



# **REQUESTS FOR PROPOSALS (RFP)**

**RFP NUMBER: 02/2023**

**RFP DESCRIPTION:**

**HOSTED/CLOUD BASED VOIP (IP BASED TELEPHONE) SYSTEM,  
RENTAL OF TELEPHONE HANDSETS AND INTEGRATED CRM  
WITH CASE MANAGEMENT CAPABILITIES SOLUTION FOR A  
PERIOD OF THREE (3) YEARS**

**CLOSING DATE: 30 JUNE 2023 TIME: 15:00**

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## **HOSTED/CLOUD BASED VOIP (IP BASED TELEPHONE) SYSTEM, RENTAL OF TELEPHONE HANDSETS AND INTEGRATED CRM WITH CASE MANAGEMENT CAPABILITIES SOLUTION FOR A PERIOD OF THREE (3) YEARS**

The South African Pharmacy Council (SAPC) is a regulatory authority established in terms of the Pharmacy Act, 53 of 1974, with offices in Pretoria (Arcadia and Hatfield). The SAPC hereby invites reputable qualified service providers to provide a comprehensive hosted/cloud-based VoIP (IP-Based Telephone) system, rental of telephone handsets and an Integrated CRM with Case Management capabilities solution for a period of three (3) years.

**A compulsory briefing session will be held virtually via Microsoft Teams on 06 June 2023 (14h00-16h00).** Login details of the briefing session and RFP documents are on the Bulletin Board found on the home page of our website ([www.sapc.za.org](http://www.sapc.za.org))

The SAPC subscribes to the Department of Trade, Industry and Competition's (DTIC) B-BBEE Balanced Scorecard for the accreditation of all proposals, in accordance with the latest DTIC Codes of Good Practice.

**Proposals should be submitted in soft copy to Ms Refilwe Mutlane at [tenders@sapc.za.org](mailto:tenders@sapc.za.org), or on a USB stick in a sealed envelope at the SAPC Building 591 Belvedere Street, Arcadia, 0083.**

South African Pharmacy Council reserves the right to accept or reject any service provider or part of their services.

The SAPC is not bound to accept any tender and reserves the right to cancel, withdraw or decline services/tenders in respect of the tenders received, as well as to re-advertise at its sole discretion.

**Closing date: 30 June 2023 at 16:30**

## **1. INTRODUCTION**

South African Pharmacy Council (SAPC) is a regulatory authority established in terms of the Pharmacy Act, 53 of 1974 with offices in Pretoria (Arcadia and Hatfield) and hereby invites suitably qualified service providers to provide a comprehensive Hosted/cloud based VoIP (IP Based Telephone) system, rental of telephone handsets and Integrated CRM with Case Management Capabilities solution for a period of three (3) years.

## **2. PROJECT PURPOSE**

SAPC wishes to appoint a suitable service provider on a 36-month contract to provide a hosted/cloud based VoIP system, rental of telephone handsets and an integrated CRM solution.

## **3. SAPC BACKGROUND**

The SAPC is an independent statutory health council established by the legislature in recognition of the pharmacy profession as an exclusive occupational group, and to regulate such profession. The SAPC is responsible for its own funding.

In terms of Section 3 of the Pharmacy Act, 53 of 1974, the objects of the SAPC shall be-

- 3.1 to assist in the promotion of the health of the population of the Republic;
- 3.2 to advise the Minister, or any other person, on any matter relating to pharmacy;
- 3.3 to promote the provision of pharmaceutical care which complies with universal norms and values, in both the public and private sectors, with the goal of achieving definite therapeutic outcomes for the health and quality of life of a patient;
- 3.4 to uphold and safeguard the rights of the general public to universally acceptable standards of pharmacy practice in both the public and private sectors;
- 3.5 to establish, develop, maintain and control universally acceptable standards-
  - (i) in pharmaceutical education and training;
  - (ii) for the registration of a person who provides one or more or all of the services which form part of the scope of practice of the category in which such person is registered;
  - (iii) of the practice of the various categories of persons required to be registered in terms of this Act;

- (iv) of the professional conduct required of persons to be registered in terms of the Act; and
  - (v) of the control over persons registered in terms of this Act by investigating in accordance with this Act complaints or accusations relating to the conduct of registered persons;
- 3.6 to be transparent to the profession and the general public in achieving its objectives, performing its functions, and executing its powers; and
- 3.7 to maintain and enhance the dignity of the pharmacy profession and the integrity of persons practising that profession.

