

TERMS OF REFERENCE

PROVISION OF MOBILE COMMUNICATION SOLUTIONS FOR A PERIOD OF TWENTY FOUR (24) MONTHS

1. Purpose

The purpose of this bid is to invite suitable service providers for the provision of quality mobile communication products and services to the Eastern Cape Gambling Board (“the Board”) over a period of 24 months with an option of renewing for an additional 24 months.

2. Objectives

In order to effectively and efficiently manage the mobile communication solutions, the board seeks to appoint a service provider that is committed to:

- 2.1 Guaranteed value for money;
- 2.2 Added benefits;
- 2.3 Corporate business package offers;
- 2.4 Prompt customer care.

3. Scope of Work

The successful bidder must provide the mobile communication solutions as tabulated below:

3.1 Expected Service Requirements

- 3.1.1 The suitable bidder should possess the desired capacity level to render the following communication solutions:

ITEM	COMMENTS
MIGRATION <ul style="list-style-type: none">• Proposed handling of existing contracts• Guaranteed number portability without service interruption• MSDN Swap	It is of utmost importance that the mobile communication solutions of the Board continue without any interruptions upon signing of a new contract.
SERVICES <ul style="list-style-type: none">• Adherence to Package Plan required for:<ul style="list-style-type: none">○ Voice○ Short Message Service (SMS), Multi Media Service (MMS)○ Data Catering for APN unlimited data for corporate resources, with Top up 20 gig data bundles for users with single sim for general web browsing○ Option of split billing for staff who opt not to take a company phone.○ All contracts to be top-up.○ Ability to track and remote wipe devices• Availability of network coverage in all the Provinces<ul style="list-style-type: none">○ Sufficient voice coverage in all Municipal areas○ Sufficient data coverage in all Municipal areas○ International roaming for handsets and data lines when required	The Board has implemented measures to control its spending on Telecommunications; bidders are therefore expected to adhere to the stipulated requirements.
INSURANCE <ul style="list-style-type: none">• Scheme offered(in-house/outsourced)• Cover for handsets iPads & SIM Cards• Claim administration processes and turnaround times	The successful bidder will be expected to provide an alternative solution.
	An appropriate insurance plan is required to ensure the maximum uptime of the Board’s mobile communications in any event. Bidders need to demonstrate their ability to provide such a service.

<ul style="list-style-type: none"> Excess amount payable on claims etc. Walk into store repair for staff in the field 	
DELIVERY & COLLECTION <ul style="list-style-type: none"> Guaranteed turnaround times not exceeding 72 hours on signing of the upgrade or new contract forms 	<p>Bidders must demonstrate their commitment to ensure minimum lead-time of this service at all times.</p> <p>The bidder must be aware that the collection and delivery point is the Board in Beacon Bay</p>
CONTRACT & ACCOUNTS MANAGEMENT <ul style="list-style-type: none"> Contract Management <ul style="list-style-type: none"> Availability of Database Monthly management reports Continuous number range for new lines Quarterly reports on lines due for upgrades, Monthly deal sheets Accounts Management <ul style="list-style-type: none"> Monthly electronic invoices and statements. Call barring when required Top-up Service Update on account balance Adjustment of bill limits 24-hour around time on requests 	<p>The Board requires thorough management of this contract to ensure the optimal functioning of the service.</p>
EQUIPMENT REQUIREMENTS <ul style="list-style-type: none"> Handsets Tablets Data Devices 	<p>This service is highly dependent on the quality, appropriateness and reliability of the equipment supplied.</p>
OTHER VALUE-ADDED SERVICES Any other value-added services offered by the bidder not specified by the Board. Provide any new service/products in the market within the term of the contract.	<p>Offers related to this service which will enhance the Board's ability to be more effective.</p>

