

## T UJ 29/2025: CONTACT CENTRE DISASTOR RECOVERY PROJECT

### Table of Contents

1. DOCUMENT VERSION CONTROL.....	1
2. DEFINITIONS AND ABBREVIATIONS .....	2
3. EXECUTIVE SUMMARY .....	2
4. OBJECTIVES.....	2
5. SCOPE OF WORK .....	3
6. BOQ.....	4
7. ADDITIONAL NOTES .....	6
8. TECHNICAL ADJUDICATION.....	6
9. CHECKLIST.....	8
10. APPROVALS.....	9

## 1. DEFINITIONS AND ABBREVIATIONS

- 2.1. **ICS** : Information and Communication System
- 2.2. **APK** : Auckland Park
- 2.3. **BOQ** : Bill of Quantities
- 2.4. **DR** : Disaster Recovery
- 2.5. **SBC** : Session Border Controller
- 2.6. **PABX** : Private Automatic Branch Exchange
- 2.7. **VoIP** : Voice over Internet Protocol
- 2.8. **PBX.** : Private Branch Exchange

## 2. EXECUTIVE SUMMARY

The University of Johannesburg (UJ)'s Information and Communications Systems department (ICS) is responsible for providing IT service to enable UJ to meet its strategic objectives of research, teaching, and learning. To achieve this, a very stable, reliable, high performance and secure wired and wireless network is required. The university has over 50 000 full-time students across the four campuses and employs over 4 000 staff connected to the network.

The University of Johannesburg (UJ) is dedicated to maintaining the main Contact Centre's continuous functioning, as it is essential for providing help to stakeholders, staff, and students. In order to do this, UJ has created a thorough Disaster Recovery (DR) Solution that aims to guarantee high contact center service availability, ongoing communication, and support services even in the event of unforeseen disruptions. Implementing real-time data replication and automatic failover procedures, as well as setting up a contact center and telephone presence at our DR site outfitted with the required hardware, are all part of the DR solution. These safeguards are intended to keep vital information safe, save downtime, and guarantee a smooth handoff of operations in the case of an emergency.

The ICS Network and Telephony department is currently undertaking a project to replicate our current contact center in the DR site. The focus of this project is to terminate the voice traffic on the SBC (Mediant 2600), install the Altitude contact center software, install hardware, install licenses and replicate the contact center system in DR to have a resilient and dependable system that supports the institution's strategy, which also complies with legal and industry standards for disaster recovery and data security. The proposed Disaster Recovery solution must adhere to internationally recognized Business Continuity Management and Disaster Recovery standards, such as ISO 22301 and COBIT. Compliance with such standards ensures the solution's robustness, auditability, and long-term sustainability.



We request that suppliers submit proposals as per the specifications and requirements stated below.

### 3. OBJECTIVES

The primary contact centre at the University of Johannesburg runs on the advanced Altitude call centre system, which is crucial for organizing and streamlining client contacts. Because this system is spread across four virtual computers, high availability and reliable performance are guaranteed. The Altitude system effectively manages the large number of questions from students, employees, and other stakeholders thanks to its 120 specialized channels. With this configuration, the Contact Centre can handle a variety of contact channels, including emails, online chats, and phone calls, guaranteeing thorough and effective support services. With the help of this cutting-edge contact center technology, UJ can effectively manage many questions and support requests.

Connecting to the Alcatel PABX, the Contact Centre gains from seamless integration communication system with UJ's VoIP infrastructure. High-quality and dependable voice communication is made possible by this integration, which is essential for productive contact and assistance. The Contact Centre can sustain excellent service levels even during busy hours because of the combination of the Alcatel PBX's robust telephony and the enhanced capabilities of the Altitude system. The Contact Centre's capacity to consistently provide the university community with high-quality service is made possible by its robust and scalable infrastructure.

The primary Contact Centre at UJ has several difficulties that affect its effectiveness and dependability. Technical issues can cause delays in answering questions and disturb operations. Examples of these issues include software flaws and system failures. There is a considerable danger to continuing assistance when services are unavailable because of maintenance or unplanned outages. Latency and connection difficulties are two examples of network problems that impair the responsiveness and quality of communication. Disk space and database capacity restrictions can also have an impact on how data is stored and retrieved, which may result in data loss or access delays. To meet these difficulties and maintain peak performance and service dependability, a strong disaster recovery strategy and ongoing system monitoring are required. This includes establishing, testing, and documenting comprehensive procedures for both failover to the DR site and tailback to the production environment, ensuring seamless continuity and operational recovery in either direction.