#### 4. PURPOSE OF THE TERMS OF REFERENCE

It is the intention of SAPC to enter into a formal Service Level Agreement (SLA) with the successful Service Provider to provide the services described hereunder.

The Terms of Reference (TOR) would serve to guide the process of selecting and appointing a qualified service provider by ensuring a match between SAPC's requirements and the knowledge and experience of the service provider.

These TORs and the service provider's proposal will form the basis of the service level agreement to be entered into between the parties.

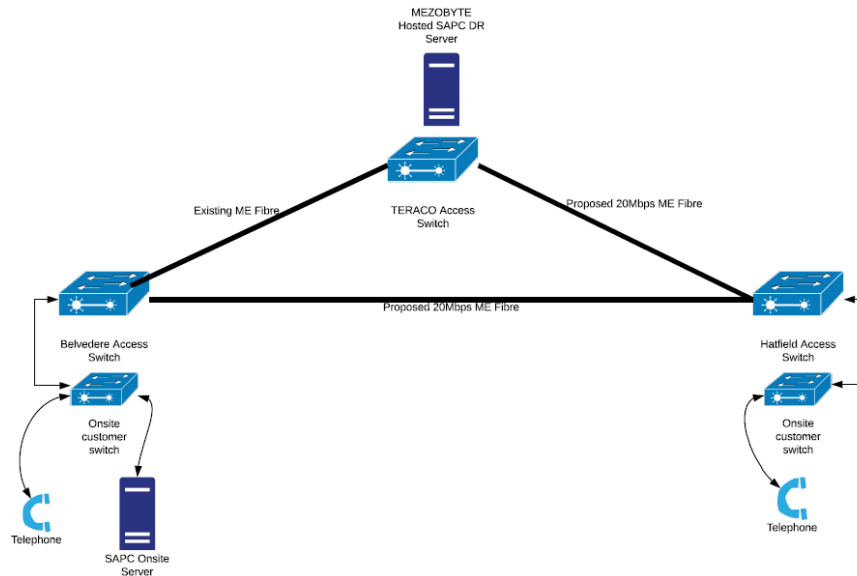
#### 5. CURRENT ENVIRONMENT

5.1 The bidder is required to consider the below while scoping the proposal with regards to the existing environment for the solution.

<b>Infrastructure</b>	<p><b>Hardware:</b> HPE BladeSystem c7000 Enclosures Modular Server. Total Number of Servers is 15 and 10 of those are VM's on the Modular server HPE 3PAR StoreServ Storage Servers OS: Windows Server 2012 Standard 64-bit</p> <p>SQL Server: Windows Server 2012 R2 Standard 64 bit, Microsoft SQL Server 2014 Management Studio</p>	<p>Servers: Installed Memory (RAM)8GB</p> <p>SQL Servers: Installed Memory (RAM)64GB</p>
<b>Desktop Environment:</b>	<p>HP Elitebook, ProBook Client machines Apple MacBook Pro. <b>OS:</b> Windows 10/11 Pro 64-bit and Windows 8.1 Pro, MacOS Ventura</p>	
<b>Main Business Applications</b>	<ul style="list-style-type: none"> <li>• Interaction Manager/Dashboard</li> </ul>	Case management & Workflow.

	<ul style="list-style-type: none"> <li>• Sage 300 Accpac</li> </ul>	Financial Management System.
	<ul style="list-style-type: none"> <li>• Crystal Reports</li> </ul>	FMS Reporting.
	<ul style="list-style-type: none"> <li>• Register System</li> </ul>	SQL based membership system.
	<ul style="list-style-type: none"> <li>• eWorkflow System – SCM</li> </ul>	Procurement workflow system.
	<ul style="list-style-type: none"> <li>• Insight Reports</li> </ul>	Financial Reporting.
	<ul style="list-style-type: none"> <li>• Office 365 (SharePoint/OneDrive, Office, Skype for Business)</li> </ul>	Office online, documents online & collaboration.
	<ul style="list-style-type: none"> <li>• Active Directory</li> </ul>	Domain & User Accounts Admin.
	<ul style="list-style-type: none"> <li>• OCR</li> </ul>	Logistics
	<ul style="list-style-type: none"> <li>• Norming asset</li> </ul>	Asset management.
	<ul style="list-style-type: none"> <li>• SAGE 300: HR Automation, Staffing and Payroll system</li> </ul>	HR management, performance management & payroll.
	<ul style="list-style-type: none"> <li>• Contact Center: Enterprise (CCE) CRM</li> </ul>	Client contact/engagement.
	<ul style="list-style-type: none"> <li>• 3XC</li> </ul>	IP Based PBX/Telephony/Call Centre
<b>Existing Connectivity and Sizes</b>	<b>Main line:</b> Telkom Fibre (1000Mbps) <b>Failover:</b> Liquid Telecom (100Mbps) <b>APN:</b> Vodacom Line (APN) (2Mbps)	
<b>Telephony</b>	IP-based, 3CX PBX & Call Centre	
<b>Security Details (E.g. Firewall, Antivirus)</b>	Symantec Endpoint Protection (Clients) Security Manager AV Defender (Servers)  <b>Firewall:</b> FortiGate 200E	
<b>Current Backup processes/Methods</b>	VEEAM Backup and Replication Cloud Connect <b>Backup Schedule:</b>  Daily's: 19:00 (Week nights) Weekly's: 09:00 (Saturday) Monthly's: 09:00 (First Saturday of the month)	
<b>Number of offices and Total number of users</b>	There are two sites, Arcadia (Main) and Hatfield (satellite office) connected via a dedicated fibre. Total number of users as per Active Directory: 320, Actual users: 100	

5.2 Point-to-Point connectivity between main office (Arcadia) and Hatfield office; and the existing telephony DR site @ Teraco



## 6. SCOPE OF WORK AND DELIVERABLES

### 6.1 IP Based PBX and Telephone System

- (a) Deliver a hosted/cloud based and highly available VoIP telephone system;
- (b) The current SAPC main number (012 319 8500) and all direct extension numbers (012 319 8501 – 012 319 8599) as well as the number 0861 7272 00 must be ported to the chosen service provider and then trunked back into SAPC.
- (c) Supply, install, configure, and test all telephone instruments at SAPC office.
- (d) The telephone numbers will reside on the provider network but will remain the property of SAPC in the event of change of service providers.
- (e) Mobility: Allow making or taking calls using your desk phone, computer, conference room phone or smartphone. Calls should appear to originate from the user's extension.
- (f) Allow for auto call-forwarding of all incoming calls to another destination or just forward calls when the line is busy or when not answered.
- (g) Allow for voicemail when unanswered after a set period.
- (h) Allow for users to monitor phone status for selected employee phones and efficiently manage incoming calls.

- (i) Music/Message on Hold: Play music or a recorded message when the call is on hold.
- (j) User codes: enable unique 4-digit dialing user codes to track usage.
- (k) Telephone Management System (TMS): IT personnel to have access for getting usage reports, create user codes, assign telephone extension names.
- (l) Reporting: be able to produce usage reports and audit trails.
- (m) Contact centre capabilities with wallboard(s).
- (n) Recording for all calls and retrieving when required. Call records to be retained for at least 5 years.
- (o) The telephony systems should be able to integrate with other SAPC systems through API or other integration tools.
- (p) Provide training for all end users, IT personnel, SSOs/PAs and contact centre personnel.
- (q) Generate and submit monthly telephone bills (per departmental bills and total bill for SAPC) for the duration of the contract.
- (r) Managed Services: SLA on technical support.
  - (i) Preferably, the solution must utilise the existing dedicated fibre link and existing LAN infrastructure for Preferably, the solution must utilise the existing dedicated fibre link and existing LAN infrastructure for VoIP. Any additional unavoidable infrastructure requirements must be specified and quoted for accordingly.
  - (ii) It is the responsibility of the service provider to fully setup, configure, install, and test the solution before sign-off.

## 6.2 Rental of Telephone Hardware

- (a) *IP capable phones*: The phones must be able to operate on an IP network and support SIP protocol. They should also offer advanced features such as call forwarding, voicemail, conference calling, and caller ID.
- (b) *Compatibility*: The phones must be compatible with our existing network infrastructure.
- (c) *Installation, configuration and maintenance*: The vendor should provide installation services, including configuring the phones, setting up call routing, and testing the system. They should also offer ongoing



maintenance and technical support to ensure the phones are running smoothly and any issues are addressed promptly.

- (i) 11 x Yealink T58WIP Phone;
- (ii) 11 x CAM 50 Yealink USB Camera;
- (iii) 30 x Yealink T53W IP Phone;
- (iv) 9 x Yealink EXP Expansion Module, LCD Screen;
- (v) 66 x Yealink T54W Exec IP Phone;
- (vi) 15 x Yealink Mono Headset with noise cancelling capabilities

### **6.3 Integrated CRM with Case Management Capabilities**

The SAPC requires a solution that interoperates with our existing systems, to enable us to leverage contextual data to orchestrate a seamless customer journey, by means of:

- (a) Unifying all communication channels, interactions, and work items so we can design, monitor, and tune the entire customer journey and deliver a consistent, omnichannel customer experience;
- (b) Catering for a two-tier contact centre structure, with the first tier being the contact centre directly responding to all contacts, and second tier being the second line support team dealing with escalated queries from the first line.
- (c) Compile customer data across different channels, or points of contact, between the customer and Council, including:
  - (i) SMS;
  - (ii) Web Chat and Chat Bots;
  - (iii) Whatsapp;
  - (iv) Walk-in customers;
  - (v) Telephone (voice);
  - (vi) Web queries;
  - (vii) Social media;
  - (viii) E-mails
- (d) Automated e-mail facility with queuing and service level management (SLM) functionality to ensure effective and stringent contact centre management reporting.
- (e) The ability to popup clients details from Caller Line Identification (CLI) in a single desktop application that works with the CRM applications and controls all interactions and work items to enable our agents to provide consistent, contextual customer service.
- (f) Logging queries, managing and monitoring client interactions, recording (capture) direct and indirect interactions with customers and

reporting on all interactions and activities relating to clients and productivity.

- (g) Auditing trails, routing history of every incoming query, reporting who received it, who resolved it, timeframes etc.
- (h) Ensuring reports, customisable, are available as scheduled periodically (daily, weekly, monthly, etc) or on an *ad hoc* basis. Must also be able to display “as is” performance through a dashboard screen.
- (i) Customising the system to suit SAPC requirements in ensuring query receiving, logging, management and reporting. The system should also be accessible from different types of devices at any given time and from any location.
- (j) Implementation of a customer satisfaction rating after a voice or digital interaction in accordance with specifications.

The proposed CRM system should potentially integrate and interoperates with enterprise and custom-built applications. The CRM system should have open APIs (Application Programming Interfaces) or middleware integration platforms that allow for seamless integration with other systems.

The solution should allow seamless integration with third-party applications, including 3CX IP telephonic system, Accpac (Financial Management System), Dashboard (Case Management System), Outlook 365, and the Register System which is the main membership administration system.

## **7. CONTRACT PERIOD**

SAPC is looking to enter into a contract with a reputable company that provides a comprehensive Hosted/cloud based VoIP (IP Based Telephone) system, rental of telephone handsets and Integrated CRM with Case Management Capabilities solution for a period of three (3) years.

## **8. SERVICE PROVIDER ORGANISATION DUTIES AND RESPONSIBILITIES**

The service provider will be required to fully comply with all requirements/deliverables as stipulated in section 6 of this document.

## **9. DESIRED CONFIDENTIALITY TERMS AND CONDITIONS**

- 9.1 The successful service provider must strictly treat all SAPC’s information with a high degree of confidentiality.
- 9.2 The SAPC’s information must not be provided by any means to a third party.

- 9.3 The successful service provider must be compliant with the requirements of the POPI Act.
- 9.4 SAPC undertake to maintain confidentiality relating to any unpublished information you supply to us as part of this RFP and will only use any information provided for the purposes of evaluating this RFP.
- 9.5 South African Pharmacy Council reserves the right:
  - 9.5.1 To negotiate with one or more preferred service provider(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other service provider (s) who has not been awarded the status of the preferred service provider,
  - 9.5.2 To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the service provider (s), whether before or after adjudication of the RFP,
  - 9.5.3 To correct any mistake at any stage of the RFP that may have been in the RFP documents or occurred at any stage of the RFP process, and
  - 9.5.4 To cancel and/or terminate the RFP process at any stage, including after the closing date and/or after presentations have been made, and/or after proposals have been evaluated and/or after the preferred service provider have been notified of their status as such.

## **10. CONTENT OF THE PROPOSAL**

**The proposal must include the following:**

- 10.1 Company profile and relevant experience.
- 10.2 BBBEE Rating scorecard.
- 10.3 Valid tax compliance status certificate.
- 10.4 Company registration documents.
- 10.5 At least three contactable references.
- 10.6 Complete pricing/ costing
- 10.7 Pricing must be inclusive of VAT.

### Other important conditions:

- 10.8 The prospective service provider/ firm is responsible for all costs incurred in the preparation and submission of the proposal.
- 10.9 By accepting to take part in the proposal process, you agree to keep all information shared with you in relation to the proposal process confidential, not to disclose it to third parties and not to use it for purposes other than the proposal.
- 10.10 The SAPC reserves the right not to award this contract.
- 10.11 The SAPC reserves the right to disregard a firm's proposal should it be found that work was previously undertaken for the SAPC to which poor performance was noted during the execution of such contract in the last 5 years.
- 10.12 Should the bidder present information intentionally incorrectly/fraudulently their proposal will be disqualified.
- 10.13 It is the responsibility of prospective service providers to ensure that their proposal is submitted before the closing date and time of the RFP, and to ensure that the proposal is received by the SAPC.

## 11. ENQUIRIES AND SUBMISSION

- 11.1 All enquiries must be made in writing and will be responded to during office hours 08:00 to 15:00, Monday to Friday.

Refilwe Mutlane	E-mail	<a href="mailto:tenders@sapc.za.org">tenders@sapc.za.org</a>
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- 11.1 Proposals should be submitted by **30 June 2023 at 16:30** in soft copy format to [tenders@sapc.za.org](mailto:tenders@sapc.za.org) or on a USB in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia 0083.
- 11.2 Proposals not meeting the submission requirements or submitted after the due date will be disqualified.
- 11.3 If you do not hear from us within 90 days after the closing date, please accept that your proposal was unsuccessful.

## 12. EVALUATION OF PROPOSALS

- 12.1 The SAPC will apply the principles of the Preferential Procurement Policy Framework Act, Act No. 5 of 2000/ (PPPFA) to this proposal.

12.2 The evaluation of the proposals will be based on the 90/10 PPPFA principle and will be done in three (3) phases, namely-

- 12.2.1 Pre-qualifications.
- 12.2.2 Functionality.
- 12.2.3 Pricing.
- 12.2.4 BBEE.

### **12.3 Phase 1- Pre-qualification Evaluation**

**Proposals will be disqualified or excluded under any of the conditions listed below by the Adjudicating Committee:**

- 12.3.1 Submission after the deadline.
- 12.3.2 Proposals submitted at an incorrect location.
- 12.3.3 Proposals submitted in the wrong format; other than via email or soft copy on a USB dropped at designated location per Paragraph 5.2 above.
- 12.3.4 Service providers whose tax matters/ statuses are not in good standing with the South African Revenue Service (SARS).
- 12.3.5 Proposal not fully completed.
- 12.3.6 BBEE Original Certificate/ Affidavit (not older than 3 Months) not submitted or an expired certificate is submitted.
- 12.3.7 No company registration documents, and IDs of registered directors are submitted.

### **12.4 Phase 2 - Functionality Evaluation**

- 12.4.1 A total of 27 points (30% of 90) is allocated for the functionality score. A minimum score of 70% on functionality will be required to qualify for Phase 3 evaluation.
- 12.4.2 A form will be used to evaluate proposals by members of the Tender Committee, and thereafter an average/aggregate score of the committee.

### **12.5 Phase 3: Pricing and Black Economic Empowerment (BEE)**

- 12.5.1 A maximum of 63 points is allocated for price on the following basis/ formula.

$$P_s = 90 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where -

$P_s$  =  
Points scored for price of bid under consideration

$P_t$  =  
Rand value of bid under consideration

$P_{\min}$  = Rand value of the lowest acceptable bid

12.5.2 A maximum of 10 points is allocated to BBBEE on the following sliding scale.

BBBEE Status	BBBEE Scorecard rating	BBBEE Points
Level 1 Contributor	100 Points and above	10
Level 2 Contributor	Between 85 and 100 points	9
Level 3 Contributor	Between 75 and 85 points	8
Level 4 Contributor	Between 65 and 75 points	5
Level 5 Contributor	Between 55 and 65 points	4
Level 6 Contributor	Between 45 and 55 points	3
Level 7 Contributor	Between 40 and 45 points	2
Level 8 Contributor	Between 30 and 40 points	1
Non-Compliant Contributor	Less than 30	0

12.6 The overall aggregate score for firms qualifying for consideration at Phase 3 evaluation will be used to recommend appointment to the Executive Committee of SAPC.

Description	Maximum points
Functionality	27
Pricing	63
BBBEE	10
Total Points	100