



**ZA Domain Name Authority NPC**

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**REQUEST FOR PROPOSAL (RFP)**

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**PROVISION OF INTERNET CONNECTIVITY AND TELEPHONE MANAGEMENT SERVICES FOR  
THE  
ZA DOMAIN NAME AUTHORITY**

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<b>Ref Number</b>	RFPZA2022/03
<b>RFP Scope</b>	<b>Provision of Internet Connectivity and Telephone Management Services</b>
<b>Issue Date</b>	18 August 2022
<b>Compulsory Briefing Session</b>	ZA Domain Name Authority NPC 44 Grand Central Blvd, Sanofi House Halfway house, Midrand
<b>Physical Address</b>	44 Grand Central Blvd, Sanofi House Halfway house, Midrand
<b>Inquiries</b>	zadnafinace@zadna.org Telephone: 010 020 3910

**1. RFP BACKGROUND**

The .ZA Domain Name Authority (ZADNA) is inviting service providers to submit proposals for the provision of internet connectivity and telephone management services.

**2. PURPOSE OF REQUEST FOR PROPOSAL**

The goal of this RFP is to appoint a competent service provider to provide, install, and commission internet connectivity and telephone management services as part of ZADNA's Internet-based network expansion, and provide a telephone management service to maintain a flexible and adaptable work environment.

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.ZA Domain Name Authority NPC - Registration no. 2003/021150/08

Directors: Ms. P Legoze – Chairperson, Ms. A Esterhuysen, Prof D Mashao, Prof K Moodaliyar, Ms. M Malapane, Mr. N Msibi, Mr. R Mbuva Ms. S Mzizi, Ms. V Motloutsi, Mr M Wesi (CEO)

Company Secretary: First Company Secretaries

### **3. COMPANY INFORMATION**

To submit a valid and acceptable proposal to ZADNA, proposal must include the following:

**The following minimum requirements will apply:**

- CIPC registration documents (**Compulsory**)
- Detailed company profile and proof of company registration (**Compulsory**)
- Tax compliance certificate/Pin (**Compulsory**)
- BEE Certificate / Affidavit (**Compulsory**)
- Registered in Central Supplier Database (**Compulsory**)
- Professional body affiliation and accreditation
- Three contactable references in the same scope of work
- Pricing Schedule (Total cost to complete the service)
- Declaration of Interests for key Management in the organization

### **4. TECHNICAL REQUIREMENTS/SPECIFICATIONS – TELEPHONE MANAGEMENT SYSTEM**

#### **Calling Features**

- Caller ID/On Call Waiting: Know who is calling before you answer.
- Call Forwarding: Redirect calls to your mobile/other numbers or soft phone so you do not miss any calls.
- Follow Me: Have one of your office numbers/extensions rings for a period of time and if unanswered forward to a second number and then third and so forth or all ring the call concurrently.
- Caller ID Based Forwarding: Follow Me Based on number called and calling party.
- Inbound Number Tagging: Tag an inbound caller ID for easy reception management for multiple companies.
- Call Hold: Easily put a call on hold while you answer another call.
- Call Transfer: Attended Transfer (alert forwarding party before transfer) & Blind Transfer (transfer the call directly).

- Call Conferencing: Join a conference room by dialling a feature code or get transferred in.
- Call Waiting: Be notified when someone else is trying to call if you are already on a call.
- Do Not Disturb: Callers go directly to voicemail or call forward when you do not want to be disturbed.
- Call Logs: Access detailed call records by extension or account.
- Bring or port own numbers from Telkom or provider to the new provider.
- FAX to Email/Web to FAX
- Must have PC/mobile phone soft phone application that can forward/use as an extended office phone via PC/mobile devices for selected users and can be scalable as and when requested.

