



SOUTH AFRICAN TOURISM

Delivered by e-mail:

RFQ-ICT-09-2022

Date: 16 September 2022

Dear Bidder

Subject Matter: Proposal to Upgrade Mitel PABX and procurement of additional functionality.

South African Tourism Board (SAT) was established by section 2 of the Tourism Act No 72 of 1993 and continues to exist in terms of section 9 of the new Tourism Act No 3 of 2014. South African Tourism is a schedule 3 A Public Entity in terms of schedule 3 of the Public Finance Management Act 1 of 1999.

The mandate of SAT in terms of the Tourism Act is to provide for the development and promotion of sustainable tourism for the benefit of the Republic, its residents and its visitors. It is common cause that tourism is a key strategic industry in terms of National Tourism Sector Strategy documents as it supports government objectives of alleviating the triple challenges of unemployment, poverty and inequality.

Section 217 of the Constitution of the Republic of South Africa, 1996, prescribes that goods and services must be contracted through a system that is fair, equitable, transparent, competitive and cost-effective and also confers a constitutional right on every potential supplier to offer goods and services to the public sector when needed.

SAT fully supports and upholds the initiatives employed by government regarding good corporate governance and have, and maintain, policies and procedures which are aligned to best practice in ensuring that all SAT officials are executing their work in a manner which is consonant with the objectives of said government initiatives

1. SA Tourism is currently busy with an improvement project on our Mitel PABX systems and require reputable service providers to provide costing on the following items and services, this includes Mitel PABX upgrades to the latest software version to be done, A combination of Consoles and Virtual Consoles are to include with Headsets as well as Virtual Clients and a new Telephone Management system, Currently SA Tourism has 162 Licences for the Physical Mitel Phone devices that are being managed by the Mitel 3300 MxP PABX.
2. As part of the improvement program, we would like to retain the 162 Physical phone devices but also upgrade those licences to be UCC Virtual Capable while we are also procuring additional 55 UCC Virtual device licences on top of the existing licences.
3. We require that training material be made available that the users may easily reference that material to make the best use of the new capabilities of the solution.
4. For all the items listed below in the detailed SOW, we require that any service fee for the installation, upgrade and configuration needs to be included, as well as any Software assurance, take on costs, call out fees etc that may be required.

Detailed SOW in line with the above:

SA Tourism currently makes use of a Mitel 3300 MxP that has been hardware upgraded and ready for the latest release of the Mitel Software to be upgraded. Detailed Specifications required in line with the RFQ

- Mitel PBX to be upgraded to the latest available release.
- 1 X Mitel 6930 Ip Phone with Extended Console M695 to be used as backup and physical interaction if the Virtual consoles have any issues.
- 2X Virtual Consoles to be used That will replace our current 5550 consoles.

- 2X Poly Black wire USB Headsets
- 1X MiCollab Virtual Appliance to be hosted on VMWare
- 1X MiVoice Border Gateway Virtual Appliance to be hosted on VMWare
- 162X Uplift licences to enable the UCC Virtual Phone capability for our existing Licence base.
- 55X Additional UCC Softphone Licences to be provisioned.
- VSA RAMpage TMS product with its required licencing and Directory Synchronization must be included. Any additional costs like product activation or licencing or maintenance plans must be included in the costing.
- Software Assurance needs to be included for the for everything as part of the improvement project.
- Training material to assist with user adoption.

NOTE:

- The proposal should include all installation costs for the replacement equipment as well as the installation of additional software and firmware upgrades.

1. Key considerations when preparing proposals:

- Cover letter introducing your company;
- National Treasury Centralized Supplier Database (CSD) registration summary report;
- Valid certified copy of B-BBEE certificate;
- Estimated Delivery Timelines once winning bidder has been appointed.
- Financial proposal to deliver the assignment including and any other cost SAT should be aware off for the successfully implementation. This should also include an hourly rate card for the various proposed resources where the rates of remuneration will be subject to negotiation, not exceeding the applicable rates as contained in The "Guideline on Fees for Audits done on behalf of the Auditor-General of South Africa as issued by the South African Institute of Chartered Accountants (SAICA) or The "Guide on Hourly Fee Rates for Consultants", as issued by the Department of Public Service and Administration (DPSA).

2. Format of proposals:

Bidders must complete and return all the necessary standard bidding documents (SBD's) attached to this request for technical and financial proposals.

