

T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS



**TENDER T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT  
AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS**

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**1. Introduction**

The University of Johannesburg (UJ)'s Information and Communications Systems (ICS) department is responsible for providing IT services to the university. UJ rely on these IT resources to conduct day to day business of teaching, learning and research. These resources are consumed by all stakeholders including students, staff and guests. Therefore, UJ is looking for a service provider to partner with in meeting the stakeholders support requirements by ensuring a stable, highly available and reliable telephony through a service level agreement (SLA). The SLA will be period of 3 years.

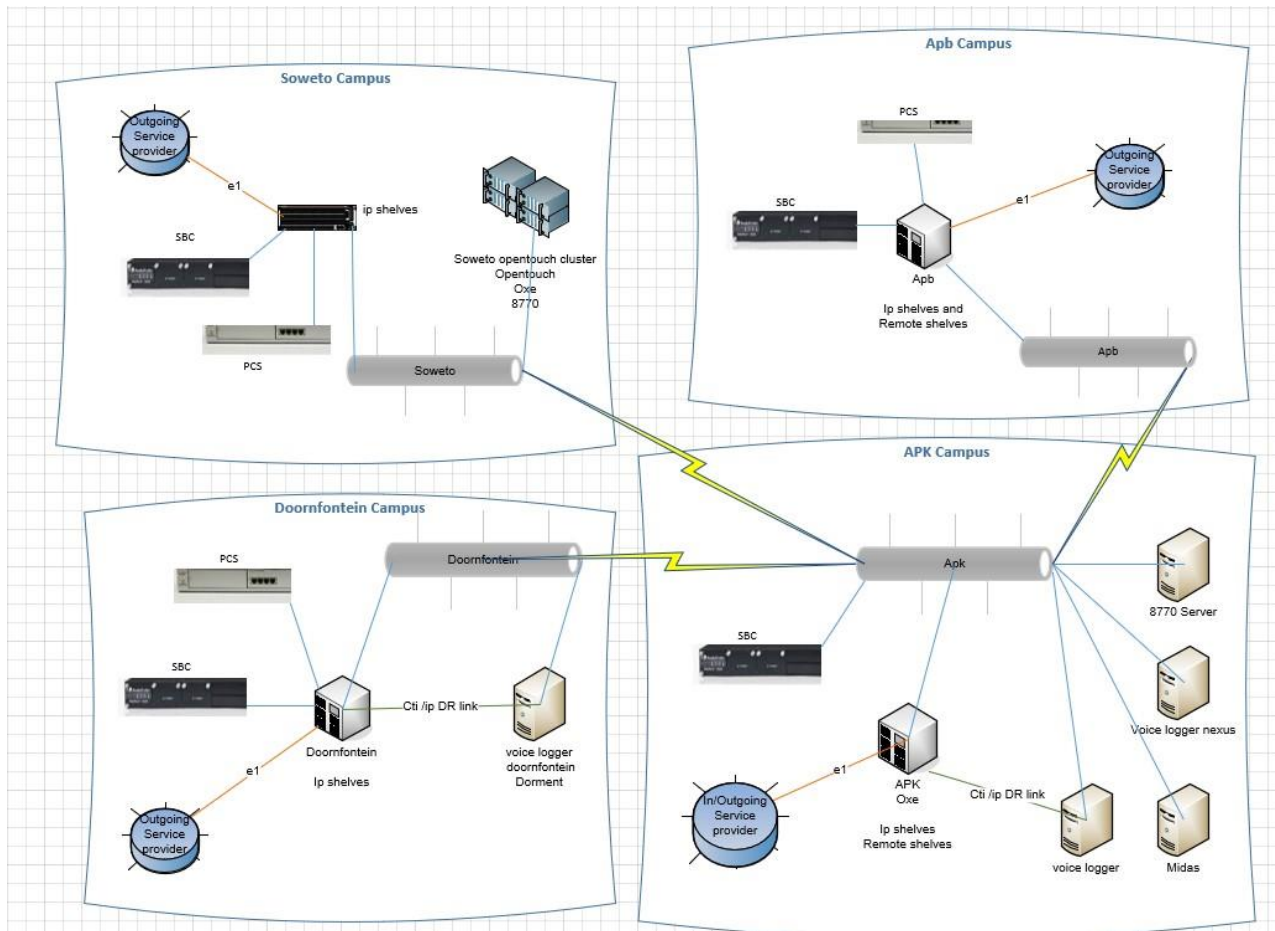
**2. Site Inspection**

Before submitting a tender, the tenderer may inspect the site in order to familiarize himself with regards to relevant local site conditions, site accessibility, the nature of operations required, availability of labor and any conditions pertaining thereto, together with conditions relating to unloading, carting and storage of materials, equipment and tools required for the works. Questions can be posed to the tender administrator before final submissions and a date agreed upon during the tender briefing.