### **Voicemail Features**

- Password Protected Voicemail: Prevent unauthorized access to voicemail.
- Voicemail Greeting Options: Unavailable / Personal Message.
- Digital receptionist – Interactive Voice Response (IVR).
- Multi-level IVR menu management.
- Manage multiple IVR menus for different Inbound DIDs.
- Day and Night Mode Schedule: Create different greetings according to time of day and day of week.
- Custom Greetings: Upload third-party professional greetings to use as Digital Receptionist greetings.

### **Call Restrictions**

- Block outgoing calls to specified numbers.
- Pin Code phone access.

### **Operator Panel**

- PC soft based soft phone console for receptionist(s).
- Ability to load Reception Operator Panel on at least 2 machines / Reception reliever.

## **Queue Manager**

- Ability to view calls queues on a portal.
- Ability to view missed calls, dropped calls and unanswered calls.

## **Media Management**

- Custom Music-on-Hold.
- Custom Digital Receptionist Recordings.
- Custom voicemail messages.

## **Call Recording**

- Ad hoc call recording.
- Secure call recording storage.
- Archiving call recordings.

## **Report Management**

Real time inbound and outbound call details records.

- Outbound call source listed by extension.
- Outbound call source lists for virtual extensions
- Ability to view report of entire organisation per department/division missed calls, dropped calls and unanswered calls.

## **Extension Manager**

- Access, search and download call recordings.
- Personal profile editing.
- Detailed call analytics.

## **Online Portal**

- Online Management Portal for reporting, administration, and management of the Cloud Hosted PABX system.
- Ability to create users on the portal with specific security access to certain aspects of the system such as reporting and administration of specific areas/divisions/regions.
- Manage and record voice prompts.

- Create and customize Interactive voice response (IVR)
- Set and change working hours
- Add new devices in minutes
- Control hunt groups and call queues
- View incoming and outgoing detailed call records
- Download and analyse call records
- See at a glance which users are online and using the phone (Operator Panel)
- Manage user access levels
- Call Forwarding and Call restricting
- Extension manager
- Integration capability with Active Directory/Identity Management services

### **Calling Plans and Rates**

- Local
- International - Destination dependant
- Cellular
- Organisation calls to be zero rated.

### **Call Centre**

- System to have a function to seamlessly add call centre should the need arise in the future.

### **Opex Model**

- Support and maintenance of the Cloud PABX System for 12 months.
- Monthly reporting on system quality of service and advise on improvements where service is degraded.

## **5. TECHNICAL REQUIREMENTS/SPECIFICATIONS – INTERNET CONNECTIVITY**

- Full TCP/IP Internet connectivity through a fiber optic circuit at 50 Mbps uncapped and unthrottled Internet with option for on demand upgrade.
- Install hardware including routers and software products required for providing

ZADNA with the internet feed.

- Configure all existing .ZA Domain Name Authority switches to be in-line with this system.
- Complete specifications of the required hardware and software for the requested Internet Services that will enable ZADNA end-users connect any additional hardware and software to be authenticated via the company's firewall setup.

### **Functional Performance Requirements of the System**

- High Availability
- Smooth integration in ZADNA's current IT environment.
- The service shall operate continuously twenty-four (24) hours a day, seven (7) days a week, including holidays.
- A reliable, scalable, efficient, and robust Internet service connectivity with at least 90% uptime and fibre network backup power.
- Provide an end-to-end high availability connectivity for the proposed system and must also provide failover mechanism.

### **Documentation Requirements**

The bidder should:

- Document all activities relating to the project implementation.
- Design and prepare System Administration Guide and User Guide.
- All reports produced by the service provider shall become the property of ZADNA upon completion of the assignment.

## **6. TECHNICAL TRAINING**

- 6.1 The service provider shall as part of its base proposal provide full training to allow two (2) technicians as a component of knowledge transfer to manage, provision, troubleshoot, and otherwise operate the equipment.
- 6.2 This shall be required to available from the time of acceptance throughout twelve (12) months of the contract expiry.

- 6.3 Attend to mandatory quarterly Service Level Agreement (SLA) meetings with ZADNA.

