REQUEST FOR QUOTATION (RFQ) FOR THE CLOUD VOIP TELEPHONE SOLUTION MICROSOFT TEAMS PHONE FOR IZIKO MUSEUMS SOUTH AFRICA

Reference Number	**IZIKO-RFQ- CSM20-2026 CLOUD VOIP TELEPHONE SOLUTION**
Description	**CLOUD VOIP TELEPHONE SOLUTION MICROSOFT TEAMS PHONE FOR IZIKO MUSEUMS SOUTH AFRICA**
Address	Iziko South African Museum 25 Queen Victoria Street Cape Town 8001
Attention	Andre Makka and Noleen Donson
Advert Date	26 November 2026
Closing Date and Time for Submission	07 December 2026 @ 11:00 am
Method of Delivery	Quotes / Proposals, and accompanying documentation, **must be email** SCM scm@iziko.org.za
Technical Enquiries	Supply Chain; scm@iziko.org.za; Andre Makka: amakka@iziko.org.za And ndonson@iziko.org.za
Name of Company	
CSD Supplier Number (MA Number)	
B-BBEE Status Level of Contribution	
Quote Price (Incl. VAT)	
Signature	

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest[1] in the enterprise,

employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	**Identity Number**	**Name of State institution**

[1] the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

……

……

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

……

……

3 DECLARATION

I, the undersigned, (name)……. in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium[2] will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN

[2] Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

…….. ……

Date Signature

…… ……

Position Name of Bidder (Company Name)

(SBD 6.1)

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1. The following preference point systems are applicable to invitations to tender:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2. **To be completed by the organ of state**
The applicable preference point system for this tender is the **80/20** preference point system.

1.3. Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:
(a) Price: and
(b) Specific Goals

1.4. **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	**100**

1.5. Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6. The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

(a) **tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
(b) **"price"** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
(c) **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
(d) **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
(e) **"The Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1. THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$Ps = 80\left(1 - \frac{Pt - P\,min}{P\,min}\right) \text{ or } \qquad Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where:

Ps=Points scored for price of tender under consideration

Pt=Price of tender under consideration

Pmin=Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICEE

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20 or 90/10

$$Ps = 80\left(1 - \frac{Pt - P\,max}{P\,\max}\right) \text{ or } \qquad Ps = 90\left(1 - \frac{Pt - P\,\max}{P\,max}\right)$$

Where:

Ps=Points scored for price of tender under consideration

Pt=Price of tender under consideration

Pmax=Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/documentation stated in the conditions of this tender;

4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of –

(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.
(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.
Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Evidence	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Persons, or categories of persons, historically	• Proof of B-BBEE certificate;		

disadvantaged-(HDI) by unfair dis crimination on the basis of	• Company Registration Certification • Identification Documentation. • CSD report		
Race: Black persons (ownership)* 50% or more black ownership = 20 points Less than 50% black ownership = 10 points 0% black ownership = 0 points			

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm: ……..

4.4. Company Registration number: ……

4.5. TYPE OF COMPANY/FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, …… the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based

on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

i) The information furnished is true and correct;

ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –

(a) disqualify the person from the tendering process;
(b) recover costs, losses, or damages it has incurred or suffered as a result of that person's conduct;
(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
(e) forward the matter for criminal prosecution, if deemed necessary

.....

SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME: .....

DATE: .....

ADDRESS: .....

.....

.....

.....

REQUEST FOR QUOTATION (RFQ) FOR THE CLOUD VOIP TELEPHONE SOLUTION MICROSOFT TEAMS PHONE FOR IZIKO MUSEUMS SOUTH AFRICA

1. BACKGROUND

Iziko Museums of South Africa ("Iziko") is a Schedule 3A public entity and non-profit organisation, partly subsidised by the National Department of Sport, Arts and Culture (DSAC). Iziko consists of national museums and a Social History Centre located across the Western Cape under a unified governance structure.

Iziko was established in terms of the Cultural Institutions Act, 1998 (Act No. 119 of 1998) and is required to comply with the Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999), applicable Treasury requirements, procurement requirements and relevant ICT governance and security requirements.

2. OVERVIEW

Iziko is undertaking the modernisation of its organisational telephony environment as part of its broader ICT modernisation and digital transformation programme.

- Iziko has procured Microsoft Teams Phone Standard licenses and intends to use Microsoft Teams as its strategic cloud-based telephony and unified communications platform.
- The current telephony environment comprises a legacy on-premises PABX, associated telephony infrastructure and approximately 300 extensions/users.
- The existing environment requires modernization to provide a more flexible, scalable, secure and cost-effective communications platform.
- Iziko therefore seeks to appoint a suitably qualified and experienced service provider to design, implement, configure, integrate, migrate and support a cloud-based Microsoft Teams Phone solution.
- The appointed service provider will provide the telecommunications connectivity, professional services, equipment, implementation, migration, support and associated services required to deliver a fully operational enterprise cloud telephony environment.

3. PROJECT BRIEF

The appointed service provider will be responsible for the end-to-end implementation and managed support of Iziko's Microsoft Teams Phone environment. The solution must maximise Iziko's existing Microsoft 365 and Teams Phone investment while maintaining business continuity during migration.

Included Service	Requirement
Cloud telephony platform	Microsoft Teams Phone based enterprise cloud telephony solution
PSTN connectivity	Reliable PSTN/SIP/Operator Connect/Direct Routing or other Microsoft-supported model
Number migration	Porting and migration of existing Iziko telephone numbers
Handsets/devices	Teams-certified devices suitable for identified user profiles
Softphone	Microsoft Teams desktop and mobile calling
Implementation	Design, configuration, testing, pilot and phased migration
Training	End-user, receptionist/call handling and ICT administrator training
Documentation	Technical, configuration, as-built, support and operational documentation
Support	Managed support and maintenance for three years
Reporting	Usage, service availability, incidents and performance reporting

4. SCOPE OF WORK

The successful bidder must provide, at minimum, the following services:

- Conduct a detailed current-state assessment of Iziko's existing telephony, network, PSTN and Microsoft 365 environment.
- Produce a detailed technical solution design and implementation plan.
- Configure Microsoft Teams Phone in accordance with Iziko's approved requirements.
- Provide and manage PSTN connectivity and number porting.
- Configure call routing, Auto Attendants, Call Queues, business-hours, after-hours and holiday routing.
- Supply, configure and deploy required Microsoft Teams-certified telephone handsets and associated equipment.
- Provide softphone functionality through Microsoft Teams on supported desktop and mobile devices.
- Conduct a pilot deployment, user acceptance testing and phased migration.
- Provide a documented rollback/fallback plan.
- Provide end-user and ICT administrator training and knowledge transfer.
- Provide ongoing monitoring, support, maintenance, service reporting and SLA management.
- Assist with the controlled decommissioning of the legacy PABX after successful migration and acceptance.

5. CURRENT ENVIRONMENT ASSESSMENT

- Approximately 300 telephone extensions/users.

- Legacy on-premises PABX environment.
- Existing telephone numbers and numbering plan.
- Existing PRI/PSTN services and call-routing arrangements.
- Analogue, digital and IP telephone requirements, where applicable.
- Existing Microsoft 365 and Microsoft Teams environment.
- Existing Active Directory / Microsoft Entra ID environment.
- Existing network and internet connectivity across Iziko sites.
- Site-specific telephony requirements and specialised user requirements.

The bidder must identify all dependencies, risks, licensing requirements, network changes, connectivity requirements and infrastructure improvements required before implementation.

6. TECHNICAL REQUIREMENTS

6.1 Cloud Telephony Architecture

- The solution must be cloud-hosted and delivered as a managed enterprise telephony service.
- Microsoft Teams Phone must be the core telephony platform.
- The solution must provide enterprise-grade availability, resilience and appropriate redundancy.
- The solution must support secure remote and mobile working.
- The solution must provide appropriate business continuity and disaster recovery capability.
- The solution must be scalable without requiring a fundamental redesign.
- Any third-party cloud telephony components must be clearly identified, justified and separately priced.

6.2 PSTN and SIP Connectivity

- Reliable inbound and outbound PSTN calling.
- Direct Inward Dialling (DID).
- Number portability and management of existing Iziko numbers.
- Local and national calling.
- International calling with appropriate controls.
- Emergency calling.
- Caller ID.
- Call routing and usage monitoring.
- The bidder must clearly identify whether the proposed model is Microsoft Operator Connect, Direct Routing, SIP Trunking, Microsoft Calling Plans or another Microsoft-supported approach.
- All PSTN, SIP, connectivity, rental and usage charges must be clearly identified in the pricing schedule.

6.3 Call Management Features

- Extension-to-extension calling
- Inbound and outbound calling
- Call transfer
- Call forwarding

- Call hold
- Call park where supported
- Call pickup
- Voicemail
- Voicemail-to-email
- Auto Attendant
- Call Queues
- Hunt groups or equivalent
- Business-hours routing
- After-hours routing
- Holiday routing
- Caller ID
- Departmental routing
- Executive/receptionist call handling
- Conference calling
- Call recording where required and appropriately licensed

6.4 Microsoft 365 and Teams Integration

- Microsoft Teams desktop application.
- Microsoft Teams mobile application.
- Microsoft Outlook integration where supported.
- Microsoft Entra ID.
- Existing Active Directory environment.
- User presence, contacts, calendar and voicemail integration where supported.
- Microsoft 365 identity and authentication.
- Existing Microsoft Teams Phone Standard licences must be utilised wherever possible.
- Any additional Microsoft licensing must be clearly identified, justified and separately priced.

6.5 Telephone Handsets and Devices

User Profile	Minimum Requirement
Standard users	Teams-certified IP handset and/or Teams softphone
Executives	Enhanced Teams-certified handset and appropriate user features
Receptionists	Handset plus receptionist/call-handling functionality
Call-handling personnel	Suitable handset, queues and call management functionality
Shared/common areas	Appropriate common-area/shared device
Meeting/conference rooms	Suitable Teams-certified room/conference device where required
Security/front-of-house	Appropriate device and call-routing functionality

Bidders must state make, model, specifications, warranty, support period, replacement arrangements, power requirements, licensing requirements and all once-off and recurring costs.

6.5.1 Handset Quantities and Unit Pricing

Iziko will determine the final quantity of telephone handsets/devices to be purchased in each user category. Bidders must therefore provide unit pricing for each handset/device category and must not assume that the quantities listed in the RFQ represent committed purchase quantities. Unit prices must be clearly stated separately for each category and must identify once-off purchase costs, any applicable licensing costs, warranty/support costs and any recurring charges. The bidder must price the following categories at a minimum: This requirement also applies to all headset categories proposed by the bidder.

Iziko may purchase different quantities from the above categories depending on operational requirements, budget availability and the final implementation design. The bidder must honour the quoted unit prices for the contract period, subject to any clearly stated and accepted escalation mechanism.

6.6 Mobile and Remote Working

- Secure telephony access through supported Microsoft Teams applications.
- Support for Windows, macOS where applicable, iOS and Android.
- Secure authentication and protection of voice traffic.
- Appropriate controls for remote access and user identity.

6.7 Administration and Management

- Centralised administration.
- Role-based access control.
- Delegated administration.
- User and device management.
- Call routing, Auto Attendant and Call Queue management.
- Reporting and audit logging.
- Usage monitoring and security controls.
- Iziko ICT must retain appropriate administrative control over its Microsoft Teams Phone environment.
- Knowledge transfer must enable Iziko ICT to perform routine administration without unnecessary service-provider dependency.

6.8 Reporting and Analytics

- Inbound and outbound calls.
- Missed calls and call duration.
- Call volumes.
- Call Queue performance.
- Auto Attendant activity.
- PSTN and international calling usage.
- Potential fraudulent activity.
- Service availability and incidents.

- Regular management/service reports.

6.9 Security and Compliance

- Identity and access management.
- Role-based access control.
- Multi-factor authentication compatibility.
- Encryption and secure PSTN connectivity.
- Administrative controls and audit logging.
- Fraud prevention and international/premium-rate call controls.
- Security monitoring and data protection measures.
- Support for POPIA and applicable South African telecommunications and information-security requirements.
- Where call recording is used, the bidder must explain storage, retention, access and security arrangements.

6.10 High Availability, Redundancy and Disaster Recovery

Failure Scenario	Bidder Response Required
Internet connectivity failure	Describe resilience/failover and service impact
Site failure	Describe continuity and alternate operating arrangements
Power failure	Describe impact and mitigation
Hardware failure	Describe replacement/failover
PSTN connectivity failure	Describe alternate routing/failover
Service provider failure	Describe escalation and continuity arrangements
Cloud service disruption	Describe Microsoft/service-provider continuity arrangements

The bidder must state availability guarantees, redundant infrastructure, data-centre locations, failover mechanisms, DR arrangements, RTO and RPO where applicable.

6.11 Network Readiness

- Internet bandwidth.
- Latency, jitter and packet loss.
- Quality of Service (QoS).
- Firewall configuration.
- DNS.
- Network resilience and site connectivity.
- Power availability.
- Any firewall, routing, QoS, DNS or network changes required for implementation.

6.12 User, Device and Site Schedule

The initial environment is approximately 300 users/extensions across Iziko sites. The final allocation of users, telephone handsets and other devices will be determined by Iziko following the bidder's assessment and approved solution design. Bidders must provide unit costs for all proposed device categories and must clearly identify the quantities used only for pricing purposes versus quantities that are actually included in the bidder's commitment.

6.13 Network Performance Baseline

The bidder must document measured or required thresholds for latency, jitter, packet loss, bandwidth, QoS and internet resilience for each relevant Iziko site. The bidder must identify any required firewall, routing, DNS, QoS or connectivity changes before migration.

6.14 Business Continuity for Critical Numbers

For critical public-facing, reception, security and emergency-related numbers, bidders must describe the continuity mechanism available when a site, internet connection, PSTN route or other service component fails, including alternate routing where supported.

7. IMPLEMENTATION AND MIGRATION

1. Project initiation.
2. Current-state assessment.
3. Detailed solution design.
4. Network readiness assessment.
5. Microsoft Teams Phone configuration.
6. PSTN connectivity implementation.
7. Number porting.
8. Device deployment.
9. Pilot implementation.
10. User acceptance testing.
11. Phased migration.
12. Legacy PABX migration/decommissioning.
13. User and administrator training.
14. Go-live support.
15. Documentation and handover.

The migration must minimise disruption to museum operations and corporate services. A documented rollback/fallback strategy is mandatory.

8. TRAINING AND KNOWLEDGE TRANSFER

- End-user training.
- Receptionist and call-handling training.
- Microsoft Teams Phone administrator training.
- ICT technical training.
- Operational and technical documentation.

8.1 Acceptance and Go-Live Criteria

Formal acceptance will occur only after successful completion of agreed configuration, number porting, pilot/UAT, migration, call-flow testing, emergency calling testing, device deployment, documentation, training and agreed operational acceptance criteria. Iziko may withhold acceptance and associated payment for incomplete deliverables.

8.2 Project Governance and Change Control

The successful bidder must appoint a suitably qualified project manager and provide a project governance structure including regular progress meetings, project status reporting, risk/issue/dependency tracking, escalation procedures and formal change control.

9. SUPPORT AND MAINTENANCE

The successful bidder must provide comprehensive support and maintenance for the full three-year contract period, including 24/7 support for critical telephony incidents.

- 24/7 service desk/support.
- Incident management.
- Remote technical support.
- On-site support where required.
- Fault escalation.
- Preventative maintenance.
- Monitoring.
- Security and service alerts.
- Software/service updates.
- Hardware support and replacement of faulty equipment.
- Service performance monitoring.
- Regular management reporting.

Priority	Description	Response Target	Resolution/Workaround Target	Bidder Commitment
P1 – Critical	Complete telephony service outage	15 minutes	4 hours	
P2 – High	Major degradation affecting multiple users	30 minutes	8 hours	
P3 – Medium	Individual user/service issue	4 hours	2 business days	
P4 – Low	General request/information	1 business day	5 business days	

9.1 Minimum SLA Requirements

The bidder must meet, as a minimum, the following service levels unless Iziko approves a more stringent alternative: P1 Critical – 15-minute response and 4-hour restoration/workaround target; P2 High – 30-minute response and 8-hour restoration/workaround target; P3 Medium – 4-hour response and 2-business-day restoration/workaround target; P4 Low – 1-business-day response

and 5-business-day resolution target. Bidders must state their proposed SLA commitments and any service credits/remedies for repeated or material SLA failures.

9.2 Service Monitoring and Proactive Notification

The service provider must proactively monitor the telephony service, PSTN connectivity and material service components and notify Iziko ICT of outages, degradation, security incidents and planned maintenance. Planned maintenance must be communicated in advance and scheduled to minimise disruption.

9.3 Exit and Transition Assistance

At contract expiry or termination, the service provider must provide reasonable transition assistance to Iziko or its nominated replacement provider. Telephone numbers, Iziko's Microsoft tenant, administrative control, configurations and Iziko-owned data must not be withheld or made inaccessible. The provider must provide available configuration, service and operational documentation and assist with number porting and orderly service transition.

9.4 Data Residency, Retention and Ownership

Bidders must state the countries/locations in which telephony, voicemail, call-recording, reporting and related service data is stored or processed, the applicable retention periods, subcontractors involved, access controls and data deletion arrangements. Where call recording is used, the bidder must provide a clear retention and retrieval mechanism consistent with Iziko's approved requirements and applicable data-protection obligations.

10. CONTRACT PERIOD AND SCALABILITY

The required contract period is three (3) years from commencement date.

- Initial capacity: approximately 300 users/extensions.
- Ability to increase user numbers without fundamental redesign.
- Maximum supported users.
- Licensing model and minimum commitments.
- Cost of adding and removing users.
- Additional device costs.
- PSTN capacity.
- Multi-site scalability.

11. DELIVERABLES

- Current-state assessment.
- Detailed technical solution design.
- Network readiness assessment.
- Implementation project plan.
- Microsoft Teams Phone configuration.
- PSTN connectivity and number porting.
- Call routing, Auto Attendants and Call Queues.
- User and device configuration.

