



# **TERMS OF REFERENCE**

## **PABX TELECOMMUNICATION SYSTEM**



**27 November 2020**

**TERMS OF REFERENCE: PABX TELECOMMUNICATION SYSTEM  
REF NO. ECPACC/022/2020**

**Abbreviations, Acronyms and Definitions**

<b>TOR</b>	TERMS OF REFERENCE
<b>ECPACC</b>	EASTERN CAPE PROVINCIAL ARTS AND CULTURE COUNCIL
<b>PFMA</b>	PUBLIC FINANCE MANAGEMENT ACT.

**1. BACKGROUND OF ECPACC**

The Eastern Cape Arts and Culture Council (ECPACC) is a public entity of the Department of Sport, Recreation, Arts and Culture, with a vision to create an enabling environment for the development of arts and culture in the province and enable artists to realise their potential. As part of its strategic goals, ECPACC is responsible for the creation of a vibrant cultural industry that offers opportunities for economic development in the Province.

Over the past two years, while maintaining the same core vision but articulated differently, ECPACC has introduced new and innovative strategies, and a new way of envisioning the future of the sector, new internal business systems and fostered new partnerships and alliances with key provincial and national and international institutions. This paradigm shift has channelled a new way of thinking and repositioning of ECPACC into a properly re-engineered, well governed, and financially viable entity that is resilient and capable of executing its mandate.

**2. OBJECTIVES OF THE ASSIGNMENT**

The primary objective of this request for proposal is to invite suitably qualified and experienced service providers to submit proposals to ECPACC for the installation of a telecommunication system (PABX) at ECPACC Head Office.

**3. TERM OF CONTRACT**

The prospective service provider will be appointed for a period of three years (36 months) To be reviewed annually based on a satisfactory performance. The period of service will be from 01 February 2021 to 31 January 2024.

**4. THE SCOPE OF WORK**

The appointed service provider will be expected to present a detailed proposal which should outline a concise methodology and approach for the implementation of this assignment. If there are any proposed additional service delivery areas as recommendations or added value, they should be costed separately from the main proposal and be included as an annexure named **Added Value Services**. These will be an added advantage to the bidder.

**TERMS OF REFERENCE: PABX TELECOMMUNICATION SYSTEM  
REF NO. ECPACC/022/2020**

ECPACC head office in East London has three main lines:

1. +27 43 743 6187
2. +27 43 743 5244
3. +27 43 740 0115

And one fax line: 043 742 0109

The Mthatha Office has on main line: +27 47 531 3682

**Specification:**

**Equipment required:**

<b>Quantity</b>	<b>Description</b>
1x	Office server /control unit /main unit /PABX
1x	Office server /control unit /main unit/ PABX (Mthatha office)
1x	Executive /operator handset
10x	Telephone handsets (East London Office)
3x	Telephone handsets (Mthatha Office)
1x	Battery backup and line protection
1x	Pin code management system

**Features:**

1. Voice over Internet Protocol (VoIP)
2. Interactive Voice Response (IVR)
3. Voice Recording
4. Voicemail
5. Answering & transferring calls
6. Audio Conferences.

## **5. Eligibility Criteria**

### **5.1 TECHNICAL REQUIREMENTS**

The functional / technical criterion that was utilized to test the capability of service providers was set as follows:

#### **5.1.1 Technical Requirements**

**Value: 1=Poor; 2=Average; 3=Good; 4=Very good; 5=Excellent**

**TERMS OF REFERENCE: PABX TELECOMMUNICATION SYSTEM  
REF NO. ECPACC/022/2020**

	<b>Sub-Criteria</b>	<b>Weight</b>	<b>Value</b>	<b>Actual Score</b>										
1.	<p>Must have a relevant academic qualification.</p> <table border="1"> <tr> <td><b>2 Points</b></td> <td><b>4 Points</b></td> <td><b>6 Points</b></td> <td><b>8 Points</b></td> <td><b>10 Points</b></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </table>	<b>2 Points</b>	<b>4 Points</b>	<b>6 Points</b>	<b>8 Points</b>	<b>10 Points</b>	1	2	3	4	5	<b>10</b>	<p>5 = Post Graduate degree/diploma</p> <p>4 = Degree</p> <p>3 = Diploma</p>	
<b>2 Points</b>	<b>4 Points</b>	<b>6 Points</b>	<b>8 Points</b>	<b>10 Points</b>										
1	2	3	4	5										
2.	<p>A minimum of five years experience in the Telecommunications industry</p> <table border="1"> <tr> <td><b>6 Points</b></td> <td><b>12 Points</b></td> <td><b>18 Points</b></td> <td><b>24 Points</b></td> <td><b>30 Points</b></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </table>	<b>6 Points</b>	<b>12 Points</b>	<b>18 Points</b>	<b>24 Points</b>	<b>30 Points</b>	1	2	3	4	5	<b>30</b>	<p>5 = More than five years' experience</p> <p>3 = Between three- and five-years' experience</p> <p>1 = Less than three years' experience</p>	
<b>6 Points</b>	<b>12 Points</b>	<b>18 Points</b>	<b>24 Points</b>	<b>30 Points</b>										
1	2	3	4	5										
3.	<p>Proven track record in installation and maintenance of telecommunications systems.</p> <table border="1"> <tr> <td><b>6 Points</b></td> <td><b>12 Points</b></td> <td><b>18 Points</b></td> <td><b>24 Points</b></td> <td><b>30 Points</b></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </table>	<b>6 Points</b>	<b>12 Points</b>	<b>18 Points</b>	<b>24 Points</b>	<b>30 Points</b>	1	2	3	4	5	<b>30</b>	<p>5 = More than five projects</p> <p>3 = Between three- and five-projects</p> <p>1 = Less than three projects</p>	
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1	2	3	4	5										
4.	<p>A detailed proposed Project Methodology (not more than five pages)</p> <table border="1"> <tr> <td><b>4 Points</b></td> <td><b>8 Points</b></td> <td><b>12 Points</b></td> <td><b>16 Points</b></td> <td><b>20 Points</b></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </table>	<b>4 Points</b>	<b>8 Points</b>	<b>12 Points</b>	<b>16 Points</b>	<b>20 Points</b>	1	2	3	4	5	<b>20</b>	<p>5 = Excellent</p> <p>3 = Good</p> <p>2 = Average</p> <p>1 = Poor</p>	
<b>4 Points</b>	<b>8 Points</b>	<b>12 Points</b>	<b>16 Points</b>	<b>20 Points</b>										
1	2	3	4	5										
5.	<p>Local Supplier (Proof of address)</p> <table border="1"> <tr> <td><b>2 Points</b></td> <td><b>4 Points</b></td> <td><b>6 Points</b></td> <td><b>8 Points</b></td> <td><b>10 Points</b></td> </tr> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </table>	<b>2 Points</b>	<b>4 Points</b>	<b>6 Points</b>	<b>8 Points</b>	<b>10 Points</b>	1	2	3	4	5	<b>10</b>	<p>5 = Buffalo City Region</p> <p>3 = Other regions in EC</p> <p>2 = Other regions outside EC province</p> <p>1 = Outside RSA</p>	
<b>2 Points</b>	<b>4 Points</b>	<b>6 Points</b>	<b>8 Points</b>	<b>10 Points</b>										
1	2	3	4	5										
<b>Threshold</b>		<b>60</b>												
<b>Total</b>		<b>100</b>												

