

**TERMS OF REFERENCE FOR TOURISM KZN CONNECTIVITY, VOICE AND DATA SOLUTION**



***Zulu Kingdom. Exceptional***

**Record of Addenda to Proposal Documents**

<b>We confirm that the following communications received from the Employer before the submission of this proposal offer, amending the proposal documents, have been taken into account in this proposal offer:</b>		
	<b>Date</b>	<b>Title or Details</b>
<b>A</b>		
<b>B</b>		
<b>C</b>		
<b>D</b>		
<b>E</b>		
<b>F</b>		
<b>G</b>		
<b>H</b>		

Signed \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

Position \_\_\_\_\_

Company Name: \_\_\_\_\_

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## ADDENDUM A - THE FUNCTIONALITY CRITERIA FOR TKZN 05/2020

### 10. EVALUATION CRITERIA

10.1 The service provider will be required to submit a detailed company profile clearly indicating the experience as per table 3.

10.2 Tourism KwaZulu-Natal (TKZN) needs to be satisfied in all respects that an applicant has the necessary resources, competencies, and experiences for this bid.

10.3 Bidders must meet the technical information described above.

10.4 The evaluation criteria for functionality will be as follows:

Value: 1 = Poor; 2 = Average; 3 = Good; 4 = Very Good; 5 = Excellent

Table 3

Area of evaluation	Weight	Value	Score
<b>Previous Experience:</b> The tenderer must have a minimum of 5 years' experience working with the below. Your Detailed Company Profile should include each of these aspects broken down as per below. Details of the below items should be unpacked in your Company profile to obtain the allocated points. <ul style="list-style-type: none"><li>• SD Wide Area Network (12)</li><li>• Voice Networks ( LAN and WAN) (13)</li><li>• Virtual Private networks (3)</li><li>• Hosted PABX solution (3)</li><li>• Detailed Reporting (4)</li><li>• Pro-active Support and Monitoring (5)</li></ul>	40		

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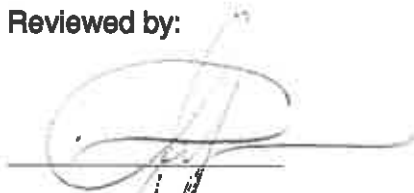
<p><b>Reference Customers</b></p> <p>The tenderer must provide 5 reference letters from existing / previous clients confirming experience in the following technologies that you will be implementing for TKZN.</p> <ul style="list-style-type: none"> <li>• SD Wide Area Network (4)</li> <li>• Voice Networks ( LAN and WAN) (4)</li> <li>• Virtual Private networks (4)</li> <li>• Hosted PABX solution (4)</li> <li>• Detailed Reporting (4)</li> <li>• Pro-active Support and Monitoring (4)</li> </ul>	24		
<p><b>Account Manager</b></p> <p>A detailed CV must be provided of the person that will be the TKZN Account Manager.</p> <p>Must have a minimum 3 years combined experience in the following technologies that will be implemented at TKZN:</p> <ul style="list-style-type: none"> <li>• SD Wide Area Network (3)</li> <li>• Voice Technologies (3)</li> <li>• Customer Service (10)</li> <li>• Microsoft Azure Cloud ( 3)</li> </ul>	10		
<p><b>Support</b></p> <p>The staff that will support the solution must have 5 year's minimum telecommunication experience with a minimum of a CCNP qualification or higher. Equivalent qualifications will be considered. A detailed CV of the resource must be provided.</p>	16		
<p><b>Project Manager</b></p> <p>The Project Manager must have 5 year's minimum telecommunication experience in managing and rolling out telecommunication solutions with a Prince 2 Practitioner qualification or equivalent qualification.</p>	5		

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<b>Sub Contraction</b>	<b>5</b>		
Companies that subcontract as per 9.1.1 and 9.1.2  (evidence must be submitted of the subcontracting companies BBBEE Certificate that details their Black Owned status and Black Owned Women Status) <b>Companies who are not subcontracting will not qualify for these points</b>			
<b>Total</b>	<b>100</b>		

**ADDENDUM ISSUED ON THE 23<sup>rd</sup> January 2020**

Reviewed by:



**Nicolette Napier**

**Senior Manager: Supply Chain Management**

Approved by:



**Anir Bidesi**

**Senior Manager: ICT**

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**ADDENDUM B – SCOPE OF WORK**

**3.1.2 Data Centre / Hosting**

**Kindly note that this is no longer a part of the scope of work. Bidders are requested not to include this under their proposal.**

**ADDENDUM ISSUED ON THE 23<sup>rd</sup> January 2020**

**Reviewed by:**

A handwritten signature in black ink, appearing to be "Nicolette Napier", written over a horizontal line.