## **7. EVALUATION**

- 7.1 The RFP will not be evaluated with the preference point evaluation as per ZADNA's procurement policy.
- 7.2 Evaluation will be assessed based on the technical knowledge of the service provider (See **Annexure 1: Technical Evaluation Criteria**).

## **8. CONFLICT OF INTERESTS**

- 8.1 The professional service provider is required to declare any potential conflicts of interest arising out of other assignments or a conflicting involvement in other assignments which may impair their independence.

## **9. PROPOSAL AND PRESENTATION COSTS**

- 9.1 ZADNA shall not be liable for the costs incurred by service providers in preparing and submitting proposals, and in attending any presentation that ZADNA may require the service provider to attend as part of the RFP process. Such costs shall be borne by them.

## **10. TERM OF CONTRACT**

- 10.1 The appointed service provider is to start assignment as of **30, September 2022** including attending compulsory meeting as indicated in the table above.
- 10.2 Engaging in unauthorized communication or seeking to obtain information about an open solicitation with any state employee or official other than the responsible procurement officer or designee is sufficient grounds for suspension.

## **11. SPECIAL CONDITIONS**

ZADNA reserve the following rights in respect of this RFP:

- 11.1 Right not to appoint any service provider.
- 11.2 Right, at any time and for any reason, to require additional information from any service provider (including detailed financial information).

- 11.3 Right to negotiate with any provider prior to making final appointment.
- 11.4 Right to restructure the services and may choose to appoint the service provider for the full-service provisioning or part thereof.

**12. CONFIDENTIALITY**

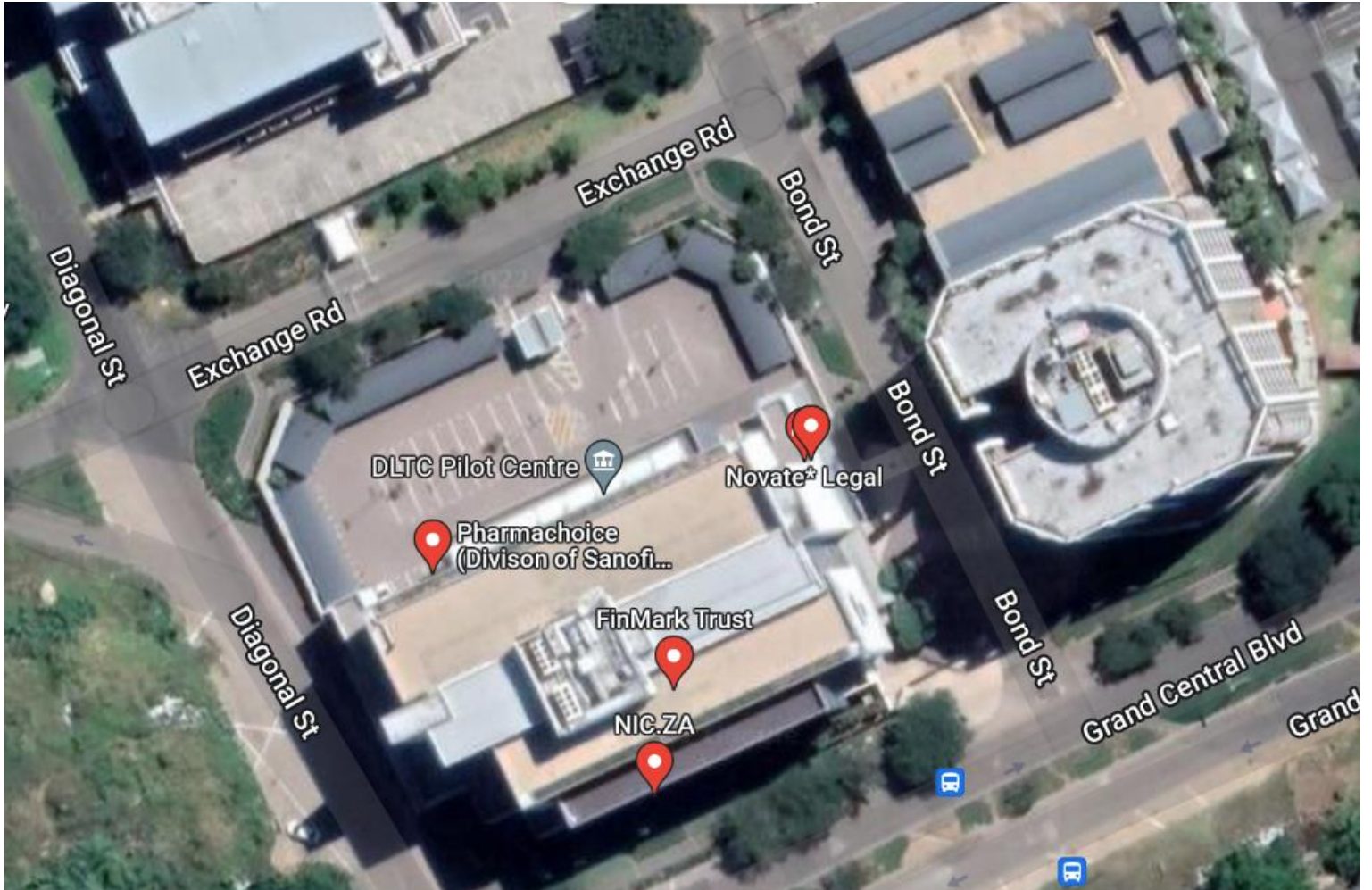
- 12.1 The Consultant agrees to keep confidential all information that they receive, directly or indirectly, from the Authority, or any other stakeholder, as well as all copies or analyses that they make, or have been made by third parties, based on such information (collectively, the Material);
- 12.2 The Consultant shall use the Material exclusively to prepare deliverables relevant to this assignment. The confidentiality obligations shall not apply to information in the public domain.
- 12.3 The Consultant shall only permit access to the Material to persons within their organizations on a need-to-know basis.
- 12.4 The Consultant shall explicitly inform such persons of the confidential nature of the Material and, before providing them with the Material, subject them to the confidentiality obligations contained in this Terms of Reference.
- 12.5 The Consultant agrees that the Material will remain the property of ZADNA and cannot be used anywhere outside of the scope of this project.

**13. SITE LOCATION / OR CLARIFICATION MEETING**

- 13.1 Attend a site visit and/or clarification meeting at which bidders may familiarise themselves with the proposed work, services, or supply, location, etc. and raise questions.



- 13.2 All the services required as described need to be implemented at the premises of ZADNA located at 44 Grand Central Blvd, Sanofi House Halfway House, Midrand (**picture below**).



#### **14. PROJECT DELIVERY SCHEDULE AND PERFORMANCE**

- 14.1 A summarised and detailed project work plan to configure and install the solution with major milestones and deliverables (Including any assumptions made in developing your proposed approach.
- 14.2 A detailed project change management proposal.
- 14.3 A detailed risk management proposal.

## **15. PRIVACY AND CONFIDENTIALITY**

- 15.1 The service provider accepts that ZADNA will retain all information and materials that providers will supply as part of its proposal in response to this RFP, and that;
- 15.2 ZADNA may share such information with its external consultants and/or advisers that are involved in this RFP process.
- 15.3 Any personal information supplied as part of the proposal will be treated within the stipulations of the South African privacy laws and applicable ZADNA policies.
- 15.4 It is the responsibility of the provider to clearly mark as confidential any information the provider desires ZADNA to treat with confidentiality.
- 15.5 ZADNA will take reasonable measures to treat such information with confidentiality.

## **16. INTELLECTUAL PROPERTY**

- 16.1 ZADNA retains all intellectual property rights in this RFP (including its supporting documents) and any information that ZADNA supplies to any provider in relation to this RFP.
- 16.2 Persons receiving this RFP may only use it for the purposes of preparing proposals in response to this RFP, and may not use the RFP to endanger, compromise or challenge ZADNA's intellectual property rights in the RFP.

