



Chief Directorate: Supply Chain and Facilities Management

Directorate: Demand and Acquisition Management; **Sub-Directorate:** Acquisition Management

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ADDENDUM 1

APPOINTMENT OF A OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

BID NUMBER: 5/2/2/1 - DALRRD 0020 (2024/2025)

Addendum No 1 consists of the following:

1. Updated SBD 3.1- Item B – Software Licenses Renewals

- Renewal of 3CX Virtual PABX 1000 licenses, Cape Town
- **Replaced by:** Year 1 new license and Year 2 to 5 Renewal of 3CX Virtual PABX 1000 licenses. Cape Town

NB: FAILURE TO PRICE ON THE REVISED SBD 3.1 (ANNEXURE B ONLY) WILL RENDER YOUR BID TO BE NON RESPONSIVE.

2. Amendment on Evaluation Criteria for Functionality:

- CV attached with more than 6 to 10 years' experience in RealitiSDX ISDX PABX Technology= **Very Good: score 4**
- **Replaced by:** CV attached with 5 to 10 years' experience in RealitiSDX ISDX PABX Technology= **Very Good: score 4**
- CV attached with more than 6 to 10 years' experience in 3CX Virtual (VOIP) PABX Technology. = **Very Good: score 4**
- **Replaced by:** CV attached with 5 to 10 years' experience in 3CX Virtual (VOIP) PABX Technology. = **Very Good: score 4**



5/2/2/1 DALRRD 0020 (2024/2025): APPOINTMENT OF A OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

- Reference letter/s attached from companies where the service was provided for all four required technologies and an additional one reference letter of one of any of the four technologies = **Very Good: Score 4**
- **Replaced by:** Reference letter/s attached from companies where the service was provided for all four required technologies = **Very Good: Score 4**

ADDENDUM 1

This Addendum forms part of the Tender Documents.

Each Tenderer for this Contract shall incorporate the following amendments and additions in his Tender.

Each Tenderer is required to acknowledge receipt and acceptance of the amendments and additions contained in this Addendum and to submit the completed and signed addendum with his Tender.

ACCEPTANCE AND INCORPORATION OF ADDENDUM

I/We accept that Addendum No 1 forms part of the Tender Documents.

I/We confirm that I/we -

- (a) have noted the contents of this Addendum
- (b) have fully considered this Addendum
- (c) have incorporated the amendments and additions contained in this Addendum in my/our Tender for Tender No. **5/2/2/1- DALRRD 0020 (2024/2025)**

SIGNED ON BEHALF OF THE TENDERER

NAME OF SIGNATORY (BLOCK LETTERS)

NAME OF TENDERER (BLOCK LETTERS).....

TENDERER'S ADDRESS :

TENDERER'S TEL NO :



5/2/2/1 DALRRD 0020 (2024/2025): APPOINTMENT OF A OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

TENDERER'S FAX NO :

SIGNATURES OF WITNESSES : 1.

2.

NAMES OF WITNESSES (BLOCK LETTERS) : 1.

2.

DATE :





TERMS OF REFERENCE FOR APPOINTMENT OF A OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

1. BACKGROUND

- 1.1 This bid is for the supply, installation, programming, maintenance, and support of existing telecommunication infrastructure and install new VOIP infrastructure in the department, including replacement of faulty parts when required. The support is on different telecommunication infrastructure, some on a time and material basis.

The Department of Agriculture will not be replacing the existing PABX's.

- 1.2 There is a need for the provisioning of different types of telephone instruments and other equipment on a time and material basis. A fixed price must be specified for each type of equipment, and the Department will request equipment as and when needed.
- 1.3 See details of the current telecommunication infrastructure used, are detailed in **Annexure A**.
- 1.4 Service providers must supply and support the existing Telecom infrastructure for DALRRD, Department of Agriculture which is currently in use (RealitisDX: PABX Cards, Rectifiers and UPS, PABX programming etc. and Erikson: PABX Cards, UPS, BP250/Virtual 3CX programming etc.), and VOIP technology (3CX, Gateways (DPNSS SIP /IP gateways, Sungate), buffer box, Budget Management System on a time and material basis as and when required at all DALRRD offices.
- 1.5 Service Provider must do installation, programming and configuration of identified DALRRD offices where old Telecom infrastructure need to be replaced with 3CX VOIP infrastructure. See Annexure C with already identified offices and other offices will be specified during contract period.
- 1.6 Maintenance warranty and support for all identified DALRRD buildings (Agricultural) for the duration of the contract five years
- 1.7 Provide telephone handset and related telephone equipment as and when required. (Analogue, Digital or VOIP or IP phones or switchboard operating systems).
- 1.8 Support is required in all, Department of Agriculture offices.
- 1.9 Bidder must include all hardware, software installation, fault finding and programming to ensure a working solution for all requirements (Digital instruments, IP instruments, VOIP, and PABX Maintenance, JAWS, ZOOM TEXT, switchboard maintenance).

2. DETAILS OF SERVICE REQUIRED

- 2.1 Service provider must supply, install, program, repair, maintain and support the existing Telecom infrastructure for DoA (RealitisDX: PABX Cards, Rectifiers, PABX programming etc. and Erikson/Aastra: Supply PABX Cards, Rectifiers, PABX programming etc.), and VOIP technology (3CX, Gateways (DPNSS SIP /IP gateways, Sunways), LAN buffer box, JAWS/ZOOM and switch board, Budget Management

System on 3CX on a time and material basis as and when required on all DALRRD offices. **See Annexure B for detail information required for RealitisDX PABX maintenance.**

- 2.2 Maintenance and Support on Extension Lines for Integrated Services Digital Network (ISDN), DPNSS & DPNSS to SIP media gateways (ADSL, Digital, Analogue & Wireless Ext links (Time and Material Starting order date) **Included in Annexure B**
- 2.3 Service provider must provide VOIP (Voice over IP) requirements to use the current 3CX VOIP infrastructure. Installation, programming and configuration of identified DALRRD offices where old Telecom infrastructure need to be replace with 3CX VOIP infrastructure and requirements. See Annexure with already identified offices and rest will follow –**See Annexure C for the detail Specifications.**
- 2.4 Analogue Telephone instruments as and when required; **See Annexure D for the detail Specifications.**
- 2.5 Specification of Digital Telephone Instruments (OptiPoint 500 & Openstage Standard Telephone and Switchboard console/phones) – **See Annexure E for detail Specifications.**
- 2.6 VOIP Telephone instruments as and when required – **See Annexure F for the detail Specifications.**
- 2.7 Specification IP Telephone Instruments working via Radio Links and Voice system (Aastra 4422 & cards for Aastra 4222, BP250 PABX) – **See Annexure G for detail Specifications.**
- 2.8 Specifications for Switchboard Consoles – **See Annexure H for the detail Specifications.**
- 2.9 Specifications On Hold System (Music on Hold) – **See Annexure I**
- 2.10 Addresses for Delivery and Installation – **See Annexure J**
- 2.11 **Annexure K** – Abbreviations and Definitions used in this document.
- 2.12 **Annexure L – Declaration to be completed by bidders to confirm compliance with Annexure A to Annexure J Specifications.**
- 2.13 The Service Provider must submit a letter that confirms that they will be able to provide parts/ spare parts for the RealitisDX ISDX PABX as and when required. The letter must be signed and must be in the company letterhead.
- 2.14 The Service Provider must submit a letter that confirms that they will be able to provide parts/ spare parts for the Ericson/ Aastra PABX as and when required. The letter must be signed and must be in the company letterhead.
- 2.15 The service Provider must have technicians with skills and experience in providing four technologies used by the Department, and reference letter(s) from the clients proving that the bidder has experience of the four technologies (I) RealitisDX ISDX PABX (II) Ericson/ AASTRA, BP250 (III) 3CX Virtual (VOIP) PABX (IV) Sunway gateways.

3. MANDATORY REQUIREMENTS

Failure to comply with the following mandatory requirements will result in the bid to be disqualified.

- 3.1 The bidder must complete the pricing schedule (SBD 3.1) in full.
- 3.2 The bidder must complete the Declaration of Compliance Annexure L
- 3.3 Attendance of Compulsory briefing session.
- 3.4 The Service Provider must submit a letter that confirms that they will be able to provide parts/ spare parts for the RealitiSDX ISDX PABX as and when required. The letter must be signed and must be in the company letterhead.
- 3.5 The Service Provider must submit a letter that confirms that they will be able to provide parts/ spare parts for the Ericson/ Aastra PABX as and when required. The letter must be signed and must be in the company letterhead.
- 3.6 The bidder partner/reseller/distributor of the 3CX products must submit a Certificate/Letter issued by the 3CX Virtual (VOIP) PABX Provider to confirm that the bidder is an approved partner or reseller. The Certificate/Letter of the 3CX Solution Provider must be in the name of the bidder.

