



**ESWATINI POSTS AND TELECOMMUNICATIONS CORPORATION
(EPTC)**

REQUEST FOR INFORMATION (RFI)

TENDER NAME : PABX SYSTEMS

TENDER NUMBER : 10 of 2018/19

CLOSING DATE AND TIME: 28 NOVEMBER, 2018 @ 11h00

REQUEST FOR INFORMATION (RFI) FOR PABX SYSTEMS

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SECTION A COMPANY BACKGROUND

The Eswatini Posts and Telecommunications Corporation (“EPTC”), a body corporate, was established in April 1986 under Act No. 11 of 1983. This Act regulates all the activities of EPTC. The EPTC is responsible to the Minister for Information and Communications Technology (ICT), who in turn is answerable to Government for the activities of the Corporation. The Public Enterprises - Control and Monitoring Act No. 8 of 1989 classifies the Corporation as a category A Public Enterprise, as a body wholly owned by Government or in which Government has a majority interest.” The main responsibilities of EPTC are the operation, maintenance and development of Postal and Telecommunications services nationally.

Vision

“To provide effective, affordable and world class communications solutions, which will stimulate economic growth and satisfy all stakeholders.”

Mission

“To run our communications business more efficiently for the benefit of all our stakeholders through the application of modern technology and sustaining an overriding customer focus.”

Values

- Honesty
- Transparency
- Innovation
- Excellence
- Social Responsibility

Business Focus

EPTC has four business interests, namely:

- Swazi Post, a business division of EPTC focusing on postal and financial services
- Swazi Telecom Limited, a subsidiary company wholly owned by EPTC, focusing on the last mile telecommunication access, products and services
- Infrastructure Business, a Business Division of EPTC, focusing on backbone and gateway services for licensed operators and ISPs
- National Contact Centre Limited, a subsidiary company wholly owned by EPTC, focusing on transforming local and international businesses through provision of business process outsourcing solutions.



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SECTION B RFI INVITATION AND SUBMISSION

1. The purpose of this document is to pre-qualify suppliers who wish to be considered for the supply of PABX system solution to Eswatini Posts and Telecommunications Corporation (EPTC).
2. The document further seeks to:
 - provide prospective Vendors with sufficient information to understand the business operations of EPTC and to respond to the specific tender requirements;
 - ensure that a consistent level of information is obtained from each prospective Vendor; and
 - provide a structured framework for the subsequent evaluation of the proposed solutions.
3. This document is an official Request for Information (RFI) for the goods or services as specified for EPTC. Vendors are required to respond to this RFI demonstrating that their proposed solutions are a probable fit to EPTC's overall requirements.
4. Responses must be submitted in a sealed package as follows:
 - One (1) original, clearly marked "ORIGINAL"**
 - Two (2) copies, clearly marked "COPY"**
 - Soft copy (CD) format.**
5. Submissions; clearly marked "RFI Number and Full Name" must be submitted into the Tender Box situated in the Phutfumani Building Reception entrance, Mahlokohla Street, Mbabane addressed as follows:

Tender Number and Name
The Secretary to the Tender Board
Eswatini Posts and Telecommunications Corporation
PO Box 125
Mbabane H100
Eswatini
6. Tenderers are required to complete a submission register at the reception where the tender box is located before depositing their proposals into the tender box.
7. All proposals' documents must be submitted before or on the closing date and time as indicated in the RFI document. Late, faxed or e-mailed proposals will not be accepted. EPTC reserves the right to change the closing date and any other dates that may appear in this RFI. Such changes will be communicated as soon as they are made.
8. In the event of any problems with the delivery of the proposals, vendors should please contact the Secretary to Tender Board on the following number: +268-2405 2143.
9. If the envelopes are not sealed and marked as required, EPTC will assume no responsibility for the tenders' misplacement or premature opening.
10. All enquiries relating to this RFI should be submitted in writing to the Secretary to the Tender Board or e-mailed to bonganic@sptc.co.sz no later than 21 November, 2018. No direct communication or contact with any other party at EPTC is permissible. Any such breach may disqualify the company. If any enquiries are sent by fax or original copies, these should be followed by email correspondence within 24 hours.
11. Summary of Submission Deadlines

ITEM	DATE	TIME
Tender Closing and Opening	21 NOVEMBER, 2018	11h00
Site Inspection / Pre-Tender Briefing	N/A	N/A



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SECTION C SCOPE / SPECIFICATIONS

PABX TECHNICAL SPECIFICATIONS

- A. Modular architecture or scalability.
- B. Option between traditional, hybrid and pure IP.
- C. Metering either serial or IP including budget barring.
- D. Potential to grow up to 1000 ports or more.
- E. IP DECT, SIP and Wireless terminals.
- F. Value added services such as automatic attendant, voice mail, gateways networking, third party equipment interfacing, station recordings, UCS, PC based console and call center.
- G. Remote IP management.
- H. Trunk option between analogue, ISDN and SIP.
- I. Battery/UPS backup.
- J. Licensing conditions.

