



PAN-AFRICAN PARLIAMENT

REQUEST FOR BIDS (RFB)

OPEN TENDERING

Procurement No: PAP/PROC/006/23

UPGRADE OF THE TELEPHONY SERVICES AT THE PAN-AFRICAN PARLIAMENT

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Section 1. Letter of Invitation

The Pan-African Parliament invites bids for the upgrade of its current internet and Telephony services to cater for increased needs and security consideration as per the Terms of reference attached, under a Two-year contract initially subject to renewal upon satisfactory performance and mutual agreement of both parties. For details, please refer to details in the Terms of reference attached in Section 6 of the bid document.

Bidding is open to all companies who meet the criteria below:

1. Vendor should provide at least 3 references of a relatively midsized organization to which they provide Internet data connectivity
2. Commercial Registration of the firm attaching necessary certificates
3. VAT Registration certificate
4. Proof of Firm's financial capacity for the last three years (Enclose financial statements/ audits for last 3 years in the technical submission)
5. Signed technical and financial proposal submission form
6. In the event of a joint venture, kindly attach a joint venture agreement and indicate which company will take the Lead.

Bidders are hereby notified that **Site Visits shall be arranged on request.**

The FINANCIAL and TECHNICAL offers must be delivered in TWO SEPARATE inner envelopes to the address below and deposit in the Tender Box. The deadline for bid submission shall be Wednesday 3rd May 2023 at 2.00 pm local time. Bids shall be opened on Wednesday 3rd May 2023 at 3.00 pm local time in the presence of bidders or their representatives.

PLEASE ENSURE THAT YOUR TECHNICAL PROPOSAL DOES NOT INDICATE ANY PRICE ELEMENTS.

Envelopes should be sent clearly marked “**PAP/PROC/006/23: UPGRADE OF THE TELEPHONY SERVICES AT THE PAN AFRICAN PARLIAMENT.**” and deposited in the Tender Box before **Wednesday 3rd May 2023 at 2:00 pm** local time and Clearly Addressed to:

The Chairperson,
Internal Procurement Committee,
Pan African Parliament,
19, Richards Dr.
MIDRAND, REPUBLIC OF SOUTH AFRICA
Bids shall be valid for a period of 90 days.

Late bids will be rejected and returned unopened to bidders.

For inquiries, the telephone number is (+27) 11 545 5000.

Yours sincerely,

Rodin M. Mvindu
Snr. Procurement Officer

Bid submission check list for Bidders

N°	Description	Tick
1	Duly filled Technical Proposal in format under section 4 and guidelines in section 6 on Terms of Reference	
2	Duly filled Financial Proposal in format under section 5 and guidelines in section 6 on Terms of reference	
3	Read and understood the Terms of Reference (section 6) and Bid data under Section 3	
4	Bid validity (90 days)	
5	Attached relevant document	
	Commercial Registration	
	VAT Registration certificate	
	Financial statement (last three years) (<i>To be enclosed in the technical offer</i>)	
	Any other documents deemed fit	
6	Submitted ONE original and THREE copies of each Offer in separate envelopes	

Section 2. Information to Bidders

1. Introduction

- 1.1 The Client named in the Data Sheet will select a firm from those listed in the Letter of Invitation, in accordance with the method of selection specified in the Data Sheet.
- 1.2 The bidders are invited to submit a Technical Proposal and a financial proposal, or a Technical Proposal only, as specified in the Data Sheet for consulting services required for the assignment named in the Data Sheet. The bid will be the basis for contract negotiations and ultimately for a signed contract with the selected firm.
- 1.3 The service shall be implemented in accordance with any phasing indicated in the Data Sheet. When the service includes several phases, the performance of the consultant under each phase must be to the Client's satisfaction before work begins on the next phase.
- 1.4 The bidders must familiarise themselves with local conditions and take them into account in preparing their bid. To obtain firsthand information on the assignment and on the local conditions, bidders are encouraged to visit the Client before submitting a proposal and to attend a pre-bid conference if one is specified in the Data Sheet. Attending any specified pre-bid conference is optional. The bidders' representative should contact the officials named in the Data Sheet to arrange for their visit or to obtain additional information on any pre-bid conference. Bidders should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.
- 1.5 Note that: (i) the costs of preparing the proposal and of negotiating the contract, including a visit to the Client, are not reimbursable as a direct cost of the service; and (ii) the Client is not bound to accept any of the bids submitted.
- 1.6 African Union policy requires bidders to provide professional, objective, and impartial advice, and at all times hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Bidders shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interests of the Client.