4. EVALUATION CRITERIA

4.1 FIRST STAGE -EVALUATION OF FUNCTIONALITY

The evaluation of the functionality will be evaluated individually by Members of Bid Evaluation Committee in accordance with the below functionality, criteria and values. The applicable values that will be utilized when scoring each criterion ranges from **1 being poor, 2 being average, , 4 being very good and 5 being excellent.**

CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	WEIGHT
<i>In the case where a technician has skills for both technologies one Curriculum Vitae can be provided.</i>		
1. Capability experience Track record Competency	<p>One technician with a minimum of five (5) years' experience in RealitisDX ISDX PABX Technology. (Attach a detailed Curriculum Vitae)</p> <ul style="list-style-type: none"> - CV attached with 0 to 1 year experience in RealitisDX ISDX PABX Technology = Poor - score 1 - CV attached with 2 to 4 years' experience in RealitisDX ISDX PABX Technology = Average- score 2 - CV attached with 5 to 10 years' experience in RealitisDX ISDX PABX Technology = Very Good score 4 - CV attached with more than 10 years' experience in RealitisDX ISDX PABX Technology =: Excellent: score 5. <p>NB: The department reserves the right to verify the authenticity of Curriculum Vitae, in case of negative authenticity, the Curriculum Vitae will not be considered.</p>	60
	<p>One technician with a minimum of five (5) years' experience in 3CX Virtual (VOIP) PABX Technology. (Attach a detailed Curriculum Vitae)</p> <ul style="list-style-type: none"> - CV attached with 0 to 1 experience in 3CX Virtual (VOIP) PABX Technology. = Poor: score 1 - CV attached with 2 to 4 years' experience in 3CX Virtual (VOIP) PABX Technology: = Average: score 2 - CV attached with 5 to 10 years' experience in 3CX Virtual (VOIP) PABX Technology. = Very Good: score 4 - CV attached with more than 10 years' experience in 3CX Virtual (VOIP) PABX Technology = Excellent: score 5. <p>NB: The department reserves the right to verify the authenticity of Curriculum Vitae, in case of negative authenticity, the Curriculum Vitae will not be considered.</p>	20
<p>The bidders must have an experience in providing four technologies used by the Department, attach reference letter(s) from the clients proving that the bidder has experience of the four technologies (I) RealitisDX ISDX PABX (II) Ericson/ AASTRA BP250 (III) 3CX Virtual (VOIP) PABX (IV) Sunway gateways. <i>In the case where more than one of these technologies were provided for the same company, one reference letter can be provided.</i></p> <p>NB: The department reserves the right to verify the authenticity of Reference, in case of negative authenticity, the References will not be considered.</p>		

	<p>Attach reference letter/s for RealitisDX ISDX PABX, Ericson/ AASTRA BP250, 3CX Virtual (VOIP) PABX, Sunway gateways.</p> <ul style="list-style-type: none"> - No reference letter attached from companies where the service was provided for all four required technologies = Poor (Score 1) - Reference letter/s attached from companies where the service was provided with less than four of the required technologies = Average (Score 2) - Reference letter/s attached from companies where the service was provided for all four required technologies = Very Good (Score 4) - Reference letter/s attached from companies where the service was provided for all four required technologies and an additional one reference letter of one of any of the four technologies = Very Good (Score 5) 	20
TOTAL FOR FUNCTIONALITY		100

The Bids that fail to achieve a minimum of **70 points** for functionality will be disqualified and will not be invited for the second stage of evaluations in accordance with specific goals and price as stipulated below.

4.2 SECOND STAGE- EVALUATION IN TERMS OF PRICE AND SPECIFIC GOALS.

4.2.1 POINTS AWARDED FOR PRICE

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

80/20

$$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender.

4.2.2 40INTS AWARDED FOR SPECIFIC GOALS

4.2.2.1 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.

4.2.2.2 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— 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

4.2.2.3 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 bidders: The bidder must indicate how they claim points for each preference point system. The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system)	Percentage ownership equity (To be completed by the tenderer)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Who had no franchise in national elections before the 1983 and 1993 Constitution	8		
Who is female	5		
Who has a disability	2		
Specific goal: Who is youth	2		
Specific goal: Locality (Promotion of SA owned enterprises)	3		

The points scored for price must be added to the points scored for specific goals to obtain the bidder’s total points scored out of 100.

5 GENERAL CONDITIONS OF CONTRACT

5.1 The General Conditions of Contract apply and the Department reserves the right not to award the contract.

6 TERMS AND CONDITIONS

7.1 The prices and rates to be inserted in the Schedule of Quantities are to be the full inclusive prices for the work described under the several items. Such prices and rates shall cover all costs and expenses that may be required in and for the execution of the work described, and shall cover the cost of all general risks, liabilities, and obligations set forth or implied in the documents on which the tender is based, as well as overhead charges and profit. Reasonable prices shall be inserted as these will be used as a basis for the assessment of payment for additional work that may have to be carried out.

7. CONFIDENTIALITY CLAUSE

- 7.1 The service provider is expected to sign a confidentiality agreement and agrees to keep confidential all records and information of or related to the Department obtained in any manner whatsoever, and not to disclose such records or information to any third party without the Department's consent.
- 7.2 All documents are confidential and remain the property of the department and are not allowed to be utilized without prior permission by the Director-General: DALRRD.

SEE BELOW ANNEXURES FOR DETAILED SPECIFICATIONS

ANNEXURE A:

The current DALRRD telecommunication infrastructure for Department of Agriculture are as follows and must be supported and maintained as and when needed:

1. RealitisDX ISDX PABX environment:

- 1.1. A-Node is Harvest House, Pretoria, with 4 PRI's / DDI/DDO (including 6x DPNSS to 1xSIP gateway (85MB provided by Telkom) with 2 ports);
- 1.2. B-Node: Agriculture Place, Pretoria: 2 x DPNSS (Digital Private Network Switching System) links - 2meg, connect to A-Node (including 6x DPNSS to SIP gateway);
- 1.3. C-Node : (Delpen system at Agriculture Place, Pretoria; 1 x DPNSS link to A-Node
- 1.4. D-Node: Sefala, Pretoria: 1 x DPNSS link to A-Node;
- 1.5. I-Node: Hamilton Forum, Pretoria: 1 x DPNSS link to A-Node and 1 x PRI / DDI/DDO;
- 1.6. F-Node: (Silverton system at Agriculture Place, SIP Connection and 1 x PRI / DDI/DDO;
- 1.7. E-Node: Stellenbosch: 2 x PRI's DDI/DDO (standalone unit);
- 1.8. SIP line from Telkom replaced copper lines.
- 1.9. VOIP connection to Roodeplaat, Pretoria (DPNSS to SIP gateway)
- 1.10. VOIP 3CX system;
 - 1.10.1. VOIP connection to Stellenbosch (DPNSS to SIP gateway);
 - 1.10.2. VOIP to Pietermaritzburg (DPNSS);
 - 1.10.3. VOIP to Upington;
 - 1.10.4. VOIP to Customs House, Cape Town;
 - 1.10.5. VOIP to Mbombela (Nelspruit);
 - 1.10.6. VOIP to Polokwane.
 - 1.10.7. VOIP to Pietermaritzburg

2. BP250 Ericson at 29 Region sites of Department of Agriculture:

- 2.1. OR Tambo airport;
- 2.2. APIS Bloemfontein;
- 2.3. Bellville, Cape Town;
- 2.4. Bloemfontein;
- 2.5. Buffelspoort ;

- 2.6. Cape Town International Airport Cargo;
- 2.7. Cape Town Customs House;
- 2.8. Ministry in Parliament, Cape Town;
- 2.9. East London;
- 2.10. John Ross, Durban;
- 2.11. Kimberley;
- 2.12. Nelspruit / Mbombela;
- 2.13. OR Tambo International Airport Dog Unit;
- 2.14. Pietermaritzburg;
- 2.15. Polokwane;
- 2.16. Port Elizabeth;
- 2.17. Potchefstroom;
- 2.18. Quarantine Kempton Park;
- 2.19. Skukuza;
- 2.20. Trust Bank building, Kempton Park;
- 2.21. Upington;
- 2.22. The following sites will only be supported until BMA MOU ends 31 March 2025
 - 2.22.1. Vioolsdrif.
 - 2.22.2. Beit Bridge
 - 2.22.3. Golela
 - 2.22.4. Lebombo
 - 2.22.5. Milnerton
 - 2.22.6. Skilpadshek

3. Hardware (Needed for RealitisDX and for Ericson / Aastra BP250):

- 3.1. Shelves;
- 3.2. Backplane; Analogue Cards
- 3.3. Digital Cards;
- 3.4. Interface Extension Cards;
- 3.5. Control Cards;
- 3.6. Network Interface Cards;
- 3.7. Modem Cards;
- 3.8. Processor Units;
- 3.9. Power Supply Units;
- 3.10. 48V Rectifier Charger;

- 3.11. All Interface/Shelve/Card/ Cables;
- 3.12. MDF Cables;
- 3.13. Cabinet Fans

- 4. **Software (Needed for RealitisDX and for Ericson/Aastra BP250):**
 - 4.1. RealitisDX v.9.1; or higher
 - 4.2. AC Win;
 - 4.3. DX Pro;
 - 4.4. Jaws.
 - 4.5. ZoomText

- 5. **Ericson/Aastra BP250 PABX systems: There is a need to replace non-functioning parts.**
 - 5.1. The following type of BP250 PABX cards must be available for maintenance as and when needed:
 - 5.1.1. ELUD – Digital extension lines, DASL (16 channel);
 - 5.1.2. ELUA – Analogue extension lines (16 channel);
 - 5.1.3. BTUDC – Digital trunk lines, 30 channel CAS;
 - 5.1.4. BTUA – Analogue trunk lines;
 - 5.1.5. BTUDP – Digital trunk lines, primary access ISDN;
 - 5.1.6. BTUB2 – Digital trunk lines, basic access ISDN;
 - 5.1.7. IPU – Internet Protocol trunk lines and IP extensions (H.323 clients); DSM modules and flash disk must be included.
 - 5.1.8. MFU -82BRIs, 8 digital ext, 4 analogue ext;
 - 5.1.9. ELUD3 – 32 digital ext;
 - 5.1.10. CPU (central processing unit), flash disk must be included.
 - 5.1.11. All cards must include software and firmware.
 - 5.1.12. BP250 PABX Cables needed:
 - 5.1.13. Network cable;
 - 5.1.14. Programming cable (586);
 - 5.1.15. Open end cables, 8 port;
 - 5.1.16. Open end cables, 4 port;
 - 5.2. Provide BP250 PABX Backplanes (pud7).
 - 5.3. Provide BP250 PABX Power supplies;

- 6. **VOIP system :**
 - 6.1. **3CX System include Reporting management system**

6.2. 3CX licence renewal

6.3. YEALINK telephone instruments

7. Voice network:

- 7.1. E1 Trunk Radio links (30 channel link);
- 7.2. 6x Gateway(DPNSS to IP/SIP converter);
- 7.3. Omni directional (point to multipoint) Transceiver;
- 7.4. Omni Directional (point to multipoint) Transceivers for local area redundancy voice failover (x8 links);
- 7.5. Directional transceivers.
- 7.6. E1 Gateway at each termination point to covert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation (DPNSS to SIP/IP gateways)
- 7.7. The Department uses Telkom number ranges for all the offices.

