ANNEXURE A

SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE OF AUDIO VISUAL & BOARDROOM BOOKING EQUIPMENT/FACILITY.

1. INTRODUCTION

ICASA would like to appoint a service provider to implement an audio-visual, boardroom booking system and related infrastructure installation at its premises with maintenance and support for a three-year period ending on 31 October 2021, subject to annual review of service provider's performance. The solution must be installed at 350 Witch-Hazel Avenue, Centurion and must be functional and ready to use on 01 November 2018.

2. BRIEFING SESSION

A compulsory briefing session will be held at 164 Katherine Street, Pinmill Farm, Sandton, Block C.

3. COMPANY PROFILE

A brief company profile must be submitted to assist ICASA in assessing your capabilities, capacity and competitive advantages.

4. PROPOSED SOLUTION

4.1. Provide a comprehensive proposed solution and methodology in response to the scope of work below (e.g. engagement, implementation, reporting etc.). This is an essential part of your response and it will form part of the service level agreement.

4.2. Provide a detailed list of unique features or benefits that will set your company apart of other competitors in relation to the required solution.

4.3. Provide a detailed systematic diagram to show the proposed systems inter-connectivity.

5. SCOPE OF WORK: CURRENT AUDIO-VISUAL EQUIPMENT & BOARDROOM BOOKING SYSTEM

ICASA would like to appoint a service provider for the following services:

5.1. Decommission, transportation and installation of the current audio-visual equipment in the new site;

5.2. Supply and installation of new audio-visual equipment;

5.3. Supply and installation of new boardroom booking system;

5.4. Supply and installation of cables and consumables;

5.5. Programming and commissioning;

5.6. Maintenance and support of audio-visual equipment and boardroom booking system;

5.7. Online technical resources: access to valuable technical information and resources (e.g. up-to-date product-specific information, online brochures/publications, training manuals on proposed products);

5.8. Remote monitoring diagnostics and alerts: remote diagnosis and trouble-shooting support/tips, equipment error notifications/alerts, failure alerts addressed through remote connections with technical support teams for immediate support and diagnosis.

6. CURRENT AUDIO-VISUAL EQUIPMENT

6.1. Presentation room – refer to Annexure A (end of this document);

6.2. Council boardroom – refer to Annexure A (end of this document);

6.3. Training room - refer to Annexure A (end of this document)

6.4. **Boardrooms with existing audio-visual equipment**

DESCRIPTION	QTY
CHRONOS WIRELESS PRESENTER HDMI	3
• Chronos wireless present VHA & HDMI (WIN & MAC)	3
• HDMI – HDMI m/m cable	3
• Wireless dongle (wireless presentation)	3
• Cabling, deliver and install/connect	3
• 60 Inch Monitor Projector screen	3
• led bracket and installation	3

7. BOARDROOM & CONFERENCE FACILITIES

7.1. ICASA new premises will have twenty (20) boardroom and conference facilities, listed below.

    7.1.1. Seventeen (17) of those boardrooms require new audio-visual infrastructure and boardroom booking system.

    7.1.2. Three (3) boardrooms will be fitted with existing audio-visual infrastructure.

    7.1.3. All twenty (20) boardrooms will be fitted with booking system.

7.2. **BLOCK B 1st FLOOR**

- 1 x Gauteng Region boardroom (12-seater);
- 1 x Licensing boardroom (12-seater);
- 1 x Corporate Services boardroom (20-seater);
- 1 x PRA boardroom (14-seater)

7.3. **BLOCK B GROUND FLOOR**

- 1 x CCA boardroom (12-seater)

7.4. **BLOCK C 1st FLOOR**

- 1 x Chairperson's boardroom (14-seater);
- 1 x Main Council boardroom (36-seater);
- 2 x Secondary Council boardroom (10-seater each);
- 1 x CEO's boardroom (20-seater);
- 1 x Engineering boardroom (10-seater);
- 1 x Internal Audit boardroom (10-seater);
- 1 x Risk boardroom (10-seater);
- 1 x Legal boardroom (10-seater);

7.5. **BLOCK C GROUND FLOOR**

- 1 x Auditorium (97-seater);
- 1 x Main boardroom (24-seater);
- 1 x HR boardroom (18-seater);
- 1 x Training room (10-seater)
- 1 x Finance boardroom (18-seater);
- 1 x Regions boardroom (10-seater)