- 1.7 The African Union requires that Officers of the AU, as well as Bidders/ Suppliers/ Contractors/ Consultants, observe the highest standard of ethics during the procurement and execution of such contracts.¹ In pursuance of this policy the AU:
- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) “corrupt practice”² is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) “fraudulent practice”³ is any act or omission including a misrepresentation that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “collusive practice”⁴ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) “coercive practice”⁵ is impairing or harming or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to any investigation or making false statements to investigators in order to materially impede any investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation;

¹ *In this context, any action taken by a bidder, supplier, contractor, sub-contractor or consultant to influence the procurement process or contract execution for undue advantage is improper.*

² *“another party” refers to an officer of the AU acting in relation to the procurement process or contract execution. In this context, “officer of the AU” includes staff and employees of other organisations taking or reviewing procurement decisions.*

³ *a “party” refers to any officer of the AU; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.*

⁴ *“parties” refers to any participants in the procurement process (including officers of the AU) attempting to establish bid prices at artificial, non competitive levels.*

⁵ *a “party” refers to any participant in the procurement process or contract execution.*

- (b) will reject a recommendation for award of contract if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;
- (c) will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded an African Union financed contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, an African Union financed contract.

1.8 Bidders shall not be under a declaration of ineligibility for corrupt, fraudulent, collusive, coercive or obstructive practices issued by the AUC in accordance with the above sub-paragraph 1.7.

1.9 Bidders shall furnish information as described in the Financial Proposal submission form (Section 5A) on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal, and to execute the work if the firm is awarded the contract.

2. Clarification and Amendment of RFP Documents

2.1 Bidders may request a clarification of any of the RFP documents up to the number of days indicated in the Data Sheet before the proposal submission date. Any request for clarification must be sent in writing by mail, facsimile, or electronic mail to the Client's address indicated in the Data Sheet. The Client will respond by facsimile, courier or electronic mail to such requests and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all invited consultants who intend to submit proposals.

2.2 At any time before the submission of proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the RFP. Any amendment shall be issued in writing through addenda. Addenda shall be sent by mail, facsimile, or electronic mail to all invited consultants and will be binding on them. The Client may at its discretion extend the deadline for the submission of proposals.

- 3. Preparation of Proposal**
- 3.1 Bidders are requested to submit a proposal (paragraph 1.2) written in the language(s) specified in the Data Sheet.
- Technical Proposal**
- 3.2 In preparing the Technical Proposal, Bidders are expected to examine the documents constituting this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a proposal.
- 3.3 While preparing the Technical Proposal, bidders must give particular attention to the following:
- (i) If a bidder considers that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual bidder(s) and/or other bidders or entities in a joint venture, as appropriate. Bidders may associate with the other bidders invited for this assignment only with approval of the Client as indicated in the Data Sheet. Bidders must obtain the approval of the Client to enter into a joint venture with bidders not invited for this assignment. The bidders are encouraged to seek the participation of local bidders by entering into a joint venture with, or subcontracting part of the service to bidders who are Nationals of African Union Member States.
 - (ii) Reports to be issued by the bidders as part of this assignment must be in the language(s) specified in the Data Sheet.
- 3.4 The Technical Bid shall provide the following information using the Standard Forms attached in Section 4:
- (i) A brief description of the firm's organisation and an outline of recent experience on services (Section 4B) of a similar nature. For each service, the outline should indicate, inter-alia, the profiles of the staff proposed, duration of the assignment, contract amount, and the firm's involvement.
 - (ii) Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 4C).
 - (iii) A description of the methodology and work plan for performing the service (Section 4D).

(vii) A detailed description of the proposed methodology, staffing, and monitoring of training, if the Data Sheet specifies training as a major component of the assignment.