8. Installation, Servicing and Support required:

- 8.1. Software Updates/Upgrades;
- 8.2. Programming of Interfaces;
- 8.3. Programming of System;
- 8.4. Programming VOIP telephones
- 8.5. Fault finding and Correcting;
- 8.6. Database Management (Back-up, Clean-up, Updates).
- 9. Analogue telephone instruments on RealitisDX and ISDX Systems
- 10. Digital telephone instruments work on the RealitisDX & ISDX systems.
- 11. VOIP telephone instruments working via 3CX system.
- 12. IP telephone instruments working via other VOIP systems and the radio links.
- 13. Analogue extensions;
- 14. Digital extensions;
- 15. 10 hours UPS (uninterrupted power supply)
- 16. Zoom text program
- 17. Telephone Handsets
- 18. Boss/ Secretary/ analogue
- 19. Digital telephone instruments work on Ericson
- 20. Technician support required

21. Network

- 21.1. The Department use Cisco PoE switches

ANNEXURE B: SPECIFICATIONS FOR PABX MAINTENANCE

1. **Service providers must supply and support the existing Telecom infrastructure (Annexure A and Annexure B Pricing: PABX Cards, Rectifiers and UPS, PABX programming etc) and VOIP technology, Gateways (DPNSS SIP /IP gateways) on time and material basis as and when required.**
2. The service provider must be capable and have the ability to undertake the support and maintenance of the technology as per bid specification.
3. On request, the service provider must do physical checking, fault-finding and repairs of faults on the systems, or programming or software changes or database management as and when required.
4. Spare parts must be available within 24 hours of being requested and must carry a six month guarantee.
5. The replacements parts must have a guarantee of six month after installation of specific equipment / part.
6. All RealitisDX ISDX spares deliveries must be at Harvest House Pretoria or in Stellenbosch Cape Town. Installation will be done at the different sites where and when maintenance is required.
7. The Department of Agriculture provide ICT network connectivity to all their offices.
8. The service provider must use the Departmental ICT network for Voice of IP.
9. The service provider Must integrate the VOIP into the RealitisDX PABX or BP250 or 3CX to enable them to have a VOIP connection via the Departmental Network to Regional offices and Head office.
10. The Department of Agriculture uses TELKOM technology for external inbound calls and outbound calls on the Departmental PABX infrastructure.
11. Ensure that the following PABX licence are renewed and latest versions of upgrades are available.
 - 11.1. Ensure that the 3CX licences are renewed, installed and operational for 2500 users and enable growth up to 3000 users.
12. Support must be provided for the contract period.
13. The service provider must maintain the equipment and provide support to the department whenever required. (Reaction time 8 hours for support and 24 hours for other incidents).
14. Provide a full fault logging and escalation procedure (as a separate annexure) (i.e. specify how faults should be reported to the service provider during the contract period). The Department will engage with the successful bidder on the procedure.

15. The maintenance must be on all hardware (including PABX cards), software and programming on the current PABX's.
16. Support will be required amongst others on time and material basis, the price must be an hourly tariff as and when required on the following:
 - 16.1. Different PABX system hardware and software upgrades for the duration of the contract.
 - 16.2. Analogue extensions.
 - 16.3. Digital extensions.
 - 16.4. Rectifier.
 - 16.5. Zoom text program.
 - 16.6. The service provider will be required to test, repair, replace and reconnect existing faulty telephone port.
 - 16.7. VOIP platform must be integrated with the identified nodes.
 - 16.8. Provider must supply VOIP cards to all current RealitiSDX ISDX and Ericson/Aastra PABX'S as indicated in the current DALRRD telecommunication infrastructure in Annexure A (i.e. identified nodes used at DALRRD).
 - 16.9. Provider must use the Department network infrastructure for this solution.
 - 16.10. Must use Erlank method (law) for calculating the number of cards needed (i.e. 1 DPNSS link uses 30 channel).
 - 16.11. Provide full details of proposed installation of the hardware and software that is necessary for the provision of VOIP.
 - 16.12. Provide gateways that will be needed between different buildings/to connect the two main PABXs:
 - 16.13. 6 x Media Gateway (DPNSS to SIP converters) must be supplied and maintained on all DPNSS to SIP routes;
 - 16.14. Directional transceiver must be maintained;
 - 16.15. E1 Gateway (each termination point to covert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation). DPNSS to SIP/IP media conversion – must be managed and maintained.
 - 16.16. BRI gateway for Ericson BP250 with 20 DDI numbers allocated;
 - 16.17. SIP – PRI gateway to connect to analogue Ericson BP250 systems;
 - 16.18. PRI gateway from head office to SIP/PRI gateways to connect to 3CX system.
17. The Department will add new offices during this period to start running VOIP and bidder will be requested to assist with hardware, software and installations as and when required.

ANNEXURE C: SUPPLY AND INSTALLATION OF TELECOMMUNICATION VOIP INFRASTRUCTURE ON TIME AND MATERIAL BASIS

1. INTRODUCTION:

- 1.1. These specifications are for the supply, programming and installation of the VOIP platforms (required programming on Virtual 3CX PABX, provide renewal of 3CX Virtual PABX licence, link via RealitiSDX ISDX PABX and/or BP 250's). The VOIP infrastructure has to be provided on a on time and material basis as and when needed.

2. SCOPE

- 2.1. The following Department of Agriculture telecommunication VOIP installations are required

- 2.1.1. VOIP connection to :

- 2.1.1.1.1. Port Elizabeth ICI Building

- 2.1.1.2. Port Elizabeth Vets Office

- 2.1.1.3. Bloemfontein,

- 2.1.1.4. Polokwane

- 2.1.1.5. Cape Town Airport

- 2.1.1.6. East London and

- 2.1.2. VOIP connection to any newly identified DoA office in South Africa.

2.2. The following must be provided:

- 2.2.1. Hardware:

- 2.2.1.1. Gateway (DPNSS to IP converter) (ISDN/E1 TO IP/SIP);

- 2.2.1.2. E1 Gateway at each termination point to covert the IP to ISDN (PBX translation) with full PBX commands translation.

- 2.2.2. Software:

- 2.2.2.1. *Ensure available 3CX virtual PABX Licence for new offices/users*

- 2.2.3. Installation, Servicing and Support:

- 2.2.3.1. Software Updates/Upgrades;

- 2.2.3.2. Programming;

- 2.2.3.3. Fault finding and Correcting;

- 2.2.3.4. Programming of Interfaces;

- 2.2.3.5. Programming of System;

- 2.2.3.6. Database Management (Back-up, Cleanup, Updates).

2.3. It must be an operational working solution.

3. Solution Required:

3.1. Service providers must supply, program and support the new required Telecom infrastructure at the offices (required programming on Virtual 3CX PABX, upgrade extra licences of 3CX Virtual PABX, link via RealitisDX ISDX PABX and/or BP 250's) and VOIP technology, Gateways (E1 SIP /IP gateways, Sunway gateways) on time and material basis as and when required.

3.2. Support and programming required is mainly in Pretoria and Cape Town where 3CX Servers will be hosted. Support and programming on VOIP infrastructure can be required at any DoA office in South Africa if and when needed.

4. To add new DoA office on VOIP the following is required:

4.1. The service provider must be capable to undertake the support and programming of the 3CX virtual PABX and route the identified numbers and IP's to the correct offices. They must also be able to link the Siemens RealitisDX PABX and Ericsson BP250 PABX and the sunway gateways to use the SIP Telkom connectivity via the DALRRD network.

4.2. On request, the service provider has to do remote and / or physical checking, fault-finding and repairs of faults on the systems, or programming or software changes or database management as and when required.

4.3. To provide VOIP telephone instruments which work with the 3CX after the stock of the DALRRD finished. Current contract end 30 March 2025

4.4. All 3CX Server programming will be done at Harvest House, Pretoria and Cape Town Building. Installation and other PABX programming will be done at the different sites where new VOIP installation will be required at DoA offices as and when required. The Five sites identified in point 2.1. must include all costs in the pricing schedule per office.

4.5 For new VOIP System Installation and Support:

4.5.1 New installations must be catered for contract period.

4.5.2 The Installation Configuration and support must be on a time-and-material basis, i.e. the price must be an hourly tariff.

4.5.3 For maintenance see paragraph 17 of Annexure B

5 Addresses for delivery and installation (Final addresses will be supplied to the successful supplier) It is also the right of the Department to change offices with similar size offices if one of the buildings must be stopped for now and only be done later in the contract period:

5.1 The offices that must be added:

5.1.1 Port Elizabeth – ICI Building, 54 Patterson Road, North End, Port Elizabeth (medium office)

5.1.2 Port Eizabeth – Vets office, 30 Pearson Street, Centrahill, Port Elizabeth (small office)

- 5.1.3 Bloemfontein, - Old SABS Building, 116 Church Street, Oranjesig, Bloemfontein ; (small office)
- 5.1.4 Polokwane – Old Mutual Building, 78 Hans van Rensburg Street, Polokwane (medium Office)
- 5.1.5 Cape Town Airport – Cape Town International Airport, Cargo Building (Small Office)
- 5.1.6 East London - Units 7, 9 & 3B Arundel Crescent, Stirling, East London (Medium Office)
- 5.2 Sizes of future VOIP DoA offices which may be added during the contract period are provided so that Service Provider can provide cost which must form part of the ceiling price for the contract.
 - 5.2.1 Sizes of offices are as follows:
 - 5.2.1.1 Small office 1– 50 officials/users;
 - 5.2.1.2 Medium office 51 – 100 officials/users;
 - 5.2.1.3 Large office 101 – 200 officials/users; and
 - 5.2.1.4 Extra-large office 201 – 500 officials / users.
- 5.3 The Department will only be liable to pay for new installation once the site is up and operational.
- 5.4 Supplier must ensure that travel, accommodation and any other costs needed to install VOIP solution on a site, is included in the pricing schedule.
- 5.5 Supplier must give training and transfer skills to departmental ICT officials.

ANNEXURE D : ANALOGUE INSTRUMENTS SPECIFICATIONS

1 SPECIAL CONDITIONS

1.1 GUARANTEE

- 1.1.1 Both the instrument and the PABX system is connected and must be guaranteed to work properly for a minimum of six (6) months from date of installation.
- 2.2.2 Any faults/repairs of the supplied telephone instruments and/or the analogue extension port PCB cards within the PABX will be for the service provider's account and will be replaced within eight (8) working hours, also with a guarantee of six (6) months.
- 2.2.3 All instruments must be new instruments not refurbished.

1.2 FEATURES AND FUNCTIONS

- 1.2.1 Handset: for speaking and private listening during a telephone conversation.
- 1.2.2 Push button type number keypad containing the following:
 - 1.2.2.1 The digits 0 – 9 for dialling;
 - 1.2.2.2 '*' and '#' buttons used for feature codes;
 - 1.2.2.3 Transfer / Flash / Recall button;
 - 1.2.2.4 Last number Redial Button;
 - 1.2.2.5 Mute Button;
 - 1.2.2.6 Pause Button.
- 1.4 Transfer / Flash button and function: Dedicated flash button that generates a time hook switch flash in order to activate and use various PABX features, including transfer and consultation hold.
- 1.5 Redial button and function: to allow redialling of last dialled number.
- 1.6 Mute button and function: to allow the user to temporarily disconnect the microphone preventing the other party from hearing the user's private conversation.
- 1.7 Pause button: to allow a predetermined pause period within a dialling sequence.
- 1.8 Pulse / Tone select switch: to allow switching between Pulse or Tone (DTMF) operation.
- 1.9 Ringer: Electronic ringer with adjustable volume and melodious ring to allow changing the ringer volume and tone.
- 1.10 Handset Coil Cord (HMT Cord): to connect the handset to the main telephone instrument.
- 1.11 Fly lead: to connect the instrument to the wall jack.

- 1.12 Desk / Wall Mounting options: Provide the capability to be suited for either desk or wall mounted operation.
- 1.13 Anti-skid Rubber Feet: Provide non-marking anti-skid rubber feet to prevent accidental telephone set movement during normal operation.
- 1.14 Volume Control: Capable of amplified volume control handset operation. This functionality can be a standard built-in feature or via an industry standard replacement type volume control handset for hearing impaired users.
- 1.15 Visual Message Waiting Indicator: Visual message waiting indicator that is controlled by the PABX.

2. TECHNICAL SPECIFICATIONS

- 2.1 Compatibility: The telephone instrument must be compatible with, and integrate into the existing RealitisDX ISDX and Ericsson BP250 PABX system installed on site without any hardware and/or software modifications.
- 2.2 Dialling mode: Both Pulse and Tone (DTMF) modes to be user selected by switch.
- 2.3 Recall / Flash / Transfer: 100ms (typical).
- 2.4 Speed of Speech: 14.4 – 19.2 kbits.
- 2.5 Operating Range: 17Hz regulated DC; 48 – 50 VDC powered from existing PABX port without any hardware and/or software changes.
- 2.6 Protection: Built-in surge protection required.
- 2.7 Fly lead cord plug: a 1 metre (minimum length or longer) 4 way flat detachable cord with RJ11 male termination plugs at both ends.
- 2.8 Handset Coil Cord (HMT Cord): 1.8 metre long (minimum length when stretched) curled detachable cord with RJ9 male termination plugs at both ends.
- 2.9 Hook switch: Hook switch endurance of 1 million operations.

3 RING AND TONES

- 3.1 The following ring and tones shall conform to ICASA standards:
 - 3.1.1 Ringing tone / current for internal calls;
 - 3.1.2 Ringing tone / current for external calls;
 - 3.1.3 Busy tone;
 - 3.1.4 Equipment / Route busy tone;
 - 3.1.5 Confirmation tone;
 - 3.1.6 Dial tone;
 - 3.1.7 Ring tone;
 - 3.1.8 Number unobtainable tone.

- 4 The Department requires a contract with fixed price for time and material as and when needed.

4.1 The company must quote a fixed price for the supply and delivery of analogue telephones. This fixed price will be valid for the contract period (i.e. five years).

4.2 The department cannot guarantee the quantity of telephones that will be procured during the contract period, but it will not exceed 600 telephones for the contract period.

4.3 During the contract period, the department will request the number of required telephones on a time and material as and when needed.

4.4 The company must quote a fixed price for the supply and delivery of telephones.

4.5 The department will only pay for those phones requested and delivered (i.e. time and material basis - only pay for quantity when used).

5 DELIVERY ADDRESS

5.1 512 Harvest House, 30 Hamilton Street, Pretoria

6 DIRECTIVES

6.1 The bid price must be quoted per item including VAT.

6.2 The department reserves the right to cancel the contract should their requirements change during the contract period (i.e. if the department no longer use this type of telephone) or if the company does not provide the required product (i.e. that complies with the standards as specified in this document).

ANNEXURE E: SPECIFICATIONS FOR DIGITAL TELEPHONE INSTRUMENTS (OptiPoint 500 & Openstage Standard Telephone)

1. GUARANTEE

- 1.1. Both the instrument and the PABX system is connected and must be guaranteed to work properly for a minimum of six (6) months from date of installation, without changing any cards.
- 1.2. Any faults/repairs of the supplied telephone instruments and/or the digital extension port PCB cards within the PABX will be for the service provider's account and will be replaced within eight (8) working hours, also with a guarantee of six (6) months.
- 1.3. Instruments must be new instruments.

2. FEATURES REQUIRED

- 2.1. Due to the open office environment at the Department, certain features are crucial to the users of the system. These features are listed below:

3. Making and Answering Calls:

- 3.1. Answering a call with the handset;
- 3.2. Answering a call with the speaker (Speakerphone Mode);
- 3.3. Open listening in the room during a call;
- 3.4. Switching to Speakerphone Mode;
- 3.5. Switching to the handset;
- 3.6. Using Call Waiting:
 - 3.6.1. Accepting a waiting call (Camp-On);
 - 3.6.2. Preventing and allowing Call Waiting (Automatic Camp-On);
 - 3.6.3. Turning the Call Waiting Tone off and on.
- 3.7. Accepting a specific call for your colleague;
- 3.8. Rejecting calls;
- 3.9. Using Mailboxes:
 - 3.9.1. Accessing the Mailbox.
- 3.10. Using Timed Reminders;
- 3.11. Using the Speakerphone;
- 3.12. Enabling and disabling Hands-free Answerback;
- 3.13. Answering a call with a Headset;
- 3.14. Turning Do Not Disturb on and off;
- 3.15. Turning Ringer Cut-off on and off;
- 3.16. Trace Call: Identifying anonymous callers (Not for U.S.);

- 3.17. Turning the Microphone on and off;
- 3.18. Answering calls from the Entrance Telephone and opening the door;
- 3.19. Accepting a call from an Answering Machine;
- 3.20. Display Number of Waiting Calls and Overload Indication.
- 4. Making Calls:
 - 4.1. Off-Hook dialling;
 - 4.2. On-Hook dialling:
 - 4.2.1. En-Block sending / Correcting numbers.
 - 4.3. Caller ID Suppression;
 - 4.4. Talking to your colleague with a Speaker Call;
 - 4.5. Activating Tone Dialling (DTMF Suffix Dialling);
 - 4.6. Automatic connection setup (Hotline);
 - 4.7. Reserve Trunk;
 - 4.8. Assigning a station number (not for U.S.);
 - 4.9. Trunk flash.
 - 4.10. Associated dialling / Dialling Aid
- 5. Calling multiple parties Simultaneously:
 - 5.1. Calling a second party (Consultation Hold):
 - 5.1.1. Switching to the Party on Hold (Toggle)
 - 5.2. Conducting a conference:
 - 5.2.1. Adding up to five parties to the conference (Initiator only);
 - 5.2.2. Checking which parties are in the conference (Initiator only);
 - 5.2.3. Removing parties from the conference (Initiator only);
 - 5.2.4. Leaving a conference;
 - 5.2.5. Ending a conference (Initiator only);
 - 5.2.6. Removing the ISDN Central Office Party from the conference (Only for U.S.).
 - 5.3. Transferring a call:
 - 5.3.1. After a Speaker Call (Announcement) in a Group.
 - 5.4. Parking a Call:
 - 5.4.1. Retrieving a Parked call
 - 5.5. Placing external calls on hold:
 - 5.5.1. Picking up (Retrieving) a Held Call.
- 6. Making calls to Stored Destinations:

- 6.1. Using a Caller List:
 - 6.1.1. Retrieving the Caller List;
 - 6.1.2. Ending Retrieval;
 - 6.1.3. Displaying the Call Time and Additional Call Information;
 - 6.1.4. Dialling a Station Number from the Caller List;
 - 6.1.5. Removing an Entry from the Caller List;
 - 6.1.6. Saving the Other Party's Station Number in the Caller List (Redial).
- 6.2. Redialling a number:
 - 6.2.1. Dialling a number from the Internal Directory;
 - 6.2.2. Using Repertory Dialling Keys;
 - 6.2.3. Using Station and System Speed-Dial Numbers.
- 6.3. Displaying and Assigning Call Charges:
 - 6.3.1. Displaying Call Charges (Not for U.S.);
 - 6.3.2. Displaying Call Charges for another telephone (Not for U.S.);
 - 6.3.3. Dialling with Call Charge Assignment.
- 6.4. Telephone Settings:
 - 6.4.1. Adjusting Ring Volume;
 - 6.4.2. Adjusting the Ring Tone;
 - 6.4.3. Adjusting the Attention Ring Volume;
 - 6.4.4. Adjusting the Speakerphone to the Room Acoustics;
 - 6.4.5. Adjusting the Receiving Volume during a call;
 - 6.4.6. Adjusting the Display to a Comfortable Reading Angle;
 - 6.4.7. Adjusting the display contrast;
 - 6.4.8. Selecting the Language of Screen Prompts;
 - 6.4.9. Locking the Telephone to Prevent Unauthorised Use;
 - 6.4.10. Saving your PIN;
 - 6.4.11. Displaying Call Charges for another telephone (Not for U.S.).
- 6.5. Saving Station Numbers, Functions, Procedures and Appointments:
 - 6.5.1. Saving Repertory Dialling Numbers on a Key;
 - 6.5.2. Storing Station Speed-Dial Numbers;
 - 6.5.3. Assigning Functions to Keys;
 - 6.5.4. Assigning a Procedure (Operating Steps) to a Key;
 - 6.5.5. Saving Appointments
- 7. TECHNICAL SPECIFICATIONS:

- 7.1. Compatibility: The telephone instrument must be compatible with, and integrate into the existing RealitisDX ISDX PABX system installed on site without any hardware and/or software modifications, required
- 7.2. Fly lead cord plug: A 1 metre (minimum length or longer) 4 way flat detachable cord with RJ11 male termination plugs at both ends.
- 7.3. Handset Coil Cord (HMT Cord): 1.8 metre long (minimum length when stretched) curled detachable cord with RJ9 male termination plugs at both ends.
- 7.4. Hook switch: Hook switch endurance of 1 million operations.
8. RING AND TONES:
 - 8.1. The following ring and tones shall conform to Telkom standards;
 - 8.2. Please state cadence and frequencies offered:
 - 8.2.1. Ringing tone / current for internal calls;
 - 8.2.2. Ringing tone / current for external calls;
 - 8.2.3. Busy tone;
 - 8.2.4. Equipment / Route busy tone;
 - 8.2.5. Confirmation tone;
 - 8.2.6. Dial tone;
 - 8.2.7. Ring tone;
 - 8.2.8. Number unobtainable tone;
 - 8.2.9. Details of how tones are generated on the offered system should be provided and how, if required by the Department, new tones and cadences should be generated.
9. The Department requires a contract with fixed price for time and material as and when needed.
 - 9.1. The company must quote a fixed price for the supply and delivery of **OptiPoint 500** standard telephone instruments. This fixed price will be valid for the contract period (i.e. five years).
 - 9.2. The department cannot guarantee the quantity of telephones that will be procured during the contract period, but it will not exceed 200 telephones for the five years.
 - 9.3. During the contract period, the department will place orders for required telephones on a time and material (i.e. as needed / ad hoc) basis.
 - 9.4. The department will only pay for those phones ordered and delivered (i.e. time and material basis – only pay for quantity when used).

ANNEXURE F: SPECIFICATIONS FOR VOIP TELEPHONE INSTRUMENTS WORKING THROUGH VOIP 3CX SYSTEM

1 GUARANTEE

1.1. **Both the instruments and the PABX system is connected and must be guaranteed to work properly for a minimum of six (6) months from date of installation.**

2. **FEATURES REQUIRED:** Due to the open office environment of the Department, certain features are crucial to the users of the system. These features are listed below:

2.1. Audio Features:

2.1.1. HD voice: HD handset, HD speaker;

2.1.2. Smart Noise Filtering;

2.1.3. Wideband codec: Opus, G.722;

2.1.4. Narrowband codec: G.711(A/μ), G.723.1, G.729, G.729A, G.726, iLBC;

2.1.5. DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO;

2.1.6. Full-duplex hands-free speakerphone with AEC;

2.1.7. VAD, CNG, AEC, PLC, AJB, AGC

2.2. Phone Features:

2.2.1. 2 VoIP accounts;

2.2.2. Call hold, mute, DND;

2.2.3. One-touch speed dial, hotline;

2.2.4. Call forward, call waiting, call transfer;

2.2.5. Group listening, SMS, emergency call;

2.2.6. Redial, call return, auto answer;

2.2.7. Local 5-way conferencing;

2.2.8. Direct IP call without SIP proxy;

2.2.9. Ring tone selection/import/delete;

2.2.10. Set date time manually or automatically;

2.2.11. Dial plan;

2.2.12. XML Browser, action URL/URI;

2.2.13. RTCP-XR, VQ-RTCPXR;

2.2.14. Enhanced DSS Key

2.3. Directory:

- 2.3.1. Local phonebook up to 1000 entries;
- 2.3.2. Black list;
- 2.3.3. XML/LDAP remote phonebook;
- 2.3.4. Smart dialling;
- 2.3.5. Phonebook search/import/export;
- 2.3.6. Call history: dialled / received / missed / forwarded;
- 2.4. IP-PBX Features:
 - 2.4.1. Busy Lamp Field (BLF), Bridged Line Appearance (BLA);
 - 2.4.2. Anonymous call, anonymous call rejection;
 - 2.4.3. Hot-desking, voice mail;
 - 2.4.4. Flexible seating;
 - 2.4.5. Call park, call pickup;
 - 2.4.6. Executive and Assistant;
 - 2.4.7. Centralized call recording;
 - 2.4.8. Visual voice mail;
 - 2.4.9. Call recording.
- 2.5. Display and Indicator:
 - 2.5.1. 2.3" 132x64-pixel graphical LCD with backlight;
 - 2.5.2. LED for call and message waiting indication;
 - 2.5.3. Dual-colour (red or green) illuminated LEDs for line status information;
 - 2.5.4. Intuitive user interface with icons and soft keys;
 - 2.5.5. Multilingual user interface;
 - 2.5.6. Caller ID with name and number;
 - 2.5.7. Power saving.
- 2.6. Feature keys:
 - 2.6.1. 2 line keys with LED;
 - 2.6.2. 6 features keys: transfer, message, headset, redial, mute, hands-free speakerphone;
 - 2.6.3. 5 navigation keys;
 - 2.6.4. Volume control keys.
- 2.7. Interface:
 - 2.7.1. 2 x RJ45 10/100M Ethernet ports;
 - 2.7.2. Power over Ethernet (IEEE 802.3af), class 2;
 - 2.7.3. 1 x RJ9 (4P4C) handset port;

- 2.7.4. 1 x RJ9 (4P4C) headset port.
- 2.8. Other Physical Features:
 - 2.8.1. Colour: Classic Grey;
 - 2.8.2. Wall mountable;
 - 2.8.3. External AC adapter, AC 100~240V input and DC 5V/600mA output;
 - 2.8.4. Power consumption (PSU): 2-3W;
 - 2.8.5. Power consumption (PoE): 3-4W;
 - 2.8.6. Dimension (W*D*H*T): 188mm*189mm*162mm*50mm;
 - 2.8.7. Operating humidity: 10~95%;
 - 2.8.8. Operating temperature: -10~50°C (+14~122°F);
- 2.9. Management:
 - 2.9.1. Configuration: browser/phone/auto-provision;
 - 2.9.2. Auto provision via FTP/TFTP/HTTP/HTTPS for mass deploy;
 - 2.9.3. Auto-provision with PnP;
 - 2.9.4. Zero-sp-touch, TR-069;
 - 2.9.5. Phone lock for personal privacy protection;
 - 2.9.6. Reset to factory, reboot;
 - 2.9.7. Package tracing export, system log.
- 2.10. Network and Security:
 - 2.10.1. SIP v1 (RFC2543), v2 (RFC3261);
 - 2.10.2. Call server redundancy supported;
 - 2.10.3. NAT traversal: STUN mode;
 - 2.10.4. Proxy mode and peer-to-peer SIP link mode;
 - 2.10.5. IP assignment: static/DHCP;
 - 2.10.6. HTTP/HTTPS web server;
 - 2.10.7. Time and date synchronization using SNTP;
 - 2.10.8. UDP/TCP/DNS-SRV (RFC 3263);
 - 2.10.9. QoS: 802.1p/Q tagging (VLAN), Layer 3 ToS DSCP;
 - 2.10.10. SRTP for voice;
 - 2.10.11. Transport Layer Security (TLS);
 - 2.10.12. HTTPS certificate manager;
 - 2.10.13. AES encryption for configuration file;
 - 2.10.14. Digest authentication;

- 2.10.15. OpenVPN, IEEE802.1X;
 - 2.10.16. Ipv6;
 - 2.10.17. LLDP/CDP/DHCP VLAN;
 - 2.10.18. ICE
- 2.11. Package Features:
- 2.11.1. Package content:
 - 2.11.1.1. SIP-T31P IP phone;
 - 2.11.1.2. Handset with handset cord;
 - 2.11.1.3. Ethernet Cable (1.5m CAT5E UTP Cable);
 - 2.11.1.4. Stand;
 - 2.11.1.5. Quick Start Guide;
 - 2.11.1.6. Power Adapter (Optional).
 - 2.11.2. Qty/CTN: 10 PCS;
 - 2.11.3. N.W/CTN: 9.79 kg;
 - 2.11.4. G.W/CTN: 10.83 kg;
 - 2.11.5. Giftbox size: 213 mm*210 mm*103 mm;
 - 2.11.6. Carton Meas: 535 mm*443 mm*227 mm
3. Regulations & Compatibility:
- 3.1. Compatibility for Department of Agriculture: The telephone instrument must be compatible with, and integrate into the 3CX system and existing RealitiSDX ISDX PABX system installed on site without any hardware and/or software modifications.
4. The Department requires a contract with fixed price for time and material as and when needed.
- 4.1. The company must quote a fixed price for the supply and delivery of VOIP standard telephone instruments. This fixed price will be valid for the contract period (i.e five years).
 - 4.2. The department cannot guarantee the quantity of telephones that will be procured during the contract period,
 - 4.3. During the contract period, the department will place orders for required telephones on a time and material (i.e. as needed / ad hoc) basis.
 - 4.4. Instruments need to be delivered 15 workdays after request.
 - 4.5. The department will only pay for those phones ordered and delivered (i.e. time and material basis – only pay for quantity when used).
5. **VOIP Telephones (as and when needed during the contract period):**
- 5.1. The Department uses Cisco PoE switches and therefore the VOIP telephones must be compatible with the Cisco PoE switch infrastructure.

**ANNEXURE G: SPECIFICATIONS FOR IP TELEPHONE INSTRUMENTS
WORKING VIA RADIO LINKS AND VOICE SYSTEM (Astra 4422 & cards for Astra
BP250 PABX)**

1. IPU card and DSM MODULE card (to be installed on Astra BP250).
2. IP telephone (Astra 4422 model).
3. CPU card with software for Astra BP250 PABX version 9 release 18 (or latest).
4. Cables to connect IPU card to network.

ANNEXURE H: SPECIFICATIONS FOR SWITCHBOARD CONSOLES

1. Switchboard consoles (As and when needed at the switchboard operator during the contract period)
2. The Department of Agriculture has standardised on HP and Mercer computers. The offered solution must be one of these brands.
3. Specifications:
 - 3.1. CPU box;
 - 3.2. CPU Architecture: X64 Quad-core
 - 3.3. CPU: Core i7, 13th generation or latest Intel.
 - 3.4. Memory (RAM) 16 GB DDR-4;
 - 3.5. Disk: 1 TB SSD;
 - 3.6. Video Adaptor: Integrated, upgradeable, digital output;
 - 3.7. Connectivity: Gigabit;
 - 3.8. Graphic Display: VGA and HDMI;
 - 3.9. Display card must support dual monitors;
 - 3.10. Screen size: 24" LCD, 90 + ppi, anti-glare;
 - 3.11. Networking: Ethernet Port (RJ45) and 10/100/1000 networking;
 - 3.12. Operating System: Windows 10 64 bit;
 - 3.13. Audio/Visual: Integrated Audio with MIC;
 - 3.14. Warrantees: 3 years onsite and next business day warranty on tower and monitor;
 - 3.15. Brands: Dell, HP or Mercer;
 - 3.16. Peripheral connectivity: Minimum 2 USB ports;
 - 3.17. CR-RW/DVD writer/USB;
 - 3.18. Keyboard USB;
 - 3.19. Mouse USB (must be cordless mouse);
 - 3.20. Monitors with built in Speakers (one monitor for switchboard and one monitor for normal use);
 - 3.21. Cordless Headset with mic (including adapters etc);
 - 3.22. Handset;
 - 3.23. 3-year retain keep your hard drive.
4. Software needed:
 - 4.1. AC WIN KIT.

- 4.2. Operators console card on operator's console, with software to integrate with relevant PABX (i.e.).
 - 4.2.1. RealitisDX ISDX PABX software V9.1; or
 - 4.2.2. Ericson PABX.
- 5. Training: (As and when needed):
 - 5.1. Training is required for the switchboard operators.
 - 5.2. Training is required for the relevant ICT personnel to enable them to provide the necessary support to the switchboard operators.
 - 5.3. Special conditions:
 - 5.3.1. Compatibility & Integration: The operator consoles must be compatible with and integrate into the existing RealitisDX ISDX PABX system (V9.1 software) installed on site, without any hardware and/or software modifications.
 - 5.4. A working solution is required. It is the responsibility of service providers to include additional software and/or hardware needed to ensure a working solution.
- 6. **Delivery Address:**
 - 6.1. Department of Agriculture Place building, 20 Steve Biko Street, Pretoria;
 - 6.2. Plant Quarantine Station, Polkadraai Avenue, Stellenbosch.

ANNEXURE I: SPECIFICATIONS FOR ON HOLD SYSTEM

1. The Department of Department of Agriculture, (DoA) requires a solution for playing an audio voice message that will play when someone calls the Department via telephone and the call is not answered immediately on all their main telephone entrances (i.e. caller will hear message instead of the normal ringtone).
2. Specify name of system, software and/or equipment (i.e. make and model) proposed for the solution.
3. Provide a solution for 5 year (e.g. software assurance for three or five years).
4. Specify costs for all components needed to ensure a workable solution, e.g. equipment, software, installation, training to DoA officials, etc.
5. The offered solution must integrate with the existing Department of Agriculture telecommunication infrastructure (i.e. RealitiSDX ISDX PABX, version 7, 8, 9 and 14software). Sites where this solution must function is Harvest House, Department of Agriculture Place (4), Sefala, and Stellenbosch).
6. DoA will have the “choice of message” for the on-hold messaging and music on an automated playback system.
7. Reliable digital playback unit integrated with DoA infrastructure via the external music port.
 - 7.1. To effectively reduce caller’s perception of the on-hold delay and allow DoA to communicate with them while waiting.
 - 7.2. DoA “on-hold messaging replayed via a 4-minute audio file on an endless playback loop.
8. Updates of messaging and software produced and downloaded remotely within 48 hours.
9. Maintaining total On Hold system integrity for contract period.
10. Dedicated Analogue extension will be provided for updating the system.
11. Successful workable solution must be provided for ON HOLD MESSAGING AND MUSIC UNIT.
12. ON HOLD MESSAGING AND MUSIC UNIT installed must have a lifetime guarantee on the unit. Faulty units will be replaced with no charge.
13. Professional Recording must be guaranteed.
14. Provide training to at least 5 people from DoA on how to use the system.

ANNEXURE J: ADDRESSES FOR DELIVERY AND INSTALLATION OF PARTS

1. Delivery and Installation of Equipment:
 - 1.1. Harvest House, 30 Hamilton Street, Arcadia, Pretoria;
 - 1.2. Department of Agriculture Place, 20 Steve Biko street, Arcadia, Pretoria (Three nodes);
 - 1.3. Sefala building, Belvedere street, Pretoria;
 - 1.4. Plant Quarantine Station, Polkadraai avenue, Stellenbosch.
2. VOIP offices:
 - 2.1. Roodeplaat;
 - 2.2. Pietermaritzburg;
 - 2.3. Mbombela (Nelspruit);
 - 2.4. Upington;
 - 2.5. Customs House, Cape Town
 - 2.6. Other offices that may be added during contract period.

ANNEXURE K: ABBREVIATIONS AND DEFINITIONS USED IN THIS DOCUMENT

Abbreviations:

ADSL = Asymmetric Digital Subscriber Line

CV = Curriculum Vitae

DALRRD = Department of Department of Agriculture Land Reform and Rural Development

Department = Department of Department of Agriculture Land Reform and Rural Development

DPNSS = Digital Private Network Signalling System

ISDN = Integrated Services Digital Network

PABX = Private Automatic Branch Exchange

PBX = Private Branch Exchange

VOIP = Voice Over Internet Protocol

DoA = Department of Agriculture

Annexure L -DECLARATION OF COMPLIANCE

Company name: _____

Contact detail Telephone: _____

Email address: _____

(a) I "person name" _____ hereby declare that

"Company name" _____ comply to all specification in Annexure A to Annexure J of Terms Of Reference.