## 4. SCOPE OF WORK

### 4.1. Technical Requirement

The successful service provider must be able to meet the following requirements:

- 4.1.1. Alcatel certified partner - Proof to be provided. - **Mandatory**
- 4.1.2. Enghouse (Altitude) certified partner (Certified/Registered) - Proof to be provided - **Mandatory**
- 4.1.3. AudioCodes certified partner - Proof to be provided - **Mandatory**
- 4.1.4. The Company must produce a profile of team qualifications relating to the installation and support of Alcatel Equipment, AudioCodes SBCs and Altitude contact center.
- 4.1.5. The service provider must also demonstrate experience in Business Continuity Management and IT Disaster Recovery through a minimum of three relevant client testimonials or case studies completed within the past five years.
- 4.1.6. Preference will be given to providers with experience in DR/BCM implementations within higher education, government, or contact center environments.
- 4.1.7. Licensing and Enghouse Altitude v8 - Professional Services are mandatory and must be priced
- 4.1.8. Project management to be included.

### 4.2. Project Management

The successful service provider must provide a clear and structured project management methodology that includes the following

- 4.2.1. **Defined Project Approach:** A detailed project management methodology outlining how the project will be executed, monitored, and closed.
- 4.2.2. **Project Duration:** The project must be completed within three (3) months from the date of site handover
- 4.2.3. **Detailed Project Program:** The service provider to ensure that the program/methodology demonstrates the following:

The program must reflect a logical sequence of tasks with clearly defined dependencies, ensuring that each activity follows a coherent and efficient order.

Activities should be linked to prevent scheduling conflicts

Methodology must align with project objectives to support timely and quality delivery.

## 5. BOQ

	OI Code	Qty	Unit sales price	Total price
<b>1. Applications (CC11)</b>				
1 port access for OmniPCX Enterprise Media Services (conferencing, voice guide, transcoding)	3BA09611JA	240		
OmniPCX Enterprise Media Services Software License Base - Suse operating system	3BA09812JA	2		
<b>2. User software licenses (CC40)</b>				
Software License for Passive Communication Server (PCS) - from 1 to 15 licenses, price per license	3BA09046JA			
<b>3. OEM Software (FF14)</b>				
Linux support integrated into the Solution Premier Service (SPS) contract value for OXE/OMS	3BA09130KA	2		
<b>4. AudioCodes SBC Median2600 (To be provided by UJ)</b>				
Setup and Configuration				
Normalization of SIP				
Transcoding of calls				
Survivability- To be able to fail over to another interface or deviceable to do NAT Traversal				
Scalable				
Interoperability				
QoS				
<b>5. 5 Servers (Virtual machines) Requirements - (To be provided by UJ)</b>		<b>0</b>		
<b>6. SKU</b>				
SQL Server Standard Core Alng LSA 2L	NQ-00302	3		
<b>7. Altitude licenses</b>				
Base Media				
AS-PN-8109-V8	Outbound Preview Dial	10		
AS-PN-8105-V8	Email	30		
AS-PN-8107-V8	Essential Chat	30		
<b>uAgent</b>				
AS-PN-8201-V8	Default	110		

<b>uSupervisor</b>				
AS-PN-801-V8	Business Indicators	210		
AS-PN-803-V8	Strategy Center	10		
AS-PN-805-V8	Management (Supervisor + Script + CRM + Custom)	5		
<b>Routing</b>				
AS-PN-8301-V8	Default	110		
Voice Portal				
AS-PN-8402-V8	Voice Prompting	100		
AS-PN-8405-V8	IVR IP port	100		
<b>Integration Server</b>				
AS-PN-8702-V8	Operational/Monitoring Level (read only access)	210		
AS-PN-8703-V8	Management Level (read/write access)	110		
<b>Enghouse Altitude v8 - Professional Services</b>				
<b>8. Complete parallel passive environment</b>				
Alcatel OXE				
Altitude License Manager				
Altitude Core Server				
Altitude Firewall Adapter				
Alcatel TSAPI Server				
Altitude Communication Server				
Altitude Automated Agents subsystem				
Altitude Management Portal				
Altitude uAgent Web				
Altitude Remote Gateway				
Altitude Firewall Adapter				
<b>9. Setup and configuration</b>				
License Manager				
Core Server				
Firewall Adapter server.				
Communication Server				
Automated Agents				
Management Portal				
Altitude uAgent Web				