(viii) Any additional information requested in the Data Sheet.

3.5 The Technical Proposal shall not include any financial information.

Financial Proposal

3.6 In preparing the Financial Bid, bidders are expected to take into account the requirements and conditions outlined in the RFB documents. The Financial Proposal should follow the Standard Forms in Section 5. These list all costs associated with the assignment, including (a) remuneration for staff.

3.7 The Financial Bid shall include all the costs the bidder incurs to provide the services (including travel expenses, translation, printing and the taxes the consultant pays for its business requirements by the law of the domicile country of the consultant), but shall exclude all local taxes levied within African Union Member States on the invoice issued by the consultant (such as local sales tax, services tax or withholding tax).

3.8 Bidders may express the price of their services in any freely convertible currency. The consultants may not use more than three foreign currencies. The Client may require consultants to state the portion of their price representing local costs in the Currency of the Country specified for performance of the Services if so indicated in the Data Sheet.

3.9 Commissions and gratuities, if any, paid or to be paid by consultants and related to the assignment will be listed in the Financial Proposal submission form (Section 5A).

3.10 The Data Sheet indicates how long the proposals must remain valid after the submission date. During this period, the bidder is expected to keep available the professional staff proposed for the service. The Client will make its best effort to complete negotiations within this period. If the Client wishes to extend the validity period of the proposals, the bidders who do not agree have the right not to extend the validity of their proposals.

4. Submission, Receipt, and Opening of Proposals

4.1 The original bid (Technical Bid and, if required, Financial Bid; see paragraph 1.2) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialed by the persons or person signing the proposal.

- 4.2 An authorised representative of the firm initials all pages of the proposal. The representative's authorisation is confirmed by a written power of attorney accompanying the proposal.
- 4.3 For each bid, the bidders shall prepare the number of copies indicated in the Data Sheet. Each Technical Bid and Financial Bid shall be marked "Original" or "Copy" as appropriate. If there are any discrepancies between the original and the copies of the proposal, the original will govern.
- 4.4 The original and all copies of the Technical Bid shall be placed in a sealed envelope clearly marked "Technical Bid," and the original and all copies of the Financial Bid in a sealed envelope clearly marked "Financial Proposal" and warning: "Do Not Open with the Technical Proposal." Both envelopes shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address and other information indicated in the Data Sheet and be clearly marked, "Do Not Open, Except in Presence of the Tender Opening Committee."
- 4.5 The completed Technical and Financial Bids must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any proposal received after the closing time for submission of proposals shall be returned unopened.
- 4.6 After the deadline for submission of proposals, the Technical Bid shall be opened immediately by the Bid Opening Committee.
- 4.7 The Firm may withdraw its Bid after the Bid's submission, provided that the written notice of the withdrawal is received by the Client prior to the deadline prescribed for submission of Proposals. The Firms' withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy. No Proposal may be modified subsequent to the deadline for submission of proposals. No Bid may be withdrawn in the Interval between the deadline for submission of bids and the expiration of the period of proposal validity specified by the firm on the Bid Submission Form.

5. Proposal Evaluation

General

- 5.1 From the time the bids are opened to the time the contract is awarded, if any bidder wishes to contact the Client on any matter related to its bid, it should do so in writing at the address indicated in the Data Sheet. Any effort by the firm to influence the Client in bid evaluation, proposal comparison or contract award decisions may result in the rejection of the bidder's