## ANNEXURE A

### T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

#### 3. Current environment (AS-IS)



#### 4. Scope of work

##### 4.1 Cover times

- 4.1.1 Normal working hours are 08:00am to 16:30pm, Monday to Friday excluding holidays.
- 4.1.2 After hours support also required from time to time. This includes, but not limited to planned maintenance and major service disruptions.

##### 4.2 Service uptime and response requirements

- 4.2.1 Table A below describe required service response times and service scope

## ANNEXURE A

## T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

TABLE A

Service	Area	Time To Respond	Time To Repair	Scope	Comments
Telephony	PABX and related cards	1 Hour	4 Hours	Application/service Support, Hardware swop, software upgrades, Install, Configurations, design changes, Vulnerability and Security patches.	
	Two Virtual PABX	1 Hour	4 Hours	Application Support, software upgrades, Install, Configurations, and design changes, Vulnerability and Security patches.	
	3 x PCS (Passive communication Server)	1 Hour	4 Hours	Application/service Support, Hardware swop, software upgrades, Install, Configurations, and design changes.	APB, DFC and SWC
	4 x SBC (Session Border Controller) - AudioCodes	1 Hour	4 Hours	Application/service Support, Hardware swop, software upgrades, Install, Configurations, and design changes, Vulnerability and Security patches.	One in each of the 4 campuses

# ANNEXURE A

## T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

	Contact Centre - Altitude Open Touch Customer Service (OTCS) (4 servers)	1 Hour	4 Hours	Application/service support, Software upgrades, Installations, Configurations, and design changes. Service of voice-over artist requirement for	1 x CCIVR (interactive voice response (communication server & automation agent))  1 x OTCS DB (SQL Server 2014)
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				prompt recording changes, Vulnerability and Security patches.	1x ASSIST (License manager, Assisted server and uSupervisorWeb)  1 x DMZ CHAT (uAgent application)
	2x Midas Servers Telephone Management (TMS) and related 4x buffer equipment	1 Hour	4 Hours	Application/service Support, Software upgrades, Install, configurations and design changes. Vulnerability and Security patches.	The second Midas server is at the DR site.
	4x PABX Rectifiers / power supply  3 x Battery	1 Hour	4 Hours	Hardware swop, Install, Configurations, and design changes.  Battery maintenance.	1 Rectifier per campus at APK, APB, DFC and SWC  To assess the batteries.  3 x Battery (APB, DFC and SWC)

ANNEXURE A

T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3)  
YEARS

	Omnivista 8770 or latest	1 Hours	8 Hours	Application/service Support, Software upgrades, Install, configurations and design changes Vulnerability and Security patches.	
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## ANNEXURE A

### T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

	2x Libra Voice Recorder (30 recording licenses)  1x Libra Voice Central (30 recording licenses) manager (Nexus server)	1 Hour	4 Hours	Application/service Support, Hardware Swop, Software upgrades, Install, configurations and design changes, Vulnerability and Security patches.	1 at APK Recorder  1 x Nexus  <b>(Proposal for equivalent or updated Voice Logger solutions)</b>
	1 X Voice Mail server 4645, Windows server	1 Hour	4 Hours	Application/service Support, Software upgrades, Install, configurations and design changes, Vulnerability and Security patches.	

4.2.2 Above response times are applicable to all incidents, including Servers, PCSs, SBCs, Voice Recorders, monitoring systems, Call/Contact centre system, TMS and Telephony slow responses/performance issues or any service interruptions.

#### 4.2.3 Priority Levels

Priority Matrix					
		Severity (Impact)			
		Critical	High	Medium	Low
Urgency	Critical	1	1	2	3
	High	1	2	3	3
	Medium	2	3	3	4
	Low	3	3	4	5

### T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

1. **Critical** - A core UJ Telephony service is unavailable, causing a direct financial, brand, or security impact on the organization.
  - Response time is one (1) hour
  - Resolution time four (4) hours
2. **High** - A Telephony service is unavailable or degraded, impacting a large group of users.
  - Response time is one (1) hour
  - Resolution time four (4) hours
3. **Medium** - An incident impacting a VIP or a small group of users.
  - Response time is one (1) hour
  - Resolution time eight (8) hours
4. **Low** - A single user incident.
  - Response time is one hour
  - Resolution time (24) hours
5. **Project proposal/change, design or service request** - Anything that is pre-arranged
  - To be agreed by parties involved

#### 4.3. Equipment and Services to be covered

Note the following equipment was recorded during the time of drafting this document. This list might change from time to time due to university's business requirements.