3.2 Package Limits (Incl VAT)

MONTHLY LIMIT	NUMBER OF PEOPLE
R3 150	1
R2 875	1
R2 100	3
R1 450	10
R2 560	1
R2 560	1
R1 750	9
R1 050	7
R950	2
R650	6

3.3 EQUIPMENT REQUIRED

3.3.1 HANDSETS

- 3.3.1.1 The successful bidder is required to offer the Board a choice of handsets from various manufacturers available for each package at any given time.
- 3.3.1.2 All handsets must be provided at no cost (amortised) to the Board or with an option of a once-off purchase price.
- 3.3.1.3 All handsets for each category must be Session Initiation Protocol (SIP) compatible.
- 3.3.1.4 All devices must either be able to access either the Apple store or Google play store as the ECGB requires access to an application developed for these platforms

FEATURES REQUIRED	HANDSET TYPE 1 IOS & ANDRIOD	HANDSET TYPE 2 IOS & ANDRIOD	HANDSET TYPE 3 IOS & ANDRIOD
POWER MANAGEMENT			
Battery Life Talk-time	8 hours or more	8 hours or more	8 hours or more
Stand-by Time	5 days or more	5 days or more	5 days or more
INTERNAL STORAGE			
	256	128	64
General Packet Radio Services(GPRS)/ Wireless Access Point (WAP) enabled/Edge/4G/5GHigh Speed Data Packet Access (HSDPA)	Yes	Yes	Yes
MINIMUM FUNCTIONAL FEATURES REQUIRED			
Hands-free headset with mic	Yes	Yes	Yes
Touch Screen	Yes	Yes	Yes
Voice recording	Yes	Yes	Yes
Fax/ data modem	Yes	Yes	Yes
Hand-free Speakerphone	Yes	Yes	Yes
Personal Computer (Itunes/ connectivity software, etc)	Yes	Yes	Yes
Access to app stores	Yes	Yes	Yes
Email Applications	Yes	Yes	Yes
Web Browsing	Yes	Yes	Yes
Internal Memory Expansion	Optional	Optional	Optional
Bluetooth	Yes	Yes	Yes
WiFi/Universal Serial Bus (USB) Access	Yes	Yes	Yes

FEATURES REQUIRED	HANDSET TYPE 1 IOS & ANDRIOD	HANDSET TYPE 2 IOS & ANDRIOD	HANDSET TYPE 3 IOS & ANDRIOD
Office 365 apps from App/Play store etc	Yes	Yes	Yes
Integrated cameras (front and rear)	Yes	Yes	Yes
Rugged covers (UAG etc) Screen Protectors	Yes	Yes	Yes
24 Month Warranty	Yes	Yes	Yes
Video Calling	Yes	Yes	Yes

IPAD	
Storage	128gb
Connectivity	Wifi and Cellular
Cover	Folio type with keyboard and Screen Protector

3.4 DATA DEVICES

Bidders are required to offer the Board a range of Data devices that will provide connectivity via USB/Wi-Fi to the GSM Network. These devices must support GPRS, Edge, 5G, 4G, 3G, HSDPA and new technologies.

3.5 iPads

Bidders are required to offer the Board a range of Data devices that will provide connectivity via USB/Wi-Fi to the GSM Network. These devices must support GPRS, Edge, 4G, 3G, HSDPA and new technologies.

3.6 WARRANTIES FOR HARDWARE

Bidders must indicate **exchange** and **warranty** periods for all hardware offered. Bidders must indicate warranty conditions - e.g.: original packaging as a requirement for exchange and period that original packaging must be kept. Please note the volume of packaging the Board would have to keep track of.

3.7 OTHER NOTES ON HARDWARE SUPPLY

Hardware must **NOT** be NETWORK SPECIFIC OR NETWORK BLOCKED. It is a SPECIFIC REQUIREMENT of the Board to allow hardware to be operated on all networks at any time.