- proposal.
- 5.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is completed.
- Evaluation of Technical Proposals**
- 5.3 The evaluation committee appointed by the Client, as a whole, and each of its members individually, will evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria (typically not more than three per criteria), and point system specified in the Data Sheet. Each responsive proposal will be given a technical score (*St*). A bid shall be rejected if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.
- 5.4 In the case of Quality-Based Selection, Selection Based on Consultant’s Qualifications, and Single-Source Selection, the highest ranked firm, or the firm selected on a single-source basis, is invited to negotiate a contract on the basis of the Technical Proposal and the Financial Proposal submitted in accordance with the instructions given in paragraph 1.2 and the Data Sheet.
- Evaluation of Financial Proposals: Ranking (QCBS, Fixed-Budget, and Least-Cost Selection Methods Only)**
- 5.5 The evaluation committee will determine whether the Financial Proposals are complete (i.e., whether they have costed all items of the corresponding Technical Proposals; if not, the Client will cost them and add their cost to the initial price), correct any computational errors, and convert prices in various currencies to the single currency specified in the Data Sheet. The official selling rates used, provided by the source indicated in the Data Sheet, will be those in effect on the date indicated in the Data Sheet. The evaluation shall exclude those taxes, duties, fees, levies, and other charges imposed that are subject to the African Union exemption on the payment of taxes and duties, and estimated as per paragraph 3.7.
- 5.6 In case of QCBS, the lowest priced Financial Proposal (*Fm*) will be given a financial score (*Sf*) of 100 points. The financial scores (*Sf*) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (*St*) and financial (*Sf*) scores using the weights (*T* = the weighting for the Technical Proposal; *P* = the weighting for the Financial Proposal as indicated in the Data Sheet. $T + P = 1$); The firm achieving the highest combined technical and financial score using the formula:
- $$S = St \times T\% + Sf \times P\%$$
- will be invited for negotiations.

- 5.9. In the case of Fixed-Budget Selection, the Client will select the firm that submitted the highest ranked Technical Proposal within the indicated budget price. Proposals that exceed the indicated budget will be rejected. In the case of the Least-Cost Selection, the Client will select the lowest evaluated cost proposal among those that passed the minimum technical score. The selected firm will be invited for negotiations.

6. Negotiations

- 6.1 Negotiations will be held at the address indicated in the Data Sheet. The aim is to reach agreement on all points and sign a contract.
- 6.2 Negotiations will include a discussion of the Technical Bid, the proposed methodology (work-plan), staffing, and any suggestions made by the firm to improve the Terms of Reference. The Client and firm will then agree final Terms of Reference, staffing, and bar charts indicating activities, staff, periods in the field and in the home office, staff-months, logistics, and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the service.
- 6.3 Financial negotiations will reflect agreed technical modifications in the cost of the services, and will include a clarification of the firm’s tax liability (if any) in the Country specified for performance of the Services, and the manner in which it will be reflected in the contract. The financial negotiations will not normally involve either the remuneration rates for staff (no breakdown of fees), or other proposed unit rates under QCBS, Fixed-Budget Selection, or the Least-Cost Selection methods. For other methods of selection, an Appendix will be provided for the firm to explain the required information on remuneration rates.
- 6.4 The negotiations will conclude with a review of the draft form of the contract. On completion of negotiations, the Client and the firm will initial the agreed contract. If negotiations fail, the Client will invite the firm whose proposal received the second highest score to negotiate a Contract.

- 7. Award of Contract**
- 7.1 The contract will be awarded following negotiations. After negotiations are completed, the Client will promptly notify other bidders on the shortlist that they were unsuccessful and return the unopened Financial Proposals of those consultants who did not pass the technical evaluation (paragraph 5.3).
- 7.2 The firm is expected to commence the service on the date and at the location specified in the Data Sheet.
- 8. Confidentiality**
- 8.1 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the bidders who submitted the bids or to other persons not officially concerned with the process, until the winning firm has been notified that it has been awarded the contract.

Section 3 - Data Sheet

ITC Clause Reference

- ITC Clause 1.1 The name of the Client is: **Pan African Parliament**
The method of selection is: **Least Cost Selection Method**
- ITC Clause 1.2 **Technical and Financial Proposals** are requested
The name and Procurement Number of the service are: **“PAP/PROC/006/23: UPGRADE OF THE TELEPHONY SERVICES AT THE PAN AFRICAN PARLIAMENT.”**
- ITC Clause 2.1 Clarifications may be requested up to **4 days before** the submission date.
The address for requesting clarifications is: **Senior Procurement Officer, Pan African Parliament, Gallagher Convention Center, Midrand.** e-mail: tender@panafricanparliament.org; [Tel:\(+27\) 11 545 5000](tel:+27115455000)
- ITC Clause 3.1 Proposals should be submitted in the English **language**.
- ITC Clause 3.3(vi) Reports that are required under the assignment shall be submitted in the English **language**.
- ITC Clause 3.4(viii) Additional information required in the Technical Proposal is: **Refer to Terms of Reference are annexed.**
- ITC Clause 3.10 Bids must remain valid for **90 days** after the submission date
- ITC Clause 4.3 Bidders must submit one **original and two (2) copies** of each bid.