8. ENQUIRIES

8.1 Supply Chain Related Enquiries:

Abie Olyn

Telephone Number : 012 312 8387

E-mail : Abie.Olyn@[Dalrrd.gov.za](mailto:Abie.Olyn@Dalrrd.gov.za)

8.2 TECHNICAL RELATED

8.2.1 Ms A Vermaak 060 972 9533, E-mail: AltaV@dalrrd.gov.za

8.2.2 Mr Axel Lundt 083 376 6818 E-mail: Axel@dalrrd.gov.za

8.2.3 Ms T Pinkham 060 973-0409 E-Mail: TheaP@dalrrd.gov.za

ANNEXURE B: SPECIFICATIONS FOR PABX MAINTENANCE

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

- ❖ If more than one solution/option is offered, give all costs for each option.
 - ❖ All prices must include VAT. It must be firm prices.
 - ❖ Bidders are welcome to add an Annexure with a more comprehensive cost breakdown, however the following minimum prices / costs have to be provided:
- Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

A	RealitiSDX ISDX		Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
No	ITEM/Description	Quantity per year	Unit price	Total price									
1.	Hardware RealitiSDX ISDX												
	Supply of required items see item (i) and Support (item (ii) below (on Time and Material basis (i.e. of the PABX cards, rectifiers, TMS and required programming on PABX) as and when required												
i)	Hardware												
a.	System Shelf Backplain	2	R_____	R_____	R_____								
b.	16 channel Analogue Extension Cards	6	R_____	R_____	R_____								
c.	16 channel Digital Extension Card	6	R_____	R_____	R_____								
d.	Interface Extension Cards	2	R_____	R_____	R_____								
e.	System Control Interface Cards	2	R_____	R_____	R_____								
f.	Network Interface Cards	2	R_____	R_____	R_____								
g.	Modem Cards	2	R_____	R_____	R_____								
h.	Processor Units	2	R_____	R_____	R_____								
i.	Power Supply Units	2	R_____	R_____	R_____								
j.	48V / 33A - Rectifier Charger	1	R_____	R_____	R_____								
k.	All Interface/Shelve/Card Cables	1	R_____	R_____	R_____								
l.	MDF Cables	2	R_____	R_____	R_____								
m.	Cabinet Fans	1	R_____	R_____	R_____								
n.	VOIP cards	12	R_____	R_____	R_____								
o.	Media Gateway (DPNSS to SIP converters)	4	R_____	R_____	R_____								
p.	Directional transceiver	4	R_____	R_____	R_____								
q.	Omni directional (point to multipoint) Transceiver	1	R_____	R_____	R_____								
r.	E1 Gateway (each termination point to cover the IP (wireless) to ISDN (PBX translation) with full PBX commands translation)	4	R_____	R_____	R_____								
s.	PRI gateway to connect to Ericsson BP250	2	R_____	R_____	R_____								
ii)	Installation, Service and Support:	hours / year											
a.	Software Updates/Upgrades	200	R_____	R_____	R_____								
b.	Programming	300	R_____	R_____	R_____								
c.	Fault finding and correcting	300	R_____	R_____	R_____								

d.	Programming of Interfaces	300	R_____										
e.	Programming of System	300	R_____										
f.	Fault finding and correcting	300	R_____										
g.	Database Management (Back-up, Clean-up, Updates)	300	R_____										
iii)	Additional cost Specify:												
a.			R_____										
b.	Ceiling Price excl VAT			R_____	R_____								
c.	VAT												R_____
iv)	Ceiling Price on ISDX RealitisDX												R_____

ANNEXURE B: SPECIFICATIONS FOR PABX MAINTENANCE

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

- ❖ If more than one solution/option is offered, give all costs for each option.
 - ❖ All prices must include VAT. It must be firm prices.
 - ❖ Bidders are welcome to add an Annexure with a more comprehensive cost breakdown, however the following minimum prices / costs have to be provided:
- Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

B	BP250 PABX		Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
	No	ITEM/Description	Quantity per year	Unit price	Total price	Unit price							
i)	BP250 PABX cards:												
a.	ELUD – Digital extension lines, DASL (16 channel)	3	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.	ELUA – Analogue extension lines (16 channel)	5	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.	BTUDC – Digital trunk lines, 30 channel CAS	3	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
d.	BTUA – Analogue trunk lines	3	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
e.	BTUDP – Digital trunk lines, primary access ISDN	4	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
f.	BTUB2 – Digital trunk lines, basic access ISDN	4	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
g.	IPU – Internet Protocol trunk lines and IP extensions (H.323 clients); DSM modules and flashdisk must be included.	8	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
h.	MFU -82BRIs, 8 digital ext, 4 analogue ext	8	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
i.	ELUD3 – 32 digital ext	3	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
j.	CPU (central processing unit), flashdisk must be included	5	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
ii)	BP250 PABX cables and other:												
a.	Network cable	5	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.	Programming cable (586)	5	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.	Open end cables, 8 port	5	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
d.	Open end cables, 4 port	5	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
e.	BP250 PABX backplanes (pud7)	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
f.	BP250 PABX power supplies	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
g.	BRI gateway	2	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
iii)	Any additional costs (like delivery, labour and equipment not specified) – specify.												
a.			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.	Ceiling Price excl VAT			R_____		R_____		R_____		R_____		R_____	R_____
c.	VAT												R_____
iv)	Ceiling price for PB250												R_____

C	3CX Virtual PABX		Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
No	ITEM/Description	Quantity per year	Unit price	Total price									
	Supply of required items see item (i) and Support (item (ii) below (on Time and Material basis (i.e. of the VOIP cards, different Gateways, and required programming on PABX and instruments) as and when required.												
i)	Hardware												
a.	VOIP cards	12	R_____	R_____	R_____								
b.	Media Gateway (DPNSS to SIP converters) (ISDN/E1 TO IP/SIP	10	R_____	R_____	R_____								
c.	Directional transceiver	4	R_____	R_____	R_____								
d.	E1 Gateway (each termination point to covert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation)	10	R_____	R_____	R_____								
ii)	Installation, Service and Support:	hours per year											
a.	Software Updates/Upgrades	200	R_____	R_____	R_____								
b.	Programming	300	R_____	R_____	R_____								
c.	Fault finding and correcting	300	R_____	R_____	R_____								
d.	Programming of Interfaces	300	R_____	R_____	R_____								
e.	Programming of System	300	R_____	R_____	R_____								
f.	Fault finding and correcting	300	R_____	R_____	R_____								
g.	Database Management (Back-up, Clean-up, Updates)	200	R_____	R_____	R_____								
iii)	Any additional costs (like delivery, labour and equipment not specified) – specify.												
a.			R_____	R_____	R_____								
b.	Ceiling Price excl VAT			R_____	R_____								
c.	VAT												R_____
iv)	Ceiling price for 3CX												R_____

B	Software licences renewals	Quantity per year	Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
No	ITEM/Description		Unit price	Total price									
a.	Renewal of 3CX Virtual PABX 2500 licences. Pretoria	1	R_____	R_____	R_____								
b.	Year 1 new licence and Year 2 to 5 Renewal of 3CX Virtual PABX 1000 licences. CapeTown	1	R_____	R_____	R_____								
e.	Zoom Text	2	R_____	R_____	R_____								
f.	Jaws	3	R_____	R_____	R_____								
Additional cost Specify:													
g.			R_____	R_____	R_____								
h.			R_____	R_____	R_____								
i.			R_____	R_____	R_____								
Ceiling Price on software renewals				R_____	R_____								

Summary of PABX's Maintenance Costs		Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
No	ITEM/Description	Unit price	Total price									
Summary of PABX's Maintenance Costs												
A	Ceiling price of RealitisDX ISDX		R_____	R_____								
B	Ceiling price of BP250 AASTRA/ERICSON		R_____	R_____								
C	Ceiling price of 3CX		R_____	R_____								
D	Ceiling Price on software renewals		R_____	R_____								
Ceiling Price excl VAT				R_____								
VAT												R_____
Ceiling price incl VAT												R_____

ANNEXURE C: SUPPLY AND INSTALLATION OF TELECOMMUNICATION VOIP INFRASTRUCTURE ON TIME AND MATERIAL BASIS

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

- ❖ All prices must include VAT. It must be firm prices.
- ❖ Bidders are welcome to add an Annexure with a more comprehensive cost breakdown, however the following minimum prices / costs have to be provided:
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period. Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

No	ITEM/Description	Quantity per year	Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
			Unit price	Total price									
1.	Hardware												
	Supply of required items see item (i) and Support (item (ii) below (on Time and Material basis (i.e. of the VOIP cards, different Gateways, and required programming on PABX and instruments) as and when required.												
i)	Hardware												
a.	VOIP cards	12	R_____	R_____	R_____								
b.	Media Gateway (DPNSS to SIP converters) (ISDN/E1 TO IP/SIP	10	R_____	R_____	R_____								
c.	Directional transceiver	4	R_____	R_____	R_____								
d.	E1 Gateway (each termination point to covert the IP (wireless) to ISDN (PBX translation) with full PBX commands translation)	10	R_____	R_____	R_____								
ii)	Software additional licences												
a.	additional licences for 3CX Virtual PABX .	2	R_____	R_____	R_____								
iii)	Identified offices												
a.	Port Elizabeth Medium Offices	1		R_____									
	Port Elizabeth Small office	1		R_____									
b.	Bloemfontein - Small office	1		R_____									
c.	Polokwane - Medium Office	1		R_____									
d.	Cape Town Airport _ Small office	1		R_____									
e.	East Londen - Medium Office	1		R_____									
iv)	As and when needed												
a.	Small office 1 – 50 officials/users	7	R_____	R_____	R_____								
b.	Medium office 51 – 100 officials/users	5	R_____	R_____	R_____								
c.	Large office 101 – 200 officials/users	4	R_____	R_____	R_____								
d.	Extra-large office 201 – 500 officials / users	2	R_____	R_____	R_____								
e.	Extra-Extra office 501 – 1000 officials / users	1	R_____	R_____	R_____								
ii)	Support	hours per year											
a.	Software Updates/Upgrades	200	R_____	R_____	R_____								
b.	Programming	300	R_____	R_____	R_____								
c.	Fault finding and correcting	300	R_____	R_____	R_____								
d.	Programming of Interfaces	300	R_____	R_____	R_____								
e.	Programming of System	300	R_____	R_____	R_____								
f.	Fault finding and correcting	300	R_____	R_____	R_____								

g.	Database Management (Back-up, Clean-up, Updates)	200	R_____										
iii)	Training to ICT SDO officials	officials per year											
a.	Training on 3CX software support	4	R_____										
b.	Training on 3CX software programming	2	R_____										
iv)	Any additional costs (like delivery, labour and equipment not specified) – specify .												
a.			R_____										
b.			R_____										
c.			R_____										
3.	Ceiling Price on VOIP Annexure C			R_____	R_____								
	VAT												R_____
	Ceiling price incl VAT												R_____