4. COMPETENCY AND EXPERTISE REQUIREMENTS

Bidders should display the level of competency, skills, knowledge and an understanding to perform the following:

- 4.1 Provide basic voice services with different call plan (Tariff plans) structure
- 4.2 Provide Dual SIM card minimum on same service when required.
- 4.3 Provide optional bill limit on Voice and Data (LTE, 4g, 5g) services to manage expenditure.
- 4.4 Provide corporate web enabled SMS account or itemised billings emailed to users directly.
- 4.5 Provide International roaming: A service whereby a subscriber may make and receive calls on their cell phones while outside the borders of South Africa at the Board's request (Voice and Data) When requested for specified duration.
- 4.6 Provide Call Barring: This service prevents certain types of calls i.e. number barring and international calls from being made.
- 4.7 Customer service support - Allocation of a dedicated account manager on site supported by a team at Service Providers offices and regional representation.
- 4.8 A monthly summary of all invoices and itemised billing per user to be provided to the Board via email.
- 4.9 Access to Service Providers' web based monitoring tool to be given to the Board's nominated individuals for individual account scrutiny.
- 4.10 Provide tariff optimization services to ensure suitability of individual contracts against user profiles.
- 4.11 Indicate if a client can migrate to a higher tariff plan or to a lower tariff plan depending on needs and cost implication.
- 4.12 High availability of network is required (99.9%) for users to have contact all the time. Explain how redundancy will be handled by providing Back-up and Business Continuity Strategy and Plan. Vendors to provide performance statistics on monthly basis as well.
- 4.13 Provide a rollout plan together with the methodologies to be employed in the following areas:
 - 4.13.1 In-house rollout;
 - 4.13.2 Full Buyout of existing contracts;
 - 4.13.3 Clear rollout timeframes not spanning a period of a month;
 - 4.13.4 Communication plan.

NB: Staggered buyout of the existing contract not acceptable

- 4.14 The bidder must provide a detailed implementation plan and processes for the required mobile communication solutions as outlined above.
- 4.15 The plan must include details of the transfer of existing contracts from the current service provider to the successful bidder's operations.
- 4.16 The bidder must provide details of the dedicated Project Manager and Accounts Manager including their CV's.

5 DURATION OF CONTRACT

A contract will be entered into with the Successful bidder and shall endure for a period of 24 months with the Board reserving an option of renewing for 24 months.

Furthermore, the Parties shall negotiate and enter into a Service Level Agreement (SLA) to govern the Scope of Work and the future working relationship (including roles and responsibilities) between the Successful bidder and the Board.

6 MANAGEMENT INFORMATION (MI) REPORTS

The Management Information Reports to be provided by the Successful bidder must include the following:

- 6.1. a monthly Reconciliation Statement giving relevant analyses of the state of accounts;
- 6.2. a Customer Relationship Management, to address any issues, deficiencies and challenges identified in the above-mentioned Management Information Reports or by any of the stakeholders;
- 6.3. Provide a tool that will be used to monitor the database, tariff plan, cell phone data cards usage and implementation of changes requested by the Board.
- 6.4. Access to Service Providers' web-based monitoring tool to be given to the Board's nominated individuals for individual account scrutiny.
- 6.5. Provide SMS notification or itemised billings emailed to users directly.

7 SPECIAL CONDITIONS

- 7.1 Bidders must submit a certified copy of a licence issued in terms of the Independent Communication Authority of South Africa (ICASA). **Failure to submit a certified copy will result in disqualification of the bid.**
- 7.2 Bidders must demonstrate the availability of sufficient network coverage for voice & data in all district and local municipalities in all Provinces.
- 7.3 Bidders must provide a separate written undertaking to guarantee the number portability of the existing contracts without service interruption.
- 7.4 Guaranteed delivery and collection periods of all hardware must not exceed 72 hours on signing of the SLA.
- 7.5 Bidders must provide clearly the terms of upgrading and down grading of contracts within a contract period and clearly indicate whether the service is offered for free or at a cost. If offered at a cost, bidders must clearly indicate the cost thereof.