8. SCOPE: BOARDROOM BOOKING SYSTEM

8.1.   Each boardroom must have a wall-mounted boardroom booking system, with a live (touch pad) display function.

8.2.   The system must be installed at the front entrance of each boardroom (mountable in a glass or drywalling) with the following features:

8.2.1. Ten (10") Interactive Room Reservation Signage;

8.2.2. Capacitive Touch - Glass on Glass advanced response rate/Finger;

8.2.3. Status Indicators: Red for "Reserved", Green for "Available";

8.2.4. Network Communication: RJ45 x1, Ethernet 10/100/1000 Mbps 802.3 WiFi;

8.2.5. Integrate with MS Exchange/O365/Skype for Business /Teams;

8.2.6. Provide reports and analytics for Venue Utilization (Monthly or Daily), Device Issue Statistics;

8.2.7. Supports display of image and video; Emergency and Warning notifications;

8.2.8. Display logo of organisation on home screen;

8.3.   The solution must integrate with other collaboration solutions.

8.4.   The solution must offer a renewable 36-month service support with firmware updates

8.5.   These must be connected to Outlook and changes can be done either on the screen or on Outlook.

8.6.   Cost must cover any licence fees, if applicable, for the duration of the contract.

9. SCOPE: VIDEO CONFERENCING EQUIPMENT

9.1.   The video conferencing equipment/system must have the capability and/or capacity to connect to all ICASA's Regional Offices in all nine (9) Provinces.

9.2.   The video conferencing equipment/system must be supplied and installed in the following boardrooms:

9.2.1.   1 x Auditorium (Block C Ground Floor);

9.2.2.   1 x Regions boardroom (Block C Ground Floor);

9.2.3.   1 x Main Council boardroom (Block C 1st Floor);

9.3.   The solution must have the following features:

9.3.1.   Must able integrate with Microsoft Skype for Business / Teams;

9.3.2.   Covering a radius of 5m rooms for more than + 10 persons;

9.3.3. Advanced echo cancellation;

9.3.4. Advanced patented processing/microphone mixing full duplex (FDX);

9.3.5. Line Echo Cancellation (LEC);

9.3.6. Noise Reduction (NR);

9.3.7. Automatic Gain Control (AGC);

9.3.8. Equalizer (EQ);

9.3.9. Comfort Noise Generator (CNG);

9.3.10. Automatic Microphone Mixing (AMM);

9.3.11. Full open SIP conferencing;

9.3.12. Bluetooth pairing with mobile devices

9.4. The group video system should support standards-based (SIP) video conferencing:

9.4.1. Camera

- One or more performance PTZ (pan/tilt/ zoom) cameras depending on the room size and layout.
- Recommended a speaker tracking system

9.4.2. Networking

- Ethernet wired (10/100/1000 MB);
- Wi-Fi and power over Ethernet (PoE)

9.4.3. Video In/ Content in

- Multiple video inputs to support cameras and one or more content sources are required

9.4.4. Video Out

- Multiple video out to drive several displays required

9.4.5. Audio In / Mic Options

- The 3 boardrooms require multiple microphones;
- A line level input on the group video system to be used with multiple mics and external mic mixer / DSP

9.4.6. Audio Out

- A line level audio out to drive external audio system (amp, DSO, speakers) is required

9.4.7. Audio Conferencing

- The system should support audio conferencing (VoIP and SIP).

- User interface on the table (e.g. using a touch panel with mic and speaker pod)

9.4.8. Wireless Presentation

9.4.9. Video Conferencing

- Video conferencing using user's laptop and touch panel

9.4.10. Control & Management

- Control system touch panel;
- Ability to control the video conferencing system from Bring Your Own Device (BYOD);
- Remote, centralized device management and control required.

9.5. The Auditorium is a multi-purpose venue, which must have the following features/capacity:

9.5.1. Controlled via two touch screens – one wireless and one wired (combined keypad / controls system for the venue automation);

9.5.2. Acoustic Echo Cancellation (AEC);

9.5.3. Media server with content management, playback, streaming and archiving functionality.

9.6. The following are additional conferencing features, which must be part of the solution:

CONFERENCING: VIDEO ENDPOINTS

9.6.1.	**LOCAL PARTICIPANTS**	4+
9.6.2.	**VC STANDARDS**	SIP, H323 pref
9.6.3.	**VIDEO QUALITY**	1080p @ 60fp
9.6.4.	**BANDWIDTH**	6Mbps
9.6.5.	**CAMERA**	1080ps, 6x zoom
9.6.6.	**NETWORK**	IPv4, IPv6
9.6.7.	**MULTI-SITE**	1 + 8 pref
9.6.8.	**DISPLAY SIZE**	75"
9.6.9.	**MULTI-SITE**	1 + 8 pref
9.6.10.	**STANDARDS**	Certified components

VOICE ENDPOINTS

9.6.11.	**PARTICIPANTS**	10+
9.6.12.	**VOICE STANDARDS**	SIP, H323 pref, G.7xx (ISO 60914)
9.6.13.	**NETWORK**	IPv4, IPv6
9.6.14.	**DISPLAY/STATUS**	LCD pref
9.6.15.	**CONNECTIVITY**	100BT Ethernet
9.6.16.	**STANDARDS**	Web mgmt pref, SNMP, ISO900x, ISO1400x, energy-efficient

9.7.   The solution must offer the following infrastructure:

PROFESSIONAL / AV MONITORS

9.7.1. **VC STANDARD:** ativ
9.7.2. **RESOLUTION:**   1080p Native
9.7.3. **BRIGHTNESS:**   350+ nits
9.7.4. **CONTRAST:**   1300:1
9.7.5. **INPUTS:**   Digital + Analogue HDBaseT pref
9.7.6. **USAGE MODEL:** 30K hours life
9.7.7. **STANDARDS:**   ISO900X, ISO1400X, ENERGY-EFFICIENT

IMAGING & DISPLAY

PROFESSIONAL / AV MONITORS

- **SIZE**   55"+
- **RESOLUTION**   1080p Native
- **BRIGHTNESS**   350+ nits
- **CONTRAST**   1300:1
- **INPUTS**   Digital + Analogue HDBaseT pref
- **USAGE MODEL**   30K hours life
- **STANDARDS**   ISO900X, ISO1400X, ENERGY-EFFICIENT

CAMERAS / VISUALISERS

- **RESOLUTION**   1080p, pref 5MP
- **ZOOM**   10x optical
- **COMMS**   HDMI, USB, IR
- **STANDARDS**   ISO900X, ISO1400X, ENERGY-EFFICIENT

COLLABORATION & INFORMATION SHARING

WIRELESS & WIRED PRESENTATION SWITCHER

- **SIZE/ RESOLUTION DISPLAY**   Full HD, 4K pref
- **DISPLAY**   External
- **CONNECTIVITY**   USB, LAN, VGA, HDMI, DisplayPort
- **STANDARDS**   ISO900X, ISO1400X, ENERGY-EFFICIENT

PLAYBACK & RECORDING

MEDIA SERVER / RECORDING MEDIA RECORDER

- **Quality**   1080p
- **Capacity** 500GB (int/ext)
- **Connectivity** H.323 pref, GigE, TCP/IP (Video + Audio Inputs)
- **Standards** Web management pref., SNMP, ISO900x, ISO 1400x, Energy-efficient

AV Signalling, **C**ontrol **&** device **M**anagement

P**rofile** A**dvanced** T**ouch** P**anel and** C**ontrol** P**rocessor**

- **D**isplay   LCD Touch colour PC display
- **C**onnectivity
    - Ethernet & WiFi (TCP/IP Preferred)
    - Serial, IR, Web mgmt, SNMP (Control Processor)
- **S**tandards   ISO900x, ISO1400x

10.   SCOPE: AUDIO-VISUAL & CONFERENCE SYSTEM(S)

10.1. The auditorium must be fitted with a digital, wireless conference system.

10.2. The system must be compact in size and modular in design.

10.3. It must be permanently installed with cabling hidden below the tables.

10.4. The systems must offer robust wireless performance with easy set-up and digital audio quality

10.5. The system must offer a range of configurations, which can be customized to any design preference or functional need of ICASA.

10.6. The conference system must enable meetings of more than 150 users/participants to be managed with complete control and reliability.

10.7. It must have a powerful microprocessor-based central control unit, which can power up to 60 microphone units and supports up to 250 units.

10.8. It must have the following features:

10.8.1. LED display;

10.8.2. Certifications: The system conforms to standard IEC 60914 or relevant standard;

10.8.3. Support more than one (1) language;

10.8.4. Support more than 2 interpreters.

10.8.5. Analogue audio inputs (for external sources, e.g. wireless microphones);

10.8.6. Analogue audio outputs for external source (e.g. videoconferencing system, A/V recording equipment etc.);

10.8.7. Accompanying licenses, enabling more/additional support;

10.8.8. Compatibility with other conference systems;

10.8.9. Fully digital audio transmission with selectable scrambling to prevent eavesdropping;

10.8.10.   Support for four microphone operation modes (e.g. Automatic, FIFO, Manual, and VOX (voice activated);

10.8.11.   Up to eight (8) simultaneous open microphones with Auto-Off

10.9. Each boardroom must have a front projection screen and front data projector, that can be powered on and prepared with the default PC setting from a single touch screen option.

10.10. Presentation start option must activate the projector and bring the screens down for the presentation.

10.11. The audio is to be provided to the entire venue over the speakers in the following boardrooms from the podium microphone or portable microphones as well as the DVD player or connected laptop:

    10.11.1.   1 x Auditorium (Block C Ground Floor);

    10.11.2.   1 x Main boardroom (Block C Ground Floor);

    10.11.3.   1 x Main Council boardroom (Block C 1st Floor);

10.12. There must be recording facility for the boardrooms mentioned in 9.2 above, with recording light status.

10.13. The following control will need to be programmed for each of the boardrooms:

    10.13.1.   Presentation start option. This will activate the projector and bring the screen down for the presentation, lower the projector and set the lights for presentation;

    10.13.2.   Projector On\Off;

    10.13.3.   Projector Screen Up\Down;

    10.13.4.   Projector Lift Up\Down;

    10.13.5.   Volume Up\Down;

    10.13.6.   Recording On\Off;

    10.13.7.   Lights High\Medium\Off & Present

10.14. Fifteen (15") inch portable speakers must be supplied and installed for use in boardrooms mentioned in 9.2 above.

10.15. Individual, projection screens, data projectors, audio volume and video source can be controlled with options from the touch panel.

10.16. Each boardroom must have wall mounted controllers which can start and stop presentations, change video source, adjust volume and lights high and low.

10.17. The various scenes will be discussed in detail under the control system and panel design, which includes but not limited to:

10.17.1. Lighting in each room will be controlled via the button controls or touch panels. When in presentation mode the lighting needs to dim to an acceptable level for presentations.

10.17.2. If another lighting scene is required this will need to be changed via a pre-set at the button controls. If a lighting scene falls out of this range this will need be changed via the touch panel.

10.17.3. Once the projector is switched off all lights should return automatically to all on

10.18. Connectivity into the projection system will be through HDMI, VGA, Display Port and audio connectivity.

11.   TELEVISIONS + DStv DECODERS

The service provider must supply and install the following, quantities in Table 26.1:

3.1. 32" Full high definition LED, with HDMI inputs, USB ports, RF In or equivalent;

3.2. 55" Full high definition LED, with HDMI inputs, USB ports, RF In or equivalent;

3.3. Two (2) year warranty on televisions;

3.4. High definition single view decoder;

3.5. Cabling + installation;

3.6. One (1) year warranty on decoders

12.   RELOCATION OF CURRENT AUDIO-VISUAL EQUIPMENT

ICASA has existing audio-visual equipment, which must be relocated from its current premises (164 Katherine Street, Pinmill Farm, Sandton), to its new premises at 350 Witch Hazel Avenue, Centurion. The equipment is currently installed in the Council boardroom and the Auditorium (Presentation Room).

Below are the details of the relocation request:

12.1. De-installation and decommissioning at current premises;

12.2. Re-installation and commissioning at new premises;

12.3. Cabling and consumables at new premises;

ICASA is responsible for transportation of the equipment to the new premises, unless otherwise requested.

13. DAMAGE TO FACILITIES

Any damage caused during the implementation shall be repaired by the service provider at no cost to ICASA.

14. MAINTENANCE & SUPPORT

14.1. A 3-year on-site extended warranty on all new equipment must include the following:

    14.1.1.   Technical assistance;

    14.1.2.   Hardware maintenance + replacement;

    14.1.3.   Software updates and upgrades

14.2. A 3-year on-site maintenance and support on all relocated equipment must be provided.

14.3. Provide technical helpdesk for second level support.

14.4. The service provider will be required to respond to other ad-hoc calls as follows:

    14.4.1.   Resolve a severity 1 problem within 4 hours of call by the ICASA. A severity 1 problem is defined as a problem where the failure is impacting the normal business activities of ICASA e.g. faults on one of the equipment.

    14.4.2.   Resolve a severity 2 problem within 24 hours of call by the ICASA. A severity 2 problem is defined as a problem where the system is malfunctioning.

14.5. The service provider must acknowledge and send out a call-out technician within 4 and/or 24 hours of call by ICASA, as prescribed above).

14.6. Service provider must keep clear records and produce statistics of calls logged and technicians' activities;

14.7. All firmware, software and operating systems relating to the infrastructure needs to be updated by an adequately qualified engineer biannually or whenever an OEM releases a critical update.

14.8. All projector bulbs and remote batteries to be quoted on an as and when required basis and to be treated as consumables for ICASA's cost.

14.9. Portable panel and any other batteries within the defined infrastructure need to be included.

14.10. Any damage caused by expanding or leaking batteries must be replaced by the service provider, at no cost to ICASA.

14.11. All power supply units for the defined infrastructure needs to be included unless user related damage is proven.

14.12. Boardroom table pop ups with components (if any) need to be included unless user related damage is proven.

14.13. Ad-hoc audio and video fixed infrastructure (if any) cabling repairs need to be included unless user related damage is proven. This excludes all pre-moulded detachable cabling.

14.14. Related software and hardware maintenance and support to be included.

15. SCHEDULED MAINTENANCE

15.1. Proactive AV health checks to be conducted monthly.

15.2. These scheduled AV health reviews are to be conducted by the service provider and results included in the monthly project report presented to ICASA

15.3. This review will include the following functional areas, which ever applies:

15.3.1. Control System;

15.3.2. Video System;

15.3.3. Audio System;

15.3.4. Digital Signage;

15.3.5. Recording facility;

15.3.6. PA System

16. FAULT LOGGING & ON-SITE SUPPORT

The following information and support needs to be provided by the service provider:

16.1. A single call centre needs to handle all faults or calls logged relating to this project.

16.2. Contact details will need to be provided to ICASA.

16.3. On receipt of the fault with relevant information, the successful service provider must provide a unique fault reference number to ICASA.

16.4. The service provider or the OEM will provide adequately qualified onsite personnel for the duration of the call.

17.   SKILLS TRANSFER & DOCUMENTATION

17.1. The service provider will transfer the necessary skills to the project team after implementation and at the end of the project in order to ensure continuity.

17.2. Detailed project documentation and designs needs to be provided to ICASA in the original editable version and PDF version at the end of the implementation period.

17.3. The service provider is required to adhere to any internal processes and procedures ICASA approves/follows.

17.4. Planning should be in conjunction with the operational requirements of ICASA.

17.5. Service providers may need to allow for a portion of the implementation to be completed outside of normal business hours, to ensure readiness of the project by **31 October 2018**.

18.   PROJECT MANAGEMENT

18.1. The appointed service provider will be expected to complete the project and hand-over a fully functional audio-visual equipment and boardroom booking system by **31 October 2018**.

18.2. The following minimum project management deliverables are required as part of this project:

    18.2.1.   Activities and tasks;

    18.2.2.   Timeframes;

    18.2.3.   Deliverables

    18.2.4.   Project Initiation Document;

    18.2.5.   Project Kick-off Meeting;

    18.2.6.   Monthly Project Report;

    18.2.7.   Risk & Issue Register;

    18.2.8.   Project Close-out Report

19. EXPERIENCE

Details of the service provider's current and past experience in installation, maintenance and support on the audio-visual equipment and boardroom booking system must be provided below:

CLIENT'S NAME	PROJECT DESCRIPTION	PROJECT COST	PROJECT START & END DATE	NAME, TITLE & CONTACT DETAILS OF CLIENT

20. PROJECT TEAM

NAME	POSITION	PROJECT ROLE	RELEVANT PROJECT EXPERIENCE

Note: you can attach as supporting documents if space provided above is not sufficient.

21. EVALUATION CRITERIA

DESCRIPTION	WEIGHT
Proposed solution/methodology The service provider must provide detailed comprehensive, proposed solution or methodology in response to the scope of work (e.g. engagement, implementation, reporting etc.). Provide a detailed list of unique features or benefits that will set your company apart of other competitors in relation to the required solution. 	30
Qualifications & skills of key personnel The service provider's proposed project manager and technicians that will work on the project must have qualifications, skills and experience in the decommissioning, installation and maintenance of the audio-visual equipment & boardroom booking system. The service provider must submit, as part of its proposal, the following: ☐ CVs of project manager and technicians to be assigned to the project; and clearly highlighting relