



BA-PHALABORWA MUNICIPALITY

RENTAL FOR, INSTALLATION AND MAINTENANCE OF VOICE OVER IP
(VOIP) PBX SYSTEM FOR THE PERIOD OF 36MONTHS (3) YEARS

CLOSING DATE : 02/09/2019

CLOSING TIME : 10H00

<p>BA-PHALABORWA MUNICIPALITY</p> <p>BUDGET AND TRASURY OFFICE</p> <p>CONTACT: TSHEPO MOGANO CHIEF FINANCIAL OFFICER TEL: 015 780 6303</p>	<p>BA-PHALABORWA MUNICIPALITY</p> <p>CORPORATE SERVICES</p> <p>CONTACT: ROGER CHUENE CHIEF IT MANAGER TEL : 015 780 6477</p>
<p>NAME OF TENDERER.....</p> <p>TYPE OF SERVICE TO BE RENDERED.....</p> <p>.....</p> <p>TOTAL AMOUNT TENDERED.....</p>	

BID SPECIFICATIONS

APPOINTMENT OF A SUITABLE SERVICE PROVIDER FOR A RENTAL INSTALLATION AND MAINTENANCE OF A VOICE OVER INTERNET PROTOCOL (VOIP) PBX SYSTEM FOR A PERIOD OF 36 MONTHS

It is the intention of the Ba-Phalaborwa Municipality to enter into a service agreement with a service provider that will carry out the services described hereunder for a period of 36 months monthly rental .

SECTION 1: DETAILS

Province	Limpopo
Municipality	Ba-Phalaborwa Municipality
Project Name	RENTAL INSTALLATION AND MAINTENANCE OF A VOICE OVER INTERNET PROTOCOL (VOIP) PBX SYSTEM

SECTION 2: SUMMARY OF BRIEF

Proposals are requested from service providers who have the necessary stature, extensive local government experience to undertake activities that will result in the implementation of an Open source VOIP system for Ba-Phalaborwa Municipality.

SECTION 3: PROJECT DESCRIPTION

INTRODUCTION

The Ba-Phalaborwa Municipality recognizes the need to implement an Open source VOIP system.

BACKGROUND

VoIP is the routing of voice calls over the Internet or through any other IP-based network. VoIP is usually used because it is more cost effective and has more functions compared to traditional land based telephony services. In general, phone service via VoIP is free or costs less than similar services from traditional sources with the same quality results. It can perform tasks that may be more difficult to achieve using traditional phone networks like routing calls to a user's VoIP phone regardless of where the user is connected to the network.

PRESENT BUSINESS ENVIRONMENT

General Information

a) Sites

- Main building (Civic Centre),
- Licencing
- Workshop
- Stores
- Flea Market
- White House
- Bollanoto
- Parks
- Leboneng Library
- Namakgale Town Hall
- Lulekane Municipal Offices
- Rixile Library
- Gravelotte
- Selwane Thusong Centre
- Selwane Prieska

Description	Numbers of Users
Switch Boards	1
Managers	7
Digital Desk phone	10
Analog Desk phone	200

Current Voice Infrastructure

- a) Ericsson system at main office
- b) Currently 2 T1/E1 trunks
- c) 20 Premicell lines
- d) Wireless links from Civic Centre (main building) to the remote sites

Current IT Infrastructure

- a) 1 x Exchange 2010 mail server
- b) 1 x Active directory
- c) Mixed Switches (HP, Cisco and other)
- d) CAT5 and CAT6 Cabling
- e) Existing WAN through Internet Solutions and Vodacom

PURPOSE/OBJECTIVES OF THE PROJECT

The purpose of this proposal is to implement an Open source VOIP System that will reduce phone bills and license costs.

