RFI-00007-2014

Request for Information for Telkom to gain a better understanding from the market regarding Telephone Management System (TMS) and Billing Management Services (BMS) for Enterprise markets for Voice, Data and Mobile services.

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Description:

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Request for Information for Telkom to gain a better understanding from the market regarding Telephone Management System (TMS) and Billing Management Services (BMS) for Enterprise markets for Voice, Data and Mobile services.

1.   Pre-Qualification Criteria (Phase 1)

No	Description	Yes
1	Must have National Footprint.	

2.   Bid Document Collection

The bid document can be collected from the Telkom SA SOC Ltd Tender Office at the following address:

Telkom Tender Office (below the overhead bridge)
Lower ground floor of Telkom Tower South,
179 Johannes Ramokhoase Street (formally known as Proes Street),
PRETORIA CBD

Contact Person: **Benji Ramatlakana**
Contact details: **(012) 311 3364**

Telkom Tenders

Section B	Minimum Requirements	
Please indicate compliance per minimum criteria – Comply / Partially Comply – reasons (below)		
	Comply	**Partially Comply**
1. Must have National Footprint;		
2. ITIL based 24/7 Service Desk with 3rd party management capability;		
3. Can provide onsite support – must demonstrate resource capacity and skill (not more than 70% use of subcontractors);		
4. Experience in fulfilling the role of Service Provider;		
5. Network and IT integration skills;		
6. Provide valid B-BBEE certification;		
7. Original copy of Tax clearance certificate;		
8. Audited Financial Statements (2 years)		
9. Provide details of the 3 largest projects the vendor has executed and reference contact details must be provided. This will include reporting, management of cost, update of costing tables, monitoring of line usage and providing expert advice on the customers Voice, Data and Mobile network usage and management. The total solution should include hosted platforms.		
10. Provide details of different reports that can be generated on behalf of the customer and distribution thereof. (For Voice, Data and Mobile)		
11. Provide details of customer feedback		

	on network feedback and pre-set budgets. (For Voice, Data and Mobile)		
12.	Provide details of how costing tables will be updated. (For Voice, Data and Mobile)		
13.	Provide details of Premised/ Hosted/ Cloud/ Broadsoft PBX integration		
14.	Provide details of total solution.		
15	Provide details of Mobile and Data integration.		
Provide details for the abovementioned minimum criteria selection (Comply or Partially Comply).			