**Nicolette Napier**

**Senior Manager: Supply Chain Management**

**Approved by:**

A handwritten signature in black ink, appearing to be "Anir Bidesi", written over a horizontal line.

**Anir Bidesi**

**Senior Manager: ICT**

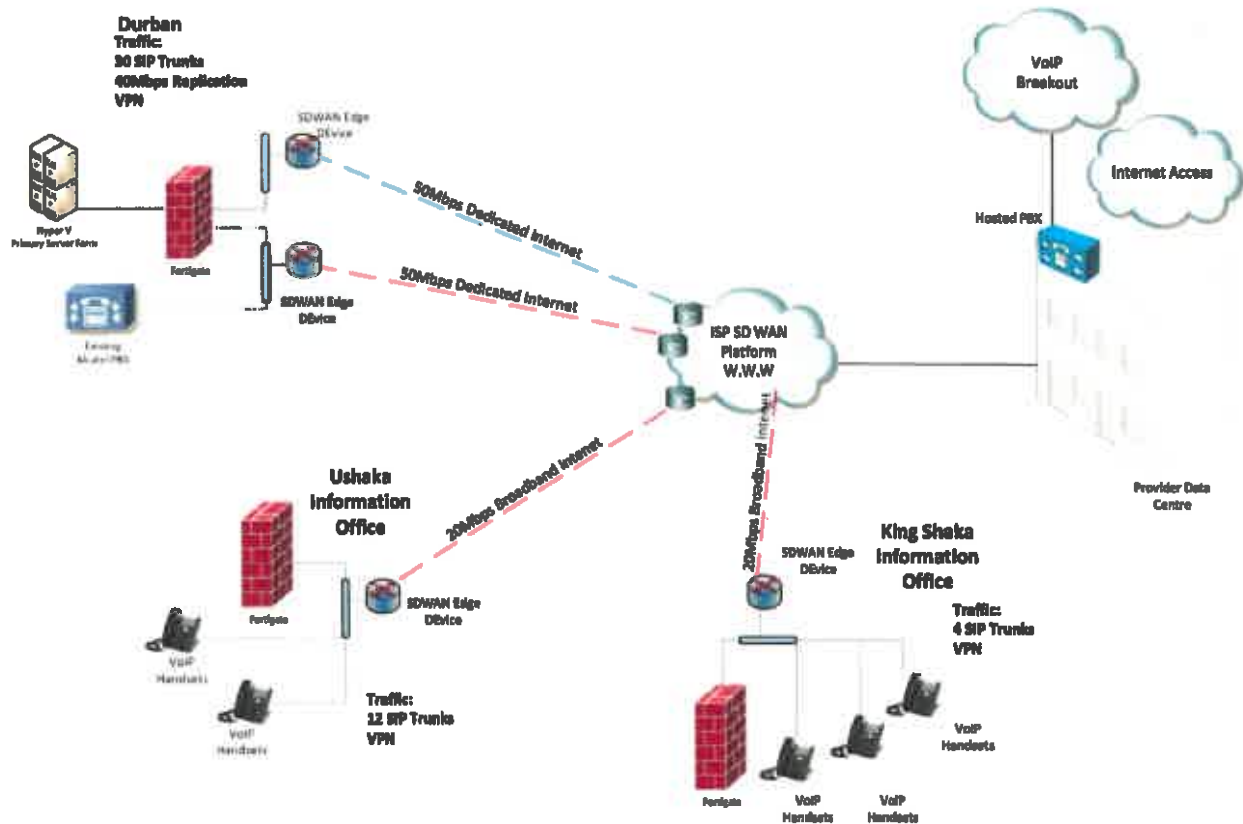
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## ADDENDUM C – DIAGRAM 1

Kindly note that this is an updated diagram for the proposed solution as per page 8 of the official Tender Document.



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Nicolette Napier

Senior Manager: Supply Chain Management

Approved by:

Anir Bidesi

Senior Manager: ICT

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**ADDENDUM D – PRICING**

**Kindly note that this is an updated Pricing Table as per page 9 of the official Tender Document.**

**Table 1**

	<b>Once-off Cost</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
<b>TKZN HEAD OFFICE</b>				
<b>USHAKA OFFICE</b>				
<b>KING SHAKA OFFICE</b>				
<b>SOLUTION SUPPORT</b>				
<b>Total exclusive of VAT</b>				
<b>15% VAT</b>				
<b>Total Inclusive of VAT</b>				

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**Reviewed by:**

  
Nicolette Napier

Senior Manager: Supply Chain Management

**Approved by:**

  
Anir Bidesi

Senior Manager: ICT