- Telephone handsets/devices.
- Testing and acceptance documentation.
- User and administrator training.
- Technical and as-built documentation.
- Support procedures and escalation matrix.
- SLA.
- Business continuity/disaster recovery documentation.
- Final project handover.

12. BIDDER EXPERIENCE AND MINIMUM REQUIREMENTS

- Proven experience implementing Microsoft Teams Phone solutions.
- Relevant Microsoft partner/technical capability.
- Experience with enterprise cloud telephony.
- Experience with PSTN connectivity and number porting.
- Experience with organisations of similar size and complexity.
- Qualified technical personnel.
- Ability to provide 24/7 support for critical incidents.
- Ability to provide support within South Africa.
- At least three relevant client references.

13. RFQ RESPONSE REQUIREMENTS

- Company profile.
- Microsoft partnership/certification details.
- Relevant experience and client references.
- Proposed technical solution.
- Proposed PSTN connectivity model.
- Network requirements.
- Number-porting methodology.
- Implementation methodology and project plan.
- Migration strategy and rollback plan.
- High availability and disaster recovery approach.
- Security architecture and POPIA approach.
- Device/handset specifications.
- Training and knowledge-transfer approach.
- Support model and SLA.
- Technical team and CVs.
- Detailed three-year pricing and Total Cost of Ownership.
- Licensing model.
- Assumptions, dependencies and exclusions.
- Optional services.
- Completed compliance matrix.

14. OPTIONAL FUNCTIONALITY

Bidders may propose optional value-added functionality beyond the mandatory core Microsoft Teams Phone scope, including:

- Contact centre functionality / Customer service/contact centre functionality.
- Advanced call recording.
- Call transcription.
- Advanced call analytics.
- CRM integration.
- Conference room systems.
- Receptionist console functionality.
- Additional unified communications functionality.

Optional functionality must be clearly separated from mandatory requirements and priced separately.

Optional services will not be included in the mandatory baseline price evaluation under Stage 3, and Iziko reserves the right to procure or exclude any optional functionality at its sole discretion.

15. PRICING

The pricing schedule and pricing instructions are set out in Annexure C. Bidders must complete Annexure C and submit it with their proposal.

16. BIDDING REQUIREMENTS AND EVALUATION

The bidding requirements and stages are summarised below:

Stage	Requirement
Stage 1	Administrative and compliance documents
Stage 2	Functionality / technical evaluation
Stage 3	Price and Specific Goals

Bidders must achieve a minimum of 70% on the functionality criteria to proceed to Stage 3, subject to Iziko SCM approval.

17. REQUIRED DOCUMENTS FOR FUNCTIONALITY

- Index confirming contents of all submitted documents.
- Cover letter and signed acknowledgement of Iziko's requirements.
- Company profile and evidence of relevant experience.
- At least three relevant reference letters.
- Active Microsoft Partner evidence (including Modern Work / Calling specialisation if held) and evidence of local South African technical support capacity

- CVs and certification details of proposed technical personnel.
- Detailed proposed methodology.
- Technical architecture and proposed PSTN model.

18. FUNCTIONALITY EVALUATION CRITERIA

18.1 DETAILED FUNCTIONALITY EVALUATION AND SCORING MATRIX

Bids will be evaluated out of **100 points** across the five criteria below. Evaluators must score strictly on documented evidence contained in the bid submission and supporting attachments.

Criteria	Max Points	Evidence Required	Scoring Guidance
1. Relevant Microsoft Teams Phone / Cloud Telephony Experience	20	The company profile must clearly state the experience and the years of experience relevant to the scope of work of this project (Telephony)Teams Phone/cloud telephony deployments.	**20** = More than 5 years of relevant experience **15** = 5 years of relevant experience **10** = 4 years of relevant experience **5** = 3 years of relevant experience **0** = Less than 3 years or no relevant experience demonstrated
2. Comparable Client References	10	Signed reference letters on the client's official letterhead from a duly authorised representative for comparable cloud telephony / Teams Phone deployments (minimum 3 references per Section 12).	**10** = 5 or more comparable reference letters **7** = 4 comparable reference letters **5** = 3 comparable reference letters **0** = Fewer than 3 reference letters or unverified/non-comparable letters
3. Microsoft Solutions Partner Status, Teams Phone Capability &	30	Current Microsoft Partner evidence showing the bidder's active Solutions Partner designation, preferably Modern Work; evidence of any Calling for Microsoft Teams specialization if held;	**30** = Active Microsoft Solutions Partner (Modern Work) with verified Teams Phone specialisation and

