



Request for Quotations

Purpose of this Document

The Gauteng Film Commission (GFC) wishes to appoint suitably qualified and experienced Service Providers to submit quotations for Leasing and Maintenance of Cloud Based PABX System for a period of 12 Months.

The following documents need to accompany the quotations.

- Tax clearance certificate accompanied by a pin for further verification.
- CSD Registration number
- SBD6.1 and B-BBEE status level certificate
- SBD4 Declaration of Interest

Completed quotes must be submitted via email to quotes@gautengfilm.org.za by no later than Tuesday, 30 July 2024 at 23:59.

Technical inquiries should be directed to Mr. Bubele Ngxola bubelen@gautengfilm.org.za

Evaluation Process

PRICE AND BBBEE POINTS

The 80/20 preferential point system as per [Treasury Framework Act of 2000](#) will be applied, where 80 points will be allocated for price and 20 points for B-BBEE Status

I. SPECIFICATIONS

The appointed service provider/s will be expected to deliver on the following specification

Item	Quantity
Desk phones	10
Dect Phones	2
Executive Phones	4
Extensions	23
Redundant Link	1

2. SOLUTION REQUIREMENTS

Cloud-Based IP Telephony System

2.1. CALLING FEATURES

- Caller ID/On Call Waiting
- Call Forwarding
- Follow Me
- Call Hold
- Call Transfer: Attended Transfer
- Call Conferencing
- Call Waiting
- Do Not Disturb
- Call Logs: Access detailed call records by extension or account.
- Number Porting own numbers from Telkom or provider to the new provider.
- PC/mobile phone soft phone application
- Microsoft Teams/Skype integration/support

2.2. VOICEMAIL FEATURES

- Password Protected Voicemail: Prevent unauthorized access to voicemail.
- Voicemail Greeting Options: Unavailable / Personal Message.
- Voicemail to Email: Receive voice messages as a wav file (or _audio file_) attached to an email.
- 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.
- Message on Hold: Upload third-party professional greetings to use as Digital Receptionist greetings.

2.3. CALL RESTRICTIONS

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

2.4. OPERATOR PANEL

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

2.5. QUEUE MANAGER

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

2.6. 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.

2.7. 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.

2.8. CALLING PLANS AND RATES

- Local
- International - Destination dependant
- Cellular

3. PROJECT AND SERVICES REQUIREMENTS

This part of the proposal contains the bidder's proposed approach and methodology to the project. The bidder must outline the following as part of this part of the proposal.

3.1. PROJECT DELIVERY SCHEDULE AND PERFORMANCE

- 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.
- A detailed project change management
- Risk Management

3.2. SERVICE DELIVERY SCHEDULE AND PERFORMANCE METRICS

- Service performance metrics