ITC Clause 4.4 The address for submission of bids is:

**The Chairperson,
Tender Board,
Pan African Parliament,
19, Ricards Dr.
MIDRAND, REPUBLIC OF SOUTH AFRICA**

For the attention of: Procurement Expert.

The outer envelope must be titled, “**PAP/PROC/006/23: UPGRADE THE TELEPHONY SERVICES AT THE PAN AFRICAN PARLIAMENT.**”

ITC Clause 4.5 Proposals must be submitted no later than **Wednesday 3rd May 2023, at 2:00 pm. A public bid opening will be done on Wednesday 3rd May 2023 at 3:00hours pm.**

ITC Clause 5.1 The address for communications to the Client is: **Procurement Expert, Pan African Parliament, Gallagher Convention Center, Midrand.** E-mail: tender@panafricanparliament.org.

ITC Clause 5.3 The number of points to be given under each of the technical evaluation criteria are:

	Breakdown of Evaluation Criteria	
A	Expertise of Service Provider	40 Marks
A1	General experience in Telephony services	15
A2	Specific experience in implementing similar connectivity (min of 3 references)	15
A3	Onsite troubleshooting capability	5
A4	Customer communication and quality of support services	5
B	Qualifications and experience of Key staff	30 Marks
B1	Engineers	15
B2	Technician	15
C	Full compliance with the TOR Telephony services	30 Marks
	Total	100 Marks

ITB Clause 6.1 Negotiations will be held at the Pan African Parliament premises.

ITB Clause 7.2 The service is expected to commence in June 2023.

Section 4. Technical Proposal - Standard Forms

- 4A. Technical Proposal submission form.
- 4B. Firm's references.
- 4C. Comments and suggestions of consultants on the Terms of Reference and on data, services, and facilities to be provided by the Client.
- 4D. Description of the methodology and work plan for performing the assignment.
- 4E. Team composition and task assignments.
- 4F. Format of curriculum vitae (CV) for proposed professional staff.
- 4G. Detailed Menu (No prices please at this stage)

4A. TECHNICAL PROPOSAL SUBMISSION FORM

{*Location, Date*}

To: {*Name and address of Client*}

Sir / Madam:

We, the undersigned, offer to provide the consulting services for {*Title of consulting services and Procurement Number*} in accordance with your Request for Proposals dated {*Date*} and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial⁶ Proposal sealed under a separate envelope.

We declare that we have no conflict of interest as defined by Section 1.7 of the Information to Consultants in relationship to performance of this assignment.

If negotiations are held during the period of validity of the Proposal, i.e., before {*Date*} we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature:
Name and Title of Signatory:
Name of Firm:
Address:

⁶ In Quality-Based Selection, the proposal may include only a Technical Proposal. If this is the case, delete “and a Financial Proposal sealed under a separate envelope.”

4B. FIRM'S REFERENCES

Relevant Services Carried Out in the Last Three Years That Best Illustrate Qualifications

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an association, was legally contracted.

Assignment Name:		Country:
Location within Country:		Professional Staff Provided by Your Firm/Entity(profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; Duration of Assignment:
Start Date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in Current US\$):
Name of Associated Consultants, If Any:		No. of Months of Professional Staff Provided by associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

Firm's Name: _____

4C. COMMENTS AND SUGGESTIONS OF CONSULTANTS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.

**4D. DESCRIPTION OF THE METHODOLOGY AND WORK PLAN FOR
PERFORMING THE ASSIGNMENT**

**(REFER TO TERMS OF REFERENCE UNDER SECTION 6 FOR
GUIDANCE)**

4E. TEAM COMPOSITION AND TASK ASSIGNMENTS

1. Key Staff		
Name	Position	Task

4F. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED KEY STAFF ONLY

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

{Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page. }

Education:

{Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page. }

Languages:

{For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing. }

Employment Record:

{Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages. }

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____
{Signature of staff member and authorized representative of the firm} Day/Month/Year

Full name of staff member: _____

Full name of authorised representative: _____

Section 5. Financial Proposal - Standard Forms

5A. FINANCIAL PROPOSAL SUBMISSION FORM

{Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the consulting services for {Title of consulting services and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of {Amount in words and figures}. This amount is exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., {Date}.

Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signature:
Name and Title of Signatory:
Name of Firm:
Address:

5B. SUMMARY OF COSTS

Telephony costs breakdown		
Item	Price per sec	Price per sec plus VAT
Line costs		
Cost per extension		
Local call fixed line		
Local call mobile service		
International call in Africa		

Section 6. Terms of Reference

SPECIFICATIONS FOR THE UPGRADE OF INTERNET AND TELEPHONY SERVICES AT THE PAN-AFRICAN PARLIAMENT

i) Background for requesting the service

The Pan-African Parliament (PAP) is an African Union institution based at Gallagher Estate in Midrand. The PAP would like to upgrade its telephony services to cater for increased needs and security considerations.

Telephony services are also provided by Telkom SA through its BizTalk 5000 ISDN PRA Bundle with the following features:

- ISDN PRI line
- Direct Inward Dialing
- 500 extensions 0115455000 – 0115455499
- Preferential International dialing rates
- 3500 On-net minutes
- 1500 minutes (Fixed to mobile)
- Per second billing at 69c/min (Excl VAT)

The PAP manages its own PBX (Asterisk) which is hosted on site and used to not only connect to the Telkom network but also to connect to the AU network via a PRI line.

(ii) Objective of the service

The PAP is looking for a service provider who will be able to provide new Telephony services whilst retaining its current telephone numbers. The expected number of extensions in use are 150. The requirements are:

- Cloud based telephony solution hosted and maintained by the successful bidder/service provider. The solution should support the existing Digium D40 and D70 IP phones at the PAP. It should have soft phone support within and outside the PAP. Therefore, a single extension can be connected using both physical extension and softphone. Support of soft-phones outside the PAP LAN is important for when users travel and they still need to be connected internally.
- Dedicated fibre internet connectivity between the PAP and the cloud-based PBX which will ensure QoS between the various extensions in the PAP.

- The cloud based telephony solution will connect to the AUC PBX using a SIP trunk via vpn over the internet. The service provider will be expected to work with the AUC via the PAP in setting up a site-to-site VPN that will enable establishing of the SIP trunk. Service provider will not be responsible for any aspect of the PBX management at the AUC except ensuring a SIP trunk is in place where extension calls outside the PAP range will be routed. The PAP will provide a dialing plan of the extensions to be routed to the AU PBX. Connectivity between the Cloud PBX and the AUC will be over the existing internet connectivity at the AU. Dedicated connectivity will only be required between the PAP and the Cloud PBX is required.
- The PAP will require itemised billing per extension indicating the calls made outside the network and the associated costs.

(iii) Clearly defined outputs of the service

The technical specifications for the service are outlined below.

- Maintain current telephone numbers available to the PAP (500 extensions 0115455000 – 0115455499)
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Individualized billing (per extension)
- Cloud hosted PBX
- SIP trunking to the African Union Headquarters via VPN
- Ability to connect three clients as same extension. (Desk phone, computer sip client and mobile sip client).
- 3Mbps fiber line for voice. Corporate fiber line will provide redundancy.
- Enhanced security features and prompt warning
- Preferential International and local call dialing rates
- Web based management interface for both PBX and Billing services