Criteria	Max Points	Evidence Required	Scoring Guidance
Technical Resources		CVs/profiles of proposed key personnel; relevant Microsoft certifications/assessments; Teams Phone deployment experience; local technical support resources and roles.	strong, certified local technical resources **20** = Active Microsoft Solutions Partner (Modern Work) with certified technical resources and minor gaps **10** = Valid Microsoft partner status with limited Teams Phone depth or partial team evidence **0** = No valid Microsoft partner evidence or inadequate technical resources
4. Teams Phone Architecture & PSTN Model	20	Detailed solution architecture diagram and narrative; Teams Phone design; PSTN/Operator Connect/Direct Routing/Calling Plan recommendation; SBC details where applicable; numbering, emergency calling, resilience and licensing dependencies.	**20** = Complete, resilient, and well-justified architecture fully aligned to the RFQ **15** = Sound architecture meeting core requirements with minor detail gaps **10** = Basic architecture with notable gaps in resilience, PSTN, or licensing detail **0** = Unacceptable, incomplete, or non-compliant solution
5.Implementation Methodology & Project Management	20	Detailed project implementation methodology and project plan showing workstreams, milestones, pilot/UAT, phased migration, rollback plan, training, and realistic timeframes.	**20** = Comprehensive, realistic methodology and detailed project plan including pilot, rollback, and timeframes

Criteria	Max Points	Evidence Required	Scoring Guidance
			15 = Solid methodology and plan with minor detail gaps **10** = High-level plan attached lacking detailed milestones, rollback, or timeframes **0** = No implementation methodology or project plan attached
Total	**100**		

TOTAL FUNCTIONALITY SCORE: 100 / 100

Minimum threshold: Bidders must achieve at least 70 out of 100 points (70%) for functionality/technical evaluation to proceed to Stage 3, subject to Iziko SCM approval.

Evidence rule: Where evidence requested is not provided, evaluators must not assume that the requirement is met. The score must reflect only what has been demonstrated in the submitted bid. Where a bidder proposes a third-party service, the bidder remains responsible for providing evidence of the relevant capability, support arrangement, security controls and service commitments.

19. PRICE AND SPECIFIC GOALS

The applicable preference point system is to be confirmed by Iziko SCM in the final tender documentation. Where the 80/20 system is applicable:

Evaluation Component	Points
Price	80
Specific Goals	20
Total	100

Bidders must submit the required SBD 6.1 forms and supporting evidence for Specific Goals in accordance with the final issued documentation.

20. ADMINISTRATIVE RETURNABLE DOCUMENTS

- Completed SBD 4 – Bidder's Disclosure.
- Completed SBD 6.1 – Preference Points Claim Form, where applicable.
- A Tax Complaint Valid CSD registration/report that is not older than the advert date
- Valid tax compliance status / PIN as applicable.
- Company registration documentation.
- B-BBEE certificate or valid sworn affidavit, where applicable.
- Completed - Confidentiality and Non-Disclosure Agreement.

Failure to submit required administrative may result in the submission being declared non-responsive, subject to the final RFQ conditions.

21. REASONS FOR DISQUALIFICATION

A submission may be disqualified or declared non-responsive if:

- Submission received after the stipulated closing date and time.
- Failure to submit required documentation.
- Incomplete documentation or information required by the specification.
- Failure to comply with mandatory technical requirements.
- Fraudulent, factually untrue or inaccurate information.
- Non-compliance with applicable CSD/tax or other mandatory procurement requirements.

SIGNATURE		**NAME PRINT**	
CAPACITY		**DATE**	
NAME OF COMPANY			
INDICATE DELIVERY PERIOD IN WEEKS AFTER RECEIVING OFFICIAL ORDER			

22. FORMAL CONTRACT

a) The proposal and appended documentation read together form the basis for an agreement to be negotiated and concluded in a formal contract between Iziko and the preferred Service Provider
b) A mere offer and acceptance shall not constitute a formal contract of any nature for any purpose between Iziko and the preferred Service Provider/s.

23. GENERAL PRINCIPLES

(a) The lowest or only quotation received will not necessarily be accepted.
(b) Iziko and its Council reserves the right to accept or reject any quotation in response to the Request to Quote and to withdraw its decision to seek the provision of these services at any time.
(c) Iziko may request clarification from bidders.
(d) Iziko may conduct technical demonstrations, presentations and technical due diligence.
(e) Iziko may verify references and certifications.
(f) Any negotiation or clarification will be undertaken only where permitted by applicable procurement legislation and Iziko policy.
(g) Iziko reserves the right to award the RFQ in whole or in part where appropriate and legally permissible.