- 7.6 Bidders must provide a Project Manager with at least five (5) years experience within the mobile communications environment and Accounts Manager with the minimum of three (3) years experience in accounts environment.
- 7.7 Bidders must provide a guarantee on top-up service, update on account balance and bill limit adjustment.

8 BID PRICING STRUCTURE

The following terms and conditions must strictly be adhered to by all bidders:

- 8.1 Bidders must submit their financial proposals on a **fixed fee/monthly subscription**, as provided for by the pricing schedule attached, to amortise the devices for 24-month period;
- 8.2 All **costs** and Value Added Tax (VAT) must be included in the bid price;
- 8.3 Any additional information may be submitted by bidders but evaluation will be based on the specific bid information requested (i.e. other value added services)

9 EVALUATION PROCEDURE AND CRITERIA

- 9.1 The following are key criteria that will be used in appointing the successful service provider:
- a) **THRESHOLD:** Bids will be evaluated on the 80/20 principle as prescribed in the Preferential Procurement Regulations of 2022).
 - b) Bids will be considered and evaluated in a two staged approach.
 - c) During the first stage, bidders will only be evaluated on functionality, and only qualifying service providers who meet the minimum requirements for functionality will be allowed to proceed to the second stage where scoring will be done on 80 points for price and 20 points for specific goals.
 - d) Bidders are required to submit their bids in two envelopes with the first envelope outlining the functionality. The first envelope must be clearly marked Stage 1; Functionality.
 - e) Furthermore, bidders are required to include their pricing in a second sealed envelope marked Stage 2; Price, with supporting documents for specific goals.
 - f) Only bidders who meet the minimum of 75 points on functionality during the evaluation of Stage 1 will proceed for scoring in Stage 2.

STAGE 1: Functionality

Criteria	POINTS
A. FUNCTIONALITY	100
<ul style="list-style-type: none"> • Network Coverage Bidders must provide comprehensive National signal coverage. Bidders must submit a listing as well as a geographical map clearly depicting signal coverage in the Province and nationally.	50

<ul style="list-style-type: none"> o 43 Municipalities in the Eastern Cape..... = 30 points o 31-42 Municipalities in the Eastern Cape..... = 20 points o 1-30 Municipalities in the Eastern Cape..... = 10 points o 18 National Main Routes..... = 20 points o 1-17 National Main Routes..... = 10 points 	
<ul style="list-style-type: none"> ● Project Management <p>Proven track record of, in Mobile Communication Migration</p> <ul style="list-style-type: none"> ● 4 to 5 successfully completed projects.....= 15 points ● 6 to 7 successfully completed projects..... = 20 points ● 8 to 9 successfully completed projects..... = 30 points ● 10 successfully completed projects or more.....= 35 points <p><i>Bidders are required to submit letters of reference from previous contracts in their name to substantiate all projects/contracts claimed with contactable references and nature of service</i></p>	35
<ul style="list-style-type: none"> ● Relationship Management <p>Project Manager</p> <ul style="list-style-type: none"> ▪ Extent of experience in Mobile Communications as a Project Manager with a minimum of five (5) years <ul style="list-style-type: none"> - More than 8 years.....= 10 Points - 5 to 8 years.....= 5 Points - Less than 5 years.....= 0 Points <p>Accounts Manager</p> <ul style="list-style-type: none"> ▪ Extent of experience as Accounts Manager with a minimum of three (3) years <ul style="list-style-type: none"> - More than 5 years.....= 5 Points - 3 to 5 years.....= 3 Points - Less than 3 years..... = 0 Points <p>Copies of CV's for Project Manager and Accounts Manager detailing the relevant years of experience must be enclosed failure of which no points will be allocated</p>	15

9.2 STAGE TWO: Price & Specific Goals Calculation

- 9.2.1 The Pricing Schedule attached as Annexure A must be completed in full for price calculations. Furthermore, bidders are required to include their pricing in a second sealed envelope marked Stage 2; Price, which must include proof of office location.
- 9.2.2 Price and preference points for specific goals will be calculated as described in the Preferential Procurement Regulation 2022.