ANNEXURE D: ANALOGUE INSTRUMENTS SPECIFICATIONS

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

Supply and delivery of analogue telephone instruments on a time and material (i.e. as needed) basis for the period from 16 April 2026 until contrat expired. (Option Agricultural)

- ❖ All prices must include VAT. It must be firm prices.
- ❖ This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract (i.e. from 16 April 2026 until contrat expired period).
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period.

Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

No	ITEM/Description	Quantity per year	Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
			Unit price	Total price									
1.	Analogue telephone instrument (as per requirements) start year 2	120			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
2.	Curly cords (2 Meter) start year 2	70			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3.	Any additional costs (like delivery, labour and equipment not specified) –specify												
a.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
	Ceiling Price excl VAT					R_____		R_____		R_____		R_____	R_____
	VAT					R_____		R_____		R_____		R_____	R_____
	Ceiling price incl VAT					R_____		R_____		R_____		R_____	R_____

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

Supply and delivery of OptiPoint 500 standard telephone instruments on a time and material (i.e. as needed) basis for the period from 6 December 2025 until contrat expired period. (Option Agricultural)

- ❖ All prices must include VAT. It must be firm prices.
- ❖ This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract (i.e. from 6 December 2025 until contrat expired) period.
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period.

Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

No	ITEM/Description	Quantity per year	Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
			Unit price	Total price									
1.	OptiPoint 500 Standard Telephone Instrument as per requirements	50			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
2.	Curly cords (2 Meter) start year 2	40		0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3.	Any additional costs (like delivery, labour and equipment not specified) – specify* .												
a.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
Ceiling Price excl VAT						R_____		R_____		R_____		R_____	R_____
VAT						R_____		R_____		R_____		R_____	R_____
Ceiling price incl VAT						R_____		R_____		R_____		R_____	R_____

ANNEXURE F: SPECIFICATIONS FOR VOIP TELEPHONE INSTRUMENTS WORKING THROUGH VOIP 3CX SYSTEM

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

Supply and delivery of VOIP standard telephone instruments on a time and material (i.e. as needed) basis for the period from 1 April 2025 until end of contract (Option Agricultural)

- ❖ All prices must include VAT. It must be Firm Price
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period.

Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

No	ITEM/Description	Quantity per year	Year 1		Year 2		Year 3		Year 4		Year 5		Total for 5 years
			Unit price	Total price									
1	VOIP Standard Telephone Instrument (as per requirements) initial delivery	200	R_____	R_____									R_____
2	VOIP Advanced Wireless Telephone Instrument as and when required	50	R_____	R_____	R_____								
3	VOIP Standard Telephone Instrument as and when needed	500	R_____	R_____	R_____								
4	VOIP Switch board Telephone Instrument	50	R_____	R_____	R_____								
5	Curly cords (2 Meter)	100	R_____	R_____	R_____								
6	Any Additional cost (like labour delivery) please specify												
a.			R_____	R_____	R_____								
b.			R_____	R_____	R_____								
c.			R_____	R_____	R_____								
Ceiling Price excl VAT				R_____	R_____								
VAT				R_____	R_____								
Ceiling price incl VAT				R_____	R_____								

ANNEXURE G: SPECIFICATIONS FOR IP TELEPHONE INSTRUMENTS WORKING VIA RADIO LINKS AND VOICE SYSTEM (Astra 4422 & cards for Astra BP250 P/

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

Supply and delivery of IP Telephone Instruments standard telephone instruments on a time and material (i.e. as needed) basis for the period contract period. (Option Agricultural)

- ❖ All prices should include VAT. It must be Firm Price.
- ❖ This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract (i.e..from 6 December 2025 until contract expired) period.
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period.

Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

No	ITEM/Description	Quantity per year	Year 1		Year 2		Year 3		Year 4		Year 5		Total for 5 years
			Unit price	Total price									
1.	Requirements BP250 Telephone Instruments working (Aastra 4422 & cards for, BP250 PABX	50			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
2.	Requirements BP250 Telephone Instruments working (Aastra 4223 & cards for, BP250 PABX	10			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3.	Requirements BP250 Telephone Instruments working(Aastra 4224 & cards for, BP250 PABX	10			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
4.	Curly cords (2 Meter) start year 2	40			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
5.	Any additional costs (like delivery, labour and equipment not specified) – specify												
a.					R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.					R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.					R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
	Ceiling Price excl VAT					R_____		R_____		R_____		R_____	R_____
	VAT					R_____		R_____		R_____		R_____	R_____
	Ceiling price incl VAT					R_____		R_____		R_____		R_____	R_____

ANNEXURE H: SPECIFICATIONS FOR SWITCHBOARD CONSOLES

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

A switchboard operator console solution for DALRRD OFFICE as and when required (Option Agricultural)

- ❖ All prices must include VAT. It must be firm prices.
- ❖ Bidders are welcome to add an Annexure with a more comprehensive cost breakdown, however the following minimum prices / costs have to be provided:
- ❖ The department cannot guarantee the quantity of telephones that will be procured during the contract period.

Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.

NAME OF COMPANY: _____

ITEM/Description	Quantity per year	Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
		Unit price	Total price									
Console	2	R_____	R_____	R_____								
24" monitor	4	R_____	R_____	R_____								
Cordless headset (with adapters)	2	R_____	R_____	R_____								
Handset	2	R_____	R_____	R_____								
Cordless mouse	2	R_____	R_____	R_____								
Keyboard	2	R_____	R_____	R_____								
3-year onsite next day warranty.	2	R_____	R_____	R_____								
Windows 10	2	R_____	R_____	R_____								
AC WIN KIT	2	R_____	R_____	R_____								
Training	5	R_____	R_____	R_____								
ISDX Realist environment	2	R_____	R_____	R_____								
3CX environment	10	R_____	R_____	R_____								
BP250 environment	4	R_____	R_____	R_____								
Training for ICT Technicians	2	R_____	R_____	R_____								
Training of users	2	R_____	R_____	R_____								
Additional costs (like labour and equipment not specified) – provide details in table below*.												
		R_____	R_____	R_____								
		R_____	R_____	R_____								
Ceiling Price excl VAT			R_____	R_____								
VAT												R_____
Ceiling price incl VAT												R_____

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

Pricing Schedule for the Message on Hold Function and Services (Option Agricultural)

- v All prices must include VAT. It must be firm prices. Any adjustments to the Bid prices that include consumer price index, rate of exchange, etc. will not be considered, as these adjustments must be factored in the bid prices.
- v This is for the time and material (i.e. ad hoc / as needed) procurement of telephone instruments during the contract (i.e. from 16 April 2026 until contract expired period).

NAME OF COMPANY: _____

No	ITEM/Description	Quantity per year	Year 1		Year2		Year3		Year4		Year 5		Total for 5 years
			Unit price	Total price									
1.	Message on hold transcription (12 months *4 years)	12			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
2.	Installation cost	7			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
3	Training of technician	1			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
4	Training of users	1			R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
5	Any additional costs (like delivery, labour and equipment not specified) – specify.												
a.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
b.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
c.				0	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____	R_____
	Ceiling Price excl VAT					R_____		R_____		R_____		R_____	R_____
	VAT					R_____		R_____		R_____		R_____	R_____
	Ceiling price incl VAT					R_____		R_____		R_____		R_____	R_____

SUMMARY OF CEILING PRICES

PRICING SCHEDULE FOR APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, REPAIR, MAINTENANCE AND SUPPORT ON THE TELECOMMUNICATION HARDWARE AND SOFTWARE FOR DEPARTMENT OF AGRICULTURE LAND REFORM AND RURAL DEVELOPMENT FOR A PERIOD OF 60 MONTHS.

NAME OF COMPANY: _____

Annexure(Option Agricultural)	Ceiling price
Ceiling Price on Annexure B- Maintenance	R_____
Ceiling Price on Annexure C -VOIP	R_____
Ceiling price on Annexure D Analogue	R_____
Ceiling price on Annexure E Digital	R_____
Ceiling price on Annexure F VOIP instruments	R_____
Ceiling price on Annexure G IP Phones	R_____
Ceiling price on AnnexureH Switchboards	R_____
Ceiling price on Annexure I Message on Hold	R_____
Any additional cost not included	R_____
Total Ceiling Price before VAT	R_____
VAT	R_____
Total Ceiling Price after VAT	R_____