(iv) Social and environmental requirements

None

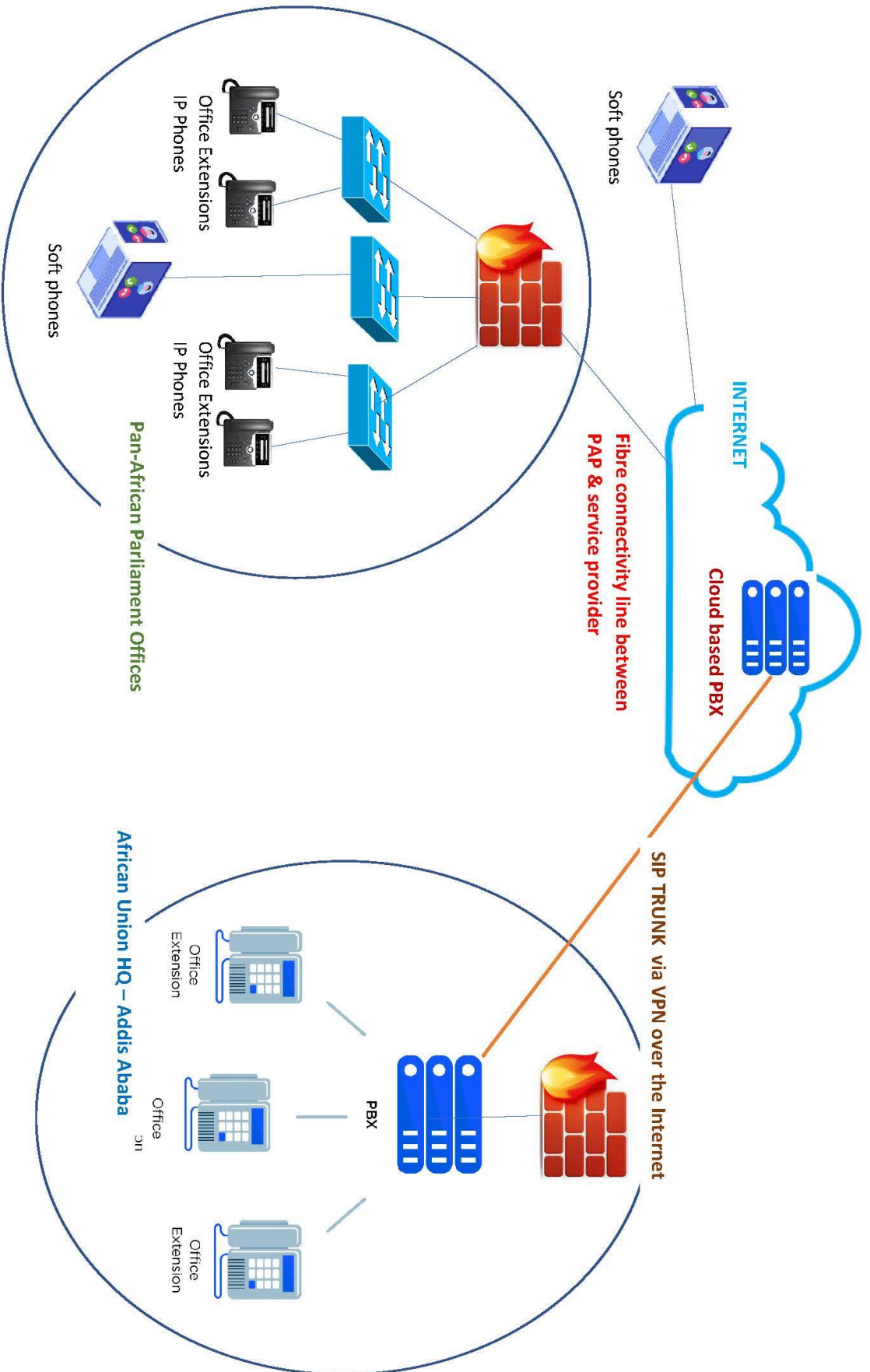
(v) Inputs required to deliver the service

None

(vi) Deliverables

- Cloud hosted PBX
- 3Mbps fiber line for voice. Corporate fiber line will provide redundancy.
- Web based management interface for both PBX and Billing services
- Service level agreement as defined below

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SERVICE LEVEL AGREEMENT

The service provider shall be expected to provide a 24/7/365 support and Service Level Agreement with a minimum of the following provisions:

	Description	Response Time	Resolution Time
1	Any fault that impacts on connectivity services	4 hrs	8 hrs
2	Any non-emergency change request (excluding network design related changes)	8 hrs	24 hrs
3	Account related queries	12 hrs	5 days

vi) Timelines

Service should be deployed within 60 days of awarded contract.

Section 7. Standard Form of Contract