder, on submitting the quotation, has read, understood and accepted all the terms and conditions of this TOR. It shall therefore be presumed by PSIRA that the submission of the quotation by any bidder confirms its complete acceptance of the terms and conditions of the document.
- 9.5 Throughout this process and thereafter, prospective bidders must obtain from PSIRA 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 this process and PSIRA reserves the right to institute legal proceedings against the bidder.
- 9.6 PSIRA will treat all RFP's as confidential until a contract is awarded or the process is completed. Thereafter, RFP's and related documentation may be made available for inspection at PSIRA's sole discretion, except for material that is proprietary or confidential. PSIRA will not disclose or make public any information, which the bidder and its partner has marked "proprietary" or "confidential".
- 9.7 Bidder/bidders are required to submit a list of their partners that will be involved in these projects and during the contract period.
- 9.8 Bidders are reminded that as per National Treasury regulations, all prospective must have registered on the National Treasury Central Supplier database.