**NB: Bidders who fail to meet the minimum score of 70 points out of 100 in stage 2 will not be considered for evaluation in terms of Stage 2 (Price and B-BBEE).**

### **5.2 Preferential Points System**

A preferential point system will be applied in the procurement of goods and services as prescribed in the PPPF Act, Section 2(a).

A 80/20 procurement point system will be applied on procurement of goods and services between R30 000 and R50 million where a maximum of 80 points are awarded for price and a maximum of 20 points are awarded for the bidder's B-BBEE status.

The preferential points awarded under the 80/20 threshold are awarded using the framework detailed below:

**TERMS OF REFERENCE: PABX TELECOMMUNICATION SYSTEM**  
**REF NO. ECPACC/022/2020**

<b>CRITERIA</b>		<b>POINTS</b>
<b>BID PRICE</b>		<b>80</b>
<b>B-BBEE CONTRIBUTION LEVEL</b>		<b>20</b>
1	20	
2	18	
	14	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor	0	
<b>TOTAL</b>		<b>100</b>

## 6. Application Procedure

1. The quote submitted by the service provider must correspond to the specification prescribed in the communication and be VAT inclusive.
2. If applicable, the annual escalation rate must be indicated in the quote submission pack
3. Quotes must be inclusive of the delivery and installation of the telecommunications system.

## 7. Application Procedure

The deadline for submission of proposals is the **11 December 2020 at 15h00**. Service providers are expected to submit the following:

- a) The proposal may be emailed to [ksigasa@ecpacc.co.za](mailto:ksigasa@ecpacc.co.za) or delivered at the ECPACC offices located at: No.16 Commissioner Street, Old Elco Building – Second Floor, East London.
- b) The proposal must correspond and be exact to the specification prescribed in this communication and be VAT inclusive.
- c) All enquiries regarding the specification should be directed to the Office of the CEO via email **ONLY** at [info@ecpacc.co.za](mailto:info@ecpacc.co.za)
- d) All enquiries regarding the Supply Chain Management should be directed to SCM Officer at [ksigasa@ecpacc.co.za](mailto:ksigasa@ecpacc.co.za) and [zmatshoba@ecpacc.co.za](mailto:zmatshoba@ecpacc.co.za)

## 8. Bidders shall take note of the following bid conditions

- a) Bidders must be registered with the National Treasury Central Supplier Database (CSD).
- b) Eastern Cape Provincial Arts and Culture Council does not bind itself to accept the lowest bid or any other bid and reserves the right to accept the whole or part of the bid.

**TERMS OF REFERENCE: PABX TELECOMMUNICATION SYSTEM**  
**REF NO. ECPACC/022/2020**

- c) The award of this bid may be subjected to price negotiation with the preferred bidder(s)
- d) Bids which are late, incomplete or unsigned will not be accepted.
- e) ECPACC reserves the right to terminate the contract if not satisfied with the work produced by the service provider.
- f) Only bidders that have met the requirements of the proposal / specification shall be considered during the adjudication process.
- g) Service providers who are not registered with the National Treasury Central Database of Suppliers must visit [www.csd@treasury.gov.za](http://www.csd@treasury.gov.za) to register their companies, after the completion of the registration report, a summary report must be included to their bid documents
  - Company Profile
  - A copy of your CSD Report
  - A complete attached SBD 4.
  - Copy of SARS tax clearance certificate
  - Certified Copy or an original B-BBEE Certificate OR a Sworn Affidavit
  - Companies who bid as a joint venture must submit a consolidated B-BBEE Verification Certificate only for this bid.
- g) Companies that bid as joint venture must submit an official signed business agreement by both parties. If the service provider does not meet this requirement it will be automatically disqualified.
- h) In order to meet the requirements of the Eastern Cape Framework for Local Economic Development through Procurement Initiatives, preference will be given to contractors who reside within Eastern Cape
- i) Bids submitted are to hold good for a period of 90 days

Approved By:



**Ms. P Skoti**

Chief Executive Officer

Eastern Cape Provincial Arts and Culture Council