## **17. APPOINTMENTS OF THE SERVICE PROVIDER**

- 17.1 A service level agreement will be entered into with the successful service provider with terms of reference and deliverables agreed to between parties.
- 17.2 The appointed service provider will be expected to deliver within the given time frame.

## **18. SUBMISSION OF THE RFP INFORMATION**

Submissions should be emailed to [zadnafinance@zadna.org.za](mailto:zadnafinance@zadna.org.za) no later than **Thursday the 01 of September 2022** at **17hr00**. Submitted documents should be bided together electronically and be in pdf format.

It is responsibility of each provider to ensure that its proposal reaches ZADNA no later than the aforementioned deadline. Proposals received after the deadline will not be accepted.

Inquiries should be directed to Ms. Kedibone Mpholeng (Finance Manager) at telephone number 010 020 3910 or at the aforementioned email addresses.

## Annexure 1: Technical Evaluation Criteria

NO	CRITERIA	DESCRIPTION	SCORING (Maximum Attainable Points)
1.	<b>EXPERIENCE &amp; CAPACITY</b>	<p>The Bidder must have the following experience in installing and supplying Internet connectivity specialising in fiber optic network solutions and telephone management services working with reputable business entity.</p> <ul style="list-style-type: none"> <li>• Minimum of three (3) years of experience on installing and supplying fiber optic network solution and telephony Private Branch Exchange (PBX).</li> </ul> <p>0 = Less than 3 years 10 = 3 Years or more</p> <ul style="list-style-type: none"> <li>• Provide evidence / attach three (3) letters of recommendation/successful installation from previous business.</li> </ul> <p>0 = Less than 3 years 10 = 3 Years or more</p> <p><b>Note:</b> All letters, certificates or licenses must be in writing, dated, signed and on a letterhead of the entity that issued to letter.</p>	<b>30</b>
2.	<b>BIDDER CERTIFICATION /AFFILIATION REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Provide a copy of a <b>valid letter</b> and/or <b>certificate of accreditation</b> from OSM/OEM certifying the validity and authenticity of each software or hardware supplied:</li> </ul> <p>(a) the bidder's name, (b) the bidder is a certified partner (c) date the partnership was established, and; (d) information stating that the partnership is valid at time of bid.</p> <p>0 = OSM/OEM copy letter with bidder name, bidder certification and partnership validity NOT provided</p> <p>20 = OSM/OEM copy letter with bidder name,</p>	<b>20</b>

		bidder certification and partnership validity provided	
<b>3.</b>	<b>METHODOLOGY DETAILED PROJECT IMPLEMENTATION PLAN</b>	<ul style="list-style-type: none"> <li>Bidder must provide a detailed Project Implementation Plan with clear timelines, understating of the project, skill transferring and engagement strategy.</li> </ul> <p>0 = Project implementation plan with times lines, project understanding, skills transfer, and engagement strategy not provided.</p> <p>10 = Project implementation plan with timelines, project understanding, skills transfer, and engagement strategy provided.</p> <ul style="list-style-type: none"> <li>The Project Plan is practical, implementable, has timelines/ milestones and is according to the scope of work.</li> </ul> <p>0 = Project plan is not practical, implementable, has timelines/ milestones and is according to the scope of work.</p> <p>10 = Project plan is practical, implementable, has timelines/ milestones and is according to the scope of work.</p>	<b>20</b>
<b>4.</b>	<b>COST</b>	<p>Rated - Scale [10, 20, 30]</p> <ul style="list-style-type: none"> <li>How the service provider's fees compare to those of other bidders and the marketplace in general. (10 = fees generally seem to be high; 20 = fees seem to be fair and reasonable; 30 = favourable pricing).</li> </ul>	<b>30</b>
	<b>TOTAL</b>	A bidder must obtain a minimum of 70 out of 100 points to advance to the next stage of the verification.	<b>100</b>