Altitude Remote Gateway				
Firewall Adapter client.				
<b>10. Training</b>				
C825 System Administration (up to 5 Students)				
<b>11. Testing</b>				
Test and validate failover procedure.				
Design and follow the User Acceptance Tests				
<b>12. Rollout and Support</b>				
Document the failover procedure.				
Execute the failover procedure.				
Any other applicable cost				
<b>Sub Total</b>				
<b>VAT</b>				
<b>Total</b>				

## 6. Additional notes.

- The response must strictly adhere to the requirements. Deviations must be clearly mentioned and explained. However, it will be at the sole discretion of UJ to accept or reject such deviations.
- Installation (Project implementation) must include during and after hours or weekends.

## 7. Technical Adjudication.

This Tender will be evaluated in three stages:

- **Stage 1** - Compliance
- **Stage 2** - Technical\Functionality
- **Stage 3** - Financial and B-BBEE

### 7.1. Stage 1 Compliance Checks

## 7.2. Stage 2 Technical\Functionality Evaluation Criteria

Requirements -Altitude Contact Centre, AudioCodes SBCs and Telephony	Notes
Alcatel, AudioCode and Enghouse (Altitude) Certified Partner (Mandatory Certification)	Service provider to produce the certification level from OEM.
Project Methodology	Service provider to include project methodology to be used for installation with high level project plan.
Business Continuity Plan	Service Provider to provide a detailed business continuity plan
Licensing and Professional Services	Licensing and Enghouse Altitude v8 - Professional Services are mandatory
References	Service provider to submit minimum 4 references with contact names and numbers



### 7.2.1. Point Allocation:

Criteria	Sub-criteria	Points
<b>Bidder's relevant experience for the assignment</b> (The bidder must attach a signed reference letter, with contact details on a letterhead from the clients where similar services were provided to qualify for the indicated points)  Reference letters must be dated and must not be older than 5 years	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.	<b>50</b>
	· Bidder with no and or less than three reference letters without similar services = <b>0 points.</b>	
	· Bidder with three reference letters of contracts of similar services = <b>30 points.</b>	
	· Bidder with four reference letters of contracts of similar services = <b>40 points.</b>	
	· Bidder with five or more reference letters of contracts of similar services = <b>50 points.</b>	
<b>Experience of bidder's two resources that will be assigned to the SLA:</b>	Proof of qualifications/certifications for the two resources will be used for allocation of points as follows:	
(The bidder must attach proof of qualifications/certifications of the two resources assigned to this SLA to qualify for points.	· Two resources with ACSE/ACFE Certification = <b>20 points</b>  <b>Please note the following:</b> · If the bidder provides one resource instead of two resources, they will get zero points.	<b>20</b>
Project methodology for network equipment installation	<b>10 points</b> for comprehensive methodology <b>5 points</b> for a high-level methodology  <b>10 points</b> for a comprehensive network hardware installation and assessment project plan <b>5 points</b> for a comprehensive network hardware installation and assessment project plan	<b>20</b>
<b>Business Continuity Plan</b>	Provide a business continuity plan	<b>10</b>
<b>Total Points</b>		<b>100</b>

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 stage 3.

### 7.3. Stage 3 - Financial and B-BBEE

- Price (80 points)
- BBEE (20 points)

### 8. CHECKLIST:

Requirement	Provided Yes/No	Comments
Alcatel Certified Partner - Proof to be provided.	Yes/No:	
Enghouse (Altitude) certified partner (Certified/Registered) - Proof to be provided	Yes/No:	
AudioCodes certified partner - Proof to be provided	Yes/No:	
Company to produce profile of team qualifications relating to the installation and support of Alcatel Equipment	Yes/No :	
Reference Letters with contact details	Yes/No:	
Project methodology	Yes/No:	