SCOPE OF WORK

The appointed service provider must provide, install and maintain the following:

VOIP Systems specifications:

1. VOIP Server

- 1 x Asterisk Open Source PBX Voice Server (Rack mountable on HP 42u Rack)
- Most reliable hardware available
- RAID 1 Configuration (2TB storage)
- Intel [®] Xeon [®] processor E5-2600 v3 product family

- 16GB DDR4 DIMMs at up to 2133MT/s
- 3 year Next business day onsite Warranty
- 1 x 2 Dual ISDN PRI (T1/E1) PC Card with echo cancellation

2. Handsets for the IP System

Description	Quantity	Phone Spec
Switch Board	1	<p>2 x RJ45 10/100/1000 Mbps Ethernet ports TI Aries chipset 3" TFT-LCD, 400 x 240 pixel, 262K colors 32 keys including 3 programmable keys 5 LEDs: 1 x power, 3 x line, 1 x message Wall-mountable 1 x RJ9 (4P4C) handset port</p> <p>Up to 9 lines with call appearances</p> <ul style="list-style-type: none"> • Distinctive ringing, priority alerting • Call forward/Call transfer/Call waiting/Call timer • Caller and calling line information • Paging an auto-answer Capabilities • Programmable number pad speed dial • Missed Call Notification • One-touch call transfer, conference or call park • Busy Lamp Field (BLF) Expansion Modules • Supports up to 3 modules with up to 60 BLF displays per module
Flash Operator Panel	1	FOP
Expansion Module	3	<ul style="list-style-type: none"> • Up to 9 call appearances lines over the phone and expansion modules • Programmable Speed Dials • Call park and pickup • Directory • Callers log • Power (Via IP phone connection. No separate power supply required) • Display and Indicator: <ul style="list-style-type: none"> » LED for status indication » 144 x 128 pixels graphical LCD

		<ul style="list-style-type: none"> • Display: <ul style="list-style-type: none"> » 20 soft keys with LED's » 3 hard keys with LED's access 3 screens, offering up to 3 expansion modules per supported phone model AC Adapters
Wireless Handsets	10	<ul style="list-style-type: none"> • 5 line illuminated display • Illuminated keypad • Call forward: <ul style="list-style-type: none"> » always, busy, no answer • Call Transfer: <ul style="list-style-type: none"> » blind, Consultation • Call Hold with visual indication, reminder tones • Call logs-dialed, missed, received • Personal Directory: <ul style="list-style-type: none"> » 100 entries on transferable memory card • Redial list • Message waiting indication • Caller ID with Name • Status Indicators: <ul style="list-style-type: none"> » Ringer on/off, signal strength, on/off hook, alarm, battery life, envelope, key lock
Wireless Base Stations	Be able to cover all the 10 wireless handsets	<ul style="list-style-type: none"> • Seamless service offers superior reception in most environments compared to traditional cell phones • Lower total cost of ownership compared to competing technologies • No additional servers required, no license fees. Leverages existing IT architecture • Simpler to deploy, requiring less planning • Increased flexibility and scalability versus other mobility solutions • Superior compatibility with a wide variety of open-standard IP environments

		<ul style="list-style-type: none"> • DECT's interference-free spectrum offers a clear voice signal in environments populated by wide range of other wireless devices • Longer handset battery life
Users	210	<ul style="list-style-type: none"> • 2 x RJ45 110/100/1000 Mbps Ethernet ports TI Aries chipset 3" TFT-LCD, 400 x 240 pixel, 262k colors 32 keys including 3 programmable keys 5 LEDs: 1 x power, 3 x line, 1 x message Wall-mountable 1 x RJ9 (4P4C) handset port <p>Phone Features</p> <p>3 VoIP accounts, Hotline, Emergency call Call hold, Call waiting, Call forward, Call Return Call transfer (Blind/Semi-attended/Attended) Caller ID display, Redial, Mute, DND Auto-answer, 3-way conferencing Speed dial, SMS, Voicemail Message Waiting Indication (MWI) LED Tone scheme, Volume control Direct IP call without SIP proxy Ring tone selection/Import/Delete Phonebook (1000 entries), Black list Call history: Dialed/Received/Missed/Forwarded Menu-driven user interface Localized language and input method Soft keys programmable</p>

3. PBX Base installation

- Requirements analysis
- Project Management
- Telkom & Current SP liaison
- Configuration and testing
- Onsite installation
- Training the users
- Manuals and Documentation
- 218 x Setup fees – Per agent/User/Extension

4. Remote sites

The following remote sites are connected to the main building (Civic Centre) using a reliable wireless links available of speed not less than 100mbps that are configured to carry both data and voice.