Table 2: Points available per criteria in Stage 2

CRITERIA		POINT SYSTEM
Price		80
Specific goals:		20
50% or >50% Black Ownership	5	

50% or >50% Black female ownership	5		
Eastern Cape based bidder	10		
	<u>20</u>		
Total			100

10. IMPORTANT SUBMISSION GUIDELINES

All proposals will be adjudicated in terms of the Supply Chain Management Policy of the ECGB and in accordance with the Public Finance Management Act. In addition to those (the conditions) stipulated in any other section of the request for proposals, the service providers should be especially aware of the following terms and conditions:

- 10.1 The Eastern Cape Gambling Board reserves the right not to make any appointment from the submitted proposals.
- 10.2 The Eastern Cape Gambling Board does not bind itself to accept the proposal with the lowest price.
- 10.3 The Eastern Cape Gambling Board reserves the right to cancel this request for proposal (RFP) and pursue an alternative course of action at any time without incurring any liability towards any service provider.
- 10.4 The Bidders are advised that the submission of proposals gives rise to no contractual obligations on the part of ECGB.
- 10.5 Proposals submitted by electronic transmission or faxed will not be accepted.
- 10.6 All proposals submitted shall become the property of ECGB and shall not be returned.
- 10.7 CSD reports will be used to verify all company/organization's details and tax status pin codes must be provided.
- 10.8 Bidders are required to complete, sign and submit all SBD forms/bid documents. **If the bidder does not meet this requirement, it will be automatically disqualified.**
- 10.9 Prospective bidders are required to attend a compulsory briefing on the 31 MAY 2024 from 10h00 am on Microsoft Teams. Invitation link can be requested from thandazwam@ecgb.org.za.
- 10.10 Proposals received after the specified time and date i.e. 14 JUNE 2024 **11h00 am** will **NOT** be considered and accepted.
- 10.11 No services shall be rendered or goods delivered before an official letter of award has been issued.
- 10.12 The ECGB may request written clarification or further information regarding any aspect of proposals submitted. Service providers must supply such requested information in writing within the stipulated timeframe after the request has been made, or their proposal may be disqualified.
- 10.13 Service providers shall not qualify their proposals with their own conditions.
- 10.14 The name(s) and contact details of the person or persons (s) in your organisation responsible for this proposal must be included in the bid document submitted.

- 10.15 A service level agreement shall be signed with the successful service provider.
- 10.16 The ECGB will not be held responsible for any cost incurred by the service provider in the preparation and submission of this proposal.
- 10.17 The ECGB reserves the right to terminate the contract if not satisfied with the work or the deliverables as stated above are not going to be met. Only bidders that meet the requirements of the request for proposal specification shall be considered during the adjudication process.
- 10.18 Bidders that bid as joint venture must have a signed business agreement by both parties. If the service provider does not meet this requirement it will be automatically disqualified.

11. ENQUIRIES

All communication or correspondence concerning this bid should be directed as follows:

Regards to Terms of Reference

Mr Keveshen Chetty

Tel no: (043) 702 - 8343

Fax: (043) 748 - 2218

keveshec@ecgb.org.za

Regards to bid documents

Ms. Thandi Malotana

Tel no: (043) 702 - 8307

Fax: (043) 748 - 2218

thandazwam@ecgb.org.za

Bid Specification is: **Recommended** / **Not Recommended**

D. MZONKE (MR)
INTERIM CHAIRPERSON: BID SPECIFICATION COMMITTEE

Bid Specification is: **Supported** / **Not Supported**

Z. MQOBOLI (MS)
CHIEF FINANCIAL OFFICER

Bid Specification is: **Approved** / **Not Approved**

R.M. ZWANE (MR)
CHIEF EXECUTIVE OFFICER