PABX SUPPLIER SPECIFICATIONS

- A. Ability to support the systems in terms of repairs as the modules or accessories get faulty.
- B. Ability to provide full installation equipment including cabinets, cables, connectors, UPS, MDFs, protection, network switches and other accessories.
- C. Have a functional helpdesk facility for the escalation of faults preferably at all times.
- D. Have a direct link with the original equipment manufacturer (OEM) in case EPTC has special needs.
- E. Ability to offer free training to field technicians, ERC staff and our sales team, even locally.
- F. Ability to perform on-site installations on new or complicated system features.
- G. Hold enough buffer stock to facilitate timely system deliveries.
- H. Extend a realistic credit to EPTC to avoid early suspension of the account.
- I. Work with Phutfumani couriers on shipping the equipment.
- J. Offer exclusivity rights on the brand to avoid the theft of equipment.
- K. Ability and flexibility to brand the communication equipment.
- L. Equipment must be able to interface with third party equipment such as the Man3000.
- M. Ability to provide a product roadmap from time to time, in order to guarantee continued product support.
- N. Have a formal quotation tool to facilitate issuing of quotations.

SECTION D GUIDELINES

1. Submissions should be aligned to the requirements as specified in "Section C" above.
2. Participation and/or completion of this pre-qualification stage by vendors shall not constitute an offer from EPTC to provide the solution or a promise to enter into a contract with the EPTC; nor will it obligate EPTC in any way with regard to their final decision.
3. The details of submissions will be considered confidential.
4. EPTC reserves the right to consult referees, clients or consultants, as entered in this pre-qualification document.
5. EPTC reserves the right to require the vendor to produce evidence in support of all details entered herein.
6. EPTC representative(s) may be required to visit the company's premises to verify the details contained in this document. The vendor will allow EPTC representatives to interview present and previous clients.



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SECTION E SUBMISSION STRUCTURE

1.1 Company information

- 1.1.1 Brief company profile
- 1.1.2 Registered Physical address
- 1.1.3 Postal Address
- 1.1.4 Telephone
- 1.1.5 Fax number
- 1.1.6 Emails for contact persons

1.2 Proposed solution

- 1.2.1 Detailed solution
- 1.2.2 Project implementation plan
- 1.2.2 Project management methodology to govern implementation

1.2.3 Key Organisational Readiness Requirements

Please provide 3 key organizational readiness requirements that you deem critical when implementing the solution. These should be rated in terms of importance. Complete the table below:

Key Requirement	Weight (%)	Reason for weighting
1.		
2.		
3.		
4.		

1.2.4 Key System Capabilities

Please provide at least 4 key systems capabilities for your solution. These should be rated in terms of importance and, for each, indicate the rating (with justification) you would award your solution. Complete the table below:

Key Capability	Weight (%)	Reason for weighting
1.		
2.		
3.		
4.		

1.3 References for similar solution

- 1.3.1 Company / Organization
- 1.3.2 Names of contact persons
- 1.3.3 Contacts : E-mail, landline and cell number



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SECTION F EVALUATION CRITERIA

	DESCRIPTION	POINTS
1.	Responsiveness of RFI <ul style="list-style-type: none"> • All required documentation and information has been submitted. <ul style="list-style-type: none"> i. Company Profile, Form J and Form C or equivalent for foreign registered companies, and Proof of registration with the relevant professional or regulatory body. ii. Certified copy of Valid Trading License. iii. Original/Valid Tax Compliance Certificate. iv. Certified copy of VAT Registration Certificate v. Declaration of Eligibility; Technical Bid Form; and Financial Proposal Submission Forms. vi. Police Clearance for Directors. vii. Certified copy of Labour Compliance Certificate. 	
2.	Technical Capability <ul style="list-style-type: none"> • Quality of the product i.e. extent to which it meets RFI specification, expectation or scope. (30) • Key Organisational Readiness Requirements (20) • Key System Capabilities (20) • At least three letters of reference from clients of similar nature as EPTC (preferably companies), with contact persons and contact numbers. (10) NB: EPTC reserves the right to contact any of the references listed.	80
3.	Availability of Resources <ul style="list-style-type: none"> • Detailed CV's for key consultants (10) • Managerial extent of involvement / availability of key personnel, including management and supervisory back up. (10) NB: A proposal with a score less than 80% (minimum technical qualifying mark) of the points allocated in 2 and 3 above shall not be considered for invitation to tender.	20
	Total points	100

SECTION G RFI'S DESIGNATED LIASON

Tenderers must indicate below a single designated contact person, through whom all communications between EPTC and the company will take place:

Contact Name:

Designation:

Signature:

Telephone:

Fax:

Email:



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SECTION H - DECLARATION OF ELIGIBILITY FORM

The bidder must provide a signed declaration in the following format in company letterheads:

[Name of Bidder, Address, and Date]

**To: The Managing Director
Eswatini Posts and Telecommunications Corporation
PO Box 125
Mbabane H100
Eswatini**

Dear Sir,

RE: Tender No: 10 of 2018/19 SUPPLY OF PABX SYSTEM

We, hereby declare that:

- (a) We, have a legal capacity to enter into the contract;
- (b) We, are not insolvent, in receivership, suspended, bankrupt or being wound up and not subject of any legal proceedings;
- (c) We, have not been convicted of any criminal offence related to professional conduct or making of false statement or misrepresentations of qualifications to enter into a contract within a period of five (5) years preceding the commencement of the procurement proceedings; and
- (d) We, do not have a conflict of interest in relation to the procurement requirement.
- (e) We, have fulfilled our obligations to pay taxes and social security contributions; and adhere to basic labour legislation.
- (f) We, are not subject to suspension from participating in public procurement; and none of our directors or officers have been involved in a tenderer or supplier currently subject to suspension.

Authorized (Full Name): _____

Signature: _____ Date: _____