Site Office
Municipal workshop
Licencing
Stores
Flea Market
White House
Bollanoto
Parks
Leboneng Library
Namakgale Town Hall
Lulekane Municipali Offices
Rixile Library
Gravelotte
Selwane Thusong Centre
Selwane Prieska

5. Fraud hotline

The service provider must provide the municipality with a toll free number that will be used as a fraud hotline.

All calls made to toll free number must be recorded on the telephone server and then exported as an mp3 file format.

The following features must be available on the roll free number:

- Calls to be recorded and exported in a media format (mp3, mp4, wma or avi format)
- The toll free number must operate 24 hours seven days a week
- The toll free number must voice automated, i.e. it must prompt the caller to record their message (fraud or corruption activities).
- Provide reports of calls made and their duration.

The following features should be included in the system:

- Voicemail
- IVR
- Call Recording
- Billing system including installation, configuration and licenses
- Call holding, transferred, Call Parking
- Conference Call
- Pin codes should be configured for all users to dial external numbers with budgeting and blocking feature.
- Music on hold
- Simple Administration module
- Call Centre platform Software for an inbound Call Centre with a minimum of 5 seats.

Report types (in-line help):

Call distribution per Agent, No of Answered calls, No of Unanswered calls, Agent Statistics, Service level report

- Comprehensive search: Per Agent or User ID
Queue, Call duration, Call date and time
- Report presentation format: Graphics, Tables (csv, pdf) and Real-time monitor or Scheduled, multiple email reports
- Real-time "white boarding" Queue Summary, Agent status per queue, Whisper and Listen feature

CLEARLY EXPLAIN HOW YOUR SYSTEM WILL COMPLY WITH THE FOLLOWING

a) Technical Solution

- Next Generation Approach
- Call Routing Engine (CRE)
- Current Core Network.
- Physical Hardware
- Redundancy
- PBX Scalability
- Asterisk
- Call recordings (in-and outbound)
- Auto-attendant / IVR
- Telephone management system with budget control
- Brochures of all the Hardware tendered should be submitted.
- Integration to the existing links of the Municipalities within the District

FUNCTIONALITY

Functionality criteria – Tender Rating matrix		A	B
		Tender rating (score 1-5)	Weighting
Company work Experience (please attach copy of appointment letter or order)	Previously successfully completed telephone system project with the value of more than R 1 000 000 in the last 5 years.	5	40
	Previously successfully completed telephone system project with the value between R 800 000.00 to R 1 000 000.00 in the last 5 years.	4	
	Previously successfully completed telephone system project with the value between R 600 000.00 to R 800 000.00 in the last 5 years.	3	
	Previously successfully completed telephone system project with the value between R 400 000.00 to R 600 000.00 in the last 5 years.	2	
	Previously successfully completed telephone system project with the value less than R 200 000.00 in the last 5 years.	1	

Bank rating	A or B	5	10
	C or D	3	
	E or Lower	0	
Proposal	Comprehensive (Responsive proposal)	5	20
	Non-responsive proposal	0	
Experience of key personnel – (attach qualified technician CV's and Certified Certificates).	Combined relevant experience of key personnel \geq 5 years	5	30
	Combined relevant experience of key personnel \geq 4 years	4	
	Combined relevant experience of key personnel \geq 3 years	3	
	Combined relevant experience of key personnel \geq 2 years	2	
	Combined relevant experience of key personnel \leq 1 year	1	
TOTAL SCORE			100%