Bidders are advised that their proposals should be concise, written in plain English and simply presented in the same order as indicted below:

- Cover letter introducing your firm and credentials, capacity, capability and experience for this assignment;
- National Treasury Centralized Supplier Database (CSD) registration summary report with a valid tax status;
- Valid certified copy of B-BBEE certificate;
- Financial proposal to deliver the assignment including any other cost SA Tourism should be aware off for the successful completion of the assignment;
- Declaration of Interest – SBD 4;
- Preference Point Claim Form – SBD 6.1;

3. Cost structure and project plan:

Bidders must submit the total bid price for the delivery of the required services.

- The total bid price for the implementation, inclusive of VAT

4. Evaluation Method:

The evaluation process of bids will comprise of the following phases:

Phase I	Phase II	Phase III
Administration and Mandatory bid requirements	Price and B-BBEE	Recommendation and Appointment
Compliance with administration and mandatory bid requirements	The bidders that have successfully progressed through to Phase ii will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.	Recommendation to designated SAT official for approval of award

4.1 Awarding of points for Price and Broad Based Black Economic Empowerment:

The bidders that have successfully progressed through to Phase ii will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations of 2017.

80 points will be awarded for price while 20 points will be allocated for preference points for BBEE as prescribed in the regulations.

Points for B-BBEE level of contribution will be awarded in accordance with the below table:

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

4.2 Adjudication and Final Award of Bid:

The successful bidder will usually be the service provider scoring the highest number of points for comparative price and B-BBEE level of contribution or it may be a lower scoring bid on justifiable grounds or no award at all.

5. National Treasury Centralized Supplier Registration and B-BBEE Certificates:

All bid submissions must include a copy of successful registration on National Treasury's Centralized Supplier Database (CSD) with a valid tax clearance status and an original or certified copy of a B-BBEE verification certificate (if you have been assessed).

Proposals which does not include these documents might not be considered.

6. Deadline of submissions:

Due to the urgent nature of this assignment all proposals must be e-mailed, in PDF format, to quotes@southafrica.net no later than 12h00 on Friday, 23 September 2022.

7. Confidentiality:

The request for a technical and cost proposal and all related information shall be held in strict confidence by bidders and usage of such information shall be limited to the preparation of the bid. All bidders are bound by a confidentiality agreement preventing the unauthorized disclosure of any information regarding SA Tourism or of its activities to any other organization or individual. The bidders may not disclose any information, documentation or products to other clients without written approval of SA Tourism.

8. Terms of engagement:

Prior to commencing the work, the successful bidder will be required to meet with SA Tourism to align the final statement of work (SOW) for approval.

9. Payments:

No advance payments will be made in respect of this assignment. Payments shall be made in terms of the deliverables as agreed upon and shall be made strictly in accordance with the prescripts of the PFMA (Public Finance Management Act, 1999. Act 1 of 1999).

The successful bidder shall after completion of the contract, invoice SA Tourism for the services rendered. No payment will be made to the successful bidder unless an invoice complying with section 20 of VAT Act No 89 of 1991 has been submitted to SA Tourism.

Payment shall be made into the bidder's bank account normally 30 days after receipt of an acceptable, valid invoice.

10. Non-compliance with delivery terms:

The successful bidder must ensure that the work is confined to the scope as defined and agreed to. As soon as it becomes known to the bidder that they will not be able to deliver the services within the delivery period and/or against the quoted price and/or as specified, SA Tourism must be given immediate written notice to this effect.

11. Retention:

Upon completion of the assignment and / or termination of the agreement, the successful bidder shall on demand hand over to SA Tourism all documentation, information, etc. relevant to the assignment without the right of retention.

12. Cost:

The bidder will bear all the costs associated with the preparation of the response and no costs or expenses incurred by the bidder will be borne by SA Tourism.

13. Cancellation of the request for a technical and cost proposal:

SA Tourism may, prior to the award of the bid, have the right to cancel the bid if:

- (a) Due to changed circumstances, there is no longer a need for the service; or
- (b) Funds are no longer available to cover the part and/or total envisaged expenditure; or
- (c) No acceptable bids are received.

SA Tourism reserves the right to withdraw this request for technical and cost proposals, to amend the term or to postpone this work by email notice to all parties who have received this request.

14. Clarification:

Any clarification required by a bidder regarding the meaning or interpretation of the Terms of Reference, or any other aspect concerning this request for technical and cost proposals, is to be requested in writing from SA Tourism, e-mail: leratod@southafrica.net.

Thanking you and looking forward to your proposal in this regard.

Yours in Tourism