



UNIVERSITY  
OF  
JOHANNESBURG

## **Specifications**

**for**

**RFP UJ 35/2023: MOBILE COMMUNICATION SOLUTION  
PROJECT (BULK SMS)**

## 1 Introduction

The University of Johannesburg (UJ)'s Information and Communications Systems department is responsible for providing a SMS services to the university. UJ relies on the SMS system for day-to-day business of sending SMS's to the students. These resources are consumed by all stakeholders including staff. 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 SMS system through a service level agreement (SLA).

## 2 Technical Requirements

1. Hosted on prem must run on a Windows Platform (Windows Server 2016 or higher), or cloud hosted.
2. Web based GUI or App to interface with the system
3. Encrypted communication between the user and the server (https)
4. Local or cloud hosted solution (with Disaster Recovery (DR) solution for both)  
– If cloud, a customised URL for UJ for example <https://ujsms.company.co.za> or similar
5. If local hosted, must be able to run on virtual server (Hyper-V).
6. High availability configuration
7. Support for different user profile roles. e.g System administrator, Broadcast user, super user, general user
8. Unlimited simultaneous logins
9. Ability to send up to 100 000 bulk SMSes at once  
**Average UJ SMS sent from January to December 2022 = 157,246.7**
10. Multi Part message support
11. Email to SMS functionality
12. WhatsApp for Business capabilities
13. The solution should provide detailed itemized billing reporting. Real-time and historical. The itemised billing to include costing and cell numbers
14. Statistics of amount of SMSes that failed sending and those that were sent successfully. Stats to be sent via email automatically and capability of scheduling the reports and sending via email.
15. Customer creation with separate user profiles, customer and departments
16. Groups of recipients to be defined example only first year students, second year students or all etc.
17. Support for short codes – Examples will be shown during site briefing  
5 short codes with option to increase as needed.  
To indicate whether existing short codes can be used and or transferred.  
Alternatively new short codes to be provided
18. A way of checking if SMSes were replied to. Possible email report on replies
19. Individual and bulk SMS sending
20. Capable of importing numbers from various sources, ie data bases, spreadsheets or text files
21. Delivery times ie how long it took to deliver SMSes
22. sFTP Support
23. API Support
24. Sierra application compatibility:  
Is an application that is used by the library department to FTP a spreadsheet with the list of students or staff that must return books or owing the library to the SMS system to for SMS to be sent to students and staff member, It integrate to the SMS system.

25. Connection: SMPP(short message peer to peer) and SFTP (SSH file transfer protocol)
26. List of ports that are used by the software declared ie. TCP and UDP ports
27. Minimum operating system requirements for example version of OS, IIS, dot Net Framework etc.
28. Provide the architectural design of the solution.

### 3 SMS breakdown for 2022

Months	Total SMS sent P/M
January	60529
February	183475
March	162638
April	44292
May	182193
June	166379
July	300482
August	146671
September	234622
October	161453
November	154774
December	89452
<b>Total</b>	<b>1886960</b>
<b>Average</b>	<b>157246.6667</b>

### 4 Installation and Support requirements

1. Supplier must supply, install, and configure
2. Provide as-built documentations
3. The Supplier must be able to provide support (Hardware swop, Software upgrades and Support)
4. Onsite replacement device delivery and collection
5. Support must be available 24X7, 36 months (Draft SLA attached)

### 5 Costs

1. Once-off fees
2. Monthly Recurring costs
3. Installation cost
4. Project management costs
5. Maintenance cost for 3 years
6. Training to be included for two administrators
7. Training to be included for staff (all system users)

### 6 Additional Requirements

1. An account manager should be assigned
2. The service provider to conduct or participate in Disaster Recovery (DR) tests at least once a year
3. Minimum and/or recommended hardware specifications for physical and for virtual machine.
4. Warrantees must be indicated (with terms and conditions)
5. Provide at least 3 sites references of similar size with contacts, not older than 5 years. References to be on client's letterheads
6. Solution data sheets to be attached to the response
7. The Supplier must attend compulsory site briefings and presentation.
8. Call logging procedure and escalation matrix (this must be included in the proposal)
9. Draft contract with terms and conditions to be accepted and signed
10. Provider must be willing to demo the proposed solution.

## 7 Evaluation Criteria

This RFP will be evaluated as below. Only those meeting requirements above will move to evaluation phase. It is important that the supplier clearly indicate how below requirements will be addressed

Criteria	Sub-criteria	Points
<b>Bidder's proposal must fully meet UJ requirements for this SLA</b> (bidders must submit a proposal adhering to all UJ requirements, Bill of Quantities and pricing sheet to qualify for the points indicated)	Bidder's proposal that fully meet UJ requirements, and pricing table for this SLA = <b>50 points</b>  Bidder's proposal that does not fully meet UJ requirements, Bill of Quantities and pricing sheet for this SLA = <b>0 points</b>	<b>50</b>

<b>Bidder's relevant experience for the assignment</b> (The bidder must attach a signed reference letter with a letterhead from the clients where similar services were provided to qualify for the indicated points)	The reference letter must bear the letterhead of the organization where similar services were provided. UJ reserves the right to contact these organizations, without prior notice to the bidder. <ul style="list-style-type: none"> <li>• Bidder with no reference letters = <b>0 points</b>.</li> <li>• Bidder with one reference letter of contracts of similar services = <b>10 points</b>.</li> <li>• Bidder with two reference letters of contracts of similar services = <b>20 points</b>.</li> <li>• Bidder with three and or more reference letters of contracts of similar services = <b>50 points</b>.</li> <li>• <b>NB</b> Reference letters must be dated, signed and must not be older than 5 years.</li> </ul>	<b>50</b>
<b>Total points</b>		<b>100</b>

### **Tender Specification Check sheet**

The supplier must complete the UJ Requirements table below:

<b>UJ Requirements</b>	<b>Yes/No</b>	<b>Comments</b>
<b>1. Technical Requirements</b>		
1.1. Hosted on prem must run on a Windows Platform (Windows Server 2016 or higher), or cloud hosted.		
1.2. Web based GUI or App to interface with the system		
1.3. Encrypted communication between the user and the server (https)		
1.4. Local or cloud hosted solution (with DR solution for both)		
1.5. If local hosted, must be able to run on virtual server (Hyper-V).		
1.6. High availability configuration		

1.7. Support for different user profile roles. e.g System administrator, Broadcast user, super user, general user		
1.8. Unlimited simultaneous logins		
1.9. Ability to send up to 100 000 bulk SMSes at once		
1.10. Multi Part message support		
1.11. Email to SMS functionality		
1.12. WhatsApp for Business capabilities.		
1.13. Itemized billing capability		
1.14. Capability to schedule reports and send via email		
1.15. User profile, customer and department creation		
1.16. Recipient grouping		
1.17. Support for short codes 5 short codes with option to increase as needed. To indicate whether existing short codes can be used and or transferred. Alternatively new short codes to be provided		
1.18. Sent and failed SMS report		
1.19. Individual and Bulk SMS sending		
1.20. Capable of importing numbers from various sources, ie data bases, spreadsheets or text files		
1.21. Delivery times ie how long it took to deliver SMSes		
1.22. sFTP support		
1.23. API support		
1.24. Sierra application compatibility		
1.25. Connection: SMPP(short message peer to peer) and SFTP (SSH file transfer protocol)		
1.26. List of ports that are used by the software ie TCP and UDP ports		
1.27. Provide minimum OS requirements		
1.28. Provide the architectural design of the proposed solution		
<b>2. Installation and Support requirements</b>		
2.1. Supplier must supply, install and configure		
2.2. Provide as-built documentations		
2.3. The Supplier be able to provide support (Hardware swop, Software upgrades and Support		
2.4. Onsite replacement device delivery and collection		

2.5. Support must be available 24X7, 36 months (Draft SLA attached)		
<b>3. Additional Requirements</b>		
3.1. An account manager should be assigned		
3.2. The service provider to conduct or participate in DR tests at least once a year		
3.3. Minimum and/or recommended hardware specifications for physical and for virtual machine.		
3.4. Warrantees must be indicated (with terms and conditions)		
3.5. Provide at least 3 sites references of similar size with contacts		
3.6. Solution data sheets to be attached to the response		
3.7. Call logging procedure and escalation matrix (this must be included in the proposal)		
3.8. Draft contract must be included		
3.9. The Supplier must attend compulsory site briefings and presentation.		
3.10. Provider must be willing to demo the proposed solution.		

**Pricing Table:**

1. Once-off fees	
2. Installation cost	
3. Project Management Cost	
4. Monthly Recurring cost	
5. Maintenance cost for 3 years	
6. Training to be included for two administrators	
7. Training to be included for staff (all system users)	

<b>Year 1 cost (including once off, installation and training) (Excluding VAT)</b>	
<b>Year 2 cost (Excluding VAT)</b>	
<b>Year 3 Cost (Excluding VAT)</b>	
<b>Total Excluding VAT</b>	
<b>VAT</b>	

<b>Total Including VAT</b>	
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**Notes:**

**Please include yearly cost i.e. Year 1, Year 2, Year 3 with CPI linked inflation rate for each year.**

**Per SMS cost to be indicated**