**TABLE A.1**

Telephony Hardware Summary:

Kingsway		B5	Doornfont ein	Buntin g	FADA	STH	Sowet o	Grand total	
Boards	Ports/ board	Ports/ board	Ports/boa rd	Ports/ board	Ports/ board	Ports/ board	Ports/ board		Virtual/HW
4645	1	0	0	0	0	0	0	1	Virtual
BRA2	0	0	1	0	0	0	0	1	
CS	2	0	0	0	0	0	0	2	Virtual
e_UA32	11	1	7	2	1	1	0	23	
e_Z32	74	4	29	14	3	2	0	126	
GA-2	0	0	0	0	0	0	2	2	
GD-2	0	0	0	0	0	0	1	1	
GPA2	3	1	1	2	0	0	0	7	
INTIP2_a	2	0	1	2	0	0	0	5	
INTIP2_b	0	1	0	0	1	1	0	3	
INTIP3_a	4	0	1	0	0	0	0	5	
INTIP3_b	0	0	4	2	0	0	0	6	
INTOF2	20	0	0	0	0	0	0	20	
IOIP3	2	0	0	0	0	0	0	2	



# ANNEXURE A

## T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

MEX	0	0	0	0	0	0	1	1	
MODB	1	0	0	0	0	0	0	1	
NPRAE	11	0	2	0	0	0	0	13	
NPRAE-2	0	0	0	1	0	0	0	1	
PCS CS-3	0	0	1	1	0	0	1	3	
PRA T2	0	0	0	0	0	0	1	1	
PRA2	2	0	0	0	0	0	0	2	
RMA	1	0	0	0	0	0	0	1	
SLI16_1	0	0	0	0	0	0	9	9	
OMS	0	0	0	0	0	0	1	1	Virtual
1 GIP4-4	0	0	0	0	0	0	0	0	
2 GIP4-4	2	1	1	2	1	1	0	8	
ARMADA	0	0	2	0	0	0	1	3	
ARMADAX 2	1	0	1	0	0	0	0	2	
ARMADAX 3	3	0	0	0	0	0	0	3	

Equipment	Description
4645	Voice Mail
BRA2	Basic Rate ISDN interface, 2 x Ports, 4 x Channels, Crystal hardware
CS	OXE CPUs
e_UA32	32 x Digital extension ports on the Crystal platform
e_Z32	32 x Analog extension ports on the Crystal platform
GA-2	Converts TDM to IP on the Common platform at Soweto Campus
GD-2	Gateway Driver, Controls the remote shelf, signaling between the CPUs and converts TDM to IP on the Common platform
GPA2	Provides voice guides, conferencing and tone generation on the Crystal platform
INTIP2_a	Converts TDM to IP on the Crystal platform (APK, DFC and APB), old generation boards. Additional resources
INTIP2_b	Converts TDM to IP on the Crystal platform (APK, DFC and APB), old generation boards. Signaling from CPUs to Shelf
INTIP3_a	Converts TDM to IP on the Crystal platform (APK, DFC and APB), new generation boards. Additional resources
INTIP3_b	Converts TDM to IP on the Crystal platform (APK, DFC and APB), new generation boards. Signaling from CPUs to Shelf
INTOF2	Provides signaling and TDM voice links between the shelves of the Crystal platform (Main signaling + Additional links)
IOIP3	IP Signaling link between Crystal shelf and CPUs
MEX	Connect second shelf to the GD on Common hardware platform
MODB	Modem to connect to CPUs via ISDN lines.
NPRAE	2 x E1 ISDN interfaces on the Crystal platform, old generation board
NPRAE-2	3 x E1 ISDN interfaces on the Crystal platform, new generation board
PCS CS-3	Passive Communication Server for redundancy of the campus when the link to CPUs fail
PRA T2	2 x E1 ISDN interfaces on the Common hardware platform, new generation board

## ANNEXURE A

### T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

PRA2	3 x E1 ISDN interfaces on the Common hardware platform, old generation board
RMA	Modem to connect to CPUs via ISDN lines.
SLI16_1	32 x Analog extension ports on the Common hardware platform
OMS	Gateway Driver, Controls the remote shelf, signaling between the CPUs and converts TDM to IP on the Common platform
1 GIP4-4	Daughter board on the INT-IP2 board providing additional TDM to VoIP conversion, only one daughter board (30 Compressors)
2 GIP4-4	Daughter board on the INT-IP2 board providing additional TDM to VoIP conversion, two daughter boards (60 Compressors)
ARMADA	Daughter board on the INT-IP3 board providing additional TDM to VoIP conversion, only one daughter board (30 Compressors)
ARMADAX2	Daughter boards on the INT-IP3 board providing additional TDM to VoIP conversion, two daughter boards (60 Compressors)
ARMADAX3	Daughter boards on the INT-IP3 board providing additional TDM to VoIP conversion, three daughter boards (90 Compressors)

#### 4.3.1 PBX

**TABLE E**

Equipment Type	Model	Quantity
OMNI PCX - Crystal Hardware	(INTIPA, INTIPB, INTIP3A, INTIP3B, eZ32, eUA32, PRA2, NPRAE, GPA2), please note once telephone virtualization project is completed, we won't need nor use any of the cards.	3 (APK, APB and DFC)
OMNI PCx	Open Touch	1 (SWC)

#### 4.3.2 Monitoring and Management Tools

**TABLE F**

Type	Model	Version	Quantity
Omnivista (with all enabled modules)	8770	3.2.08.09 or later	1
Midas calls monitoring			1

### 4.3.3 Campuses

The University of Johannesburg consists of four campuses all in Gauteng, Auckland Park Kingsway Campus (APK), Auckland Park Bunting Road Campus (APB), Doornfontein Campus (DFC), Soweto Campus (SWC), Johannesburg Business School (JBS) Park, JBS Towers. There is also a disaster recovery site.

### 4.3.4 Satellite Campuses

The University of Johannesburg has three satellite campuses, One in Florida fire station, one at the South African Military Health Services in Pretoria and Devland.

### 4.3.5 Remote Offices and Houses

The University also owns several houses and small offices with IT services in and around the Johannesburg area.

## 5. Requirements

5.1 Provision must be made for physical onsite support as well as for remote support. Remote access will be granted under special conditions determined by the university at its discretion.

5.2 The service provider **must be an Essential level or higher certified Alcatel-Lucent partner. Proof of technical certification must be attached. Failure to submit valid certification will render your submission invalid / non-compliant.**

5.3 The service provider must partner with **Midas** (telephone management system).

5.4 All Alcatel-Lucent Solutions Premier Services (SPS) services must be paid and up to date for the period of the contract.

5.5 The service provider **must be an AudioCodes (session border controller) certified partner. Proof of technical certification must be attached. Failure to submit valid certification will render your submission invalid / non-compliant.**

5.6 SLA to be backed up by ALE Technical Account Management Support Services.

5.7 Service providers must ensure Alcatel-Lucent portal TAC access is provided for the University of Johannesburg access to documentations, release notes, software downloads as well as TAC access and support.

T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

- 5.8 As the university is constantly expanding and new services installed, the service provider must be able to extend the cover to new services. The service provider must be able to provide a process of how new services or equipment will be added to the SLA.
- 5.9 The service provider must be able to assist the university in designing new services and architectural changes when required. All designs to be documented.
- 5.10 Vendor management:  
UJ uses vendor management processes for managing service provider performance and ensuring the SLA conditions are adhered to. Should the SLA be violated, UJ will enforce punitive measures.
- 5.11 OPS is owned by the University of Johannesburg, where the UJ team must be informed of any admin passwords changes.
- 5.12 The services provider must provide documented root cause analysis (RCA) for all major service interruptions or when required to do so by university management.
- 5.13 The university might procure different vendor equipment than the one listed in these tender specifications document. In that event, the university will ask the successful bidder to amend the scope of work and quote for inclusion of new equipment depending on skills availability.
- 5.14 Provide Service Level Agreement monthly performance reporting.
- 5.15 Attend weekly and bi-weekly operations meetings and present issue lists, tasks, etc.
- 5.16 It must be understood and accepted that UJ is a growing University, and this will result in expected growth. This will have a direct impact on the terms of reference and cost; therefore, an acceptable percentage increase, proportional to the entirety of the contract will be applicable.
- 5.17 The service provider must be able to cross-skill with the UJ team. Facilitate software training with UJ Contact Centre team with every Altitude OTCS software upgrade.
- 5.18 The service provider must cater for the Alcatel-Lucent OMNIPCX enterprise Standard Edition Call Centre as well as ENGhouse Contact Centre Certification skills

## T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

5.19 **Must be an Omni PCX Enterprise Alcatel-Lucent Certified Expert (OXE ACSE), and an ENGhouse/Altitude Certified Expert. Failure to submit valid certification will render your submission invalid / non-compliant.**

5.20 Call logging and escalation procedures must be included as part of the response, including weekends and after-hours contacts.

5.21 The successful service provider should prioritize major incidents and guide the UJ team on remediation processes.

5.22 This will change to 1-hour response time and 4 hours' repair time, based on the area affected, the time this occurs, for instance during Examination at Computer Laboratories and Examination venue, and also on the impact of the downtime, how many people it is affecting; these seasonal activities, areas will be communicated to the successful service provider.

**5.23 Declaration of sub-contractors:**

Please declare if some services will be subcontracted and the relationship you have with the subcontractor in the form of a letter or agreement.

Subcontractor Name	Type of Services	Agreement signed (Y/N)

# ANNEXURE A

T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

## Requirements Pricing:

Please ensure that all amounts are exclusive of VAT. Transfer the Total Prices to the Pricing Sheet below.

Item Number	Requirements	Year 1	Year 2	Year 3
		Cost	Cost	Cost
1	1 Onsite Resource			
2	1 Remote Resource			
3	Alcatel SPS			
4	PABX and related cards			
5	Two Virtual PABX			
6	3 x PCS (Passive communication Server) including Batteries			
7	4 x SBC (Session Border Controller) - AudioCodes			
8	Contact Centre - Altitude (4 servers)			
9	2 x Midas Servers Telephone Management (TMS) and related 4x buffer equipment			
10	4 x PABX Rectifiers / power supply including all components and batteries			
11	Omnivista 8770 or latest			
	2 x Libra Voice Recorder (30 recording licenses) or Alternative			
12	1 X Voice Mail server 4645, Windows server			
13	Other COST: (TO BE DECLARED and DESCRIBED):			
	Total excluding VAT			
	VAT			
	Total including VAT			
	Total for three (3) Years including VAT			

Escalation percentage to be declared year to year

**T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS**

**1. Technical Adjudication**

This Tender will be evaluated in three (3) phases:

Phase 1 – Compliance

Phase 2 - Functionality

Phase 3 - Financial and B-BBEE

**1.1 Phase 2 - Functionality**

**Point Allocation:**

**Disqualifying criteria as per point 5 above** : No or expired **Alcatel certificate**  
: No or expired **AudioCodes (session border controller)**  
: No or expired **ENGhouse/Altitude**

Requirements		Weight (%)
Meet specifications and requirements (fully priced requirements)		30
Reference letters pertaining to support and maintenance services in Telephone Infrastructure, not older than 10 years. Please provide signed and dated letters on relevant company letter heads	4 or more reference letters (40 points) 3 reference letters (30 points) 2 reference letters (20 points) 1 reference letter (10 points)	40
<b>1 Key Technical resource with the relevant skills + the 3 certifications below</b>  Minimum of 1 ACSE certification,  1 x Altitude Call certification or ENGhouse Contact Centre  1 x AudioCode SBC	1 ACSE certification (10 points)  1 x Altitude Call certification ENGhouse Certificate (10 points)  1 x AudioCode SBC (10 points)	30
<b>Total Points awarded</b>		100

T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3)  
YEARS

A minimum of 70 points is required by any tenderer before further evaluation. All tenderers who achieve 70 points or more will be evaluated equally in terms of Phase 3.

**7.2 Phase 3 - Financial and B-BBEE**

- Price (80 points)
- BBBEE (20 points)



## ANNEXURE A

### T UJ 43/2022: TELEPHONE INFRASTRUCTURE SUPPORT AND MAINTENANCE SERVICES FOR A PERIOD OF THREE (3) YEARS

#### Checklist

Requirement	Provided Yes/No	Comments
Alcatel Certified Partner - Proof to be provided	Provided Yes/No :	
AudioCodes (session border controller) valid certification to be provided	Yes/No :	
ENGhouse/Altitude Valid certification to be provided	Yes/No :	
Company to produce profile of resource qualifications relating to the maintenance and support of Alcatel Equipment	Yes/No :	
Reference letters with contact details	Yes/No :	
Project methodology	Yes/No :	