24. STRATEGIC OBJECTIVE

The primary objective of this procurement is to enable Iziko to transition from its legacy PABX environment to a secure, resilient, scalable and modern Microsoft Teams Phone telephony environment. The solution must maximise Iziko's existing Microsoft 365 and Microsoft Teams Phone Standard investment, provide reliable PSTN connectivity and enterprise telephony functionality, minimise operational disruption, and provide Iziko ICT with sufficient knowledge, documentation and administrative capability to manage the environment effectively.

The successful bidder will operate as an implementation and managed-service partner to Iziko while ensuring that Iziko retains appropriate ownership, administrative control and governance over its Microsoft 365, Microsoft Teams and organisational data environment.

25. IMPORTANT LICENSING REQUIREMENT

- Iziko has already procured Microsoft Teams Phone Standard licences for its users.
- Bidders must base their proposals on the utilisation of Iziko's existing Teams Phone Standard licensing investment.
- Bidders must not propose a replacement cloud PBX platform as an alternative to Microsoft Teams Phone unless explicitly identified as an optional alternative and accompanied by a clear technical and financial justification.
- Any additional Microsoft licences, third-party licences or telecommunications services must be clearly identified, justified and separately priced.
- The bidder must provide a clear three-year Total Cost of Ownership covering once-off, recurring, usage-based, licensing, support and hardware costs.

26. DECLARATION

The undersigned, who warrants that he / she is duly authorized to do so on behalf of the enterprise:

i) confirms that neither the name of the enterprise or the name of any partner, manager, director, or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004;

ii) confirms that no partner, member, director, or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption;
iii) confirms that I / we are not associated, linked, or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the scope of work that could cause or be interpreted as a conflict of interest; and;
iv) confirms that the contents of these questionnaire/forms (SBD 4, & 6.1) are within my personal knowledge and are to the best of my belief both true and correct:
v) accept that, in addition to cancellation of a contract, action may be taken against me should the Declaration prove to be false.

Please note that if the supporting documentation is not provided then the submission will be classified as non-responsive.

1. Disqualification

Please note that if a bid document is not filled in correctly or completely, or complied with the specification, or is delivered/send after the bid closing date and time, or the supplier is not registered on the CSD or **supplier has a non-compliant tax status**, then unfortunately that bidder maybe disqualified. Please return this document with the supporting documents.

2. Bid Document Submission

Emailed RFQ documents will be accepted. However, the onus is on the tenderer to ensure that complete email documents have been received by the IZIKO by the due date and time.
Please note that any alterations to the bid document other than filling in the tenderer's details and tender price will automatically disqualify the tenderer.

Signed ..... Date .....

Name ..... Position .....

Enterprise name .....

Annexure A

Handset Specifications and Product Images

Mandatory bidder requirement. For every telephone handset/device category proposed, bidders must provide sufficient technical specifications and clear product images so that Iziko can evaluate the proposed equipment before making a purchase decision.

- Provide the manufacturer and exact make/model for each proposed handset/device category.
- Provide clear technical specifications for each model, including display, buttons/keys, handset and speakerphone capability, supported network interfaces, PoE requirements, Wi-Fi/Bluetooth where applicable, headset support, expansion/module support, accessibility features and any other relevant functionality.
- State the Teams certification status and identify whether the device is Microsoft Teams-certified and supported for the proposed Teams Phone deployment.
- Provide the manufacturer product datasheet or official technical specification sheet for each proposed model.
- Provide at least one clear colour product image for each proposed handset/device category, showing the front of the device and, where relevant, additional views that demonstrate ports, buttons and physical features.
- Where a category has more than one proposed model, provide the specifications and images for each model and clearly identify the recommended model.
- Identify all accessories required for operation, including power supplies, expansion modules, wall mounts, cables, headsets or other accessories, and state whether these are included or priced separately.
- Clearly state the standard manufacturer warranty period and available support arrangements for each proposed handset/device.
- Provide the unit price for each proposed handset/device separately. Iziko will determine the final quantity purchased for each category based on operational requirements, the final solution design and the approved budget. No quantity shown in the bidder's proposal shall constitute a commitment by Iziko to purchase that quantity.

Bidders should include the above information in a handset/device schedule, with one line per proposed model. Product images may be embedded in the response or supplied as part of the bidder's technical proposal. Proposals that do not provide sufficient specifications and images for the proposed handset categories may be considered incomplete for technical evaluation.

Category	Manufacturer	Make / Model	Teams Certification	Key Specifications	Unit Price incl. VAT	Warranty / Support
Standard User Teams-certified handset				Attach / reference full specifications and product image		
Executive Teams-certified handset				Attach / reference full specifications and product image		
Receptionist / Call-handling handset				Attach / reference full specifications and product image		
Common-area / Shared handset				Attach / reference full specifications and product image		
Security / Front-of-house handset				Attach / reference full specifications and product image		
Meeting / Conference room device				Attach / reference full specifications and product image		
Computer headset (Teams-certified)				Attach / reference full specifications and product image		
Other proposed device				Attach / reference full specifications and product image		

Important: Iziko will determine the number of handsets/devices to be purchased in each category. Bidders must therefore quote a unit price for each category and provide the associated specifications and product image(s). Iziko may purchase zero, one or multiple units/categories depending on the final approved requirement.

Annexure B

PSTN CALLING RATES AND TARIFF SCHEDULE

Bidders must provide transparent, itemised PSTN/voice tariffs for the proposed service. Rates must be sufficiently detailed to enable Iziko to compare the three-year Total Cost of Ownership (TCO) and ongoing call costs. The bidder must clearly state the proposed PSTN model (for example Operator Connect, Direct Routing or Calling Plans) and identify all recurring, usage-based and once-off charges. No PSTN-related cost may be omitted or embedded without being clearly identified.

PSTN / Voice Cost Item	Unit	Rate Excl. VAT	Rate Incl. VAT	Bidder Notes / Conditions
DID / telephone number rental	Per number / month			
Local fixed-line calls	Per minute			
South African mobile calls	Per minute			
National calls	Per minute			
International – Zone 1	Per minute			Define countries included
International – Zone 2	Per minute			Define countries included
International – Zone 3	Per minute			Define countries included
Premium-rate calls	Per minute			State controls/blocking options
Toll-free services	Per number / month			
Call setup charge	Per call			If applicable
Emergency calling	Per number / month			State configuration/charging
Other PSTN charges	As applicable			Fully disclose

PSTN tariff disclosure requirements

• State whether calls are billed per second, per minute or another increment, including any minimum billing increment.

• Identify minimum monthly commitments, bundled minutes, fair-use limits, included allowances and overage charges.

• Identify all number rental, porting, setup, connectivity, usage, emergency calling and other PSTN-related charges.

• International tariffs must identify the countries or tariff zones included in each rate.

• Disclose annual tariff escalation and the basis on which call rates may change during the three-year contract.

• Where bundled minutes are proposed, state the included quantity, destinations and rate for usage above the bundle.
• State the tariff validity period and any conditions that could materially change quoted rates.

Standardised TCO comparison: Bidders must use the same Iziko call-volume assumptions stated in the pricing schedule when calculating the three-year TCO. Where Iziko has not provided an actual historical call-volume baseline, bidders must clearly identify the assumptions used and provide unit rates separately so Iziko can apply a common usage scenario during evaluation. Bidders must not rely solely on a bundled or unlimited-call price without providing the underlying tariff information requested above.

Microsoft partner evidence note

Bidders claiming Microsoft partner status must provide current, verifiable Partner Center evidence. For this RFQ, the relevant solution area is Modern Work because Teams Phone is included within Microsoft's Modern Work workload set. Bidders holding the Calling for Microsoft Teams specialization may provide evidence of that specialization as additional specialist capability.

Annexure C

PRICING

Pricing must reflect the full three-year contract period and must include all applicable costs. Bidders must provide a clear three-year Total Cost of Ownership (TCO), inclusive of VAT, with once-off, recurring and usage-based costs separately identified.

No.	Cost Item	Once-off (ZAR)	Monthly / Recurring (ZAR)	3 -Year Total (ZAR)
1	Solution design & current-state assessment			
2	Implementation & configuration			
3	PSTN / SIP / Operator Connect / Direct Routing services			
4	Number porting / migration			
5	Microsoft / third-party additional licensing			
6	Teams-certified telephone handsets/devices			
7	Installation and deployment			
8	Training & knowledge transfer			
9	Support & maintenance			
10	Monitoring & service reporting			
11	Call usage / PSTN usage charges			
12	Optional services			
13	Other costs / disbursements			
	TOTAL EXCLUDING VAT			
	VAT (15%)			
	TOTAL INCLUDING VAT			

Any annual escalation must be clearly stated, including the percentage or formula, effective date and components to which it applies. No costs may be omitted where they are necessary to deliver the proposed solution.

Pricing Instruction

1.The Total Evaluated Bid Price will be used to calculate price points under the 80/20 preference point system. Only amounts captured on this table will be considered.

2. Iziko may withhold payment for a deliverable until the deliverable is submitted and accepted as complete by the project manager.

3. Bidders must attach a breakdown of assumptions, resource categories and rates used to prepare their pricing.

4. Quotes to be valid for 90 days from the bid closing date

Please Note: a formal detailed quotation to be sent with proposal. The pricing schedule in this Annexure and formal quotation must include all applicable costs and there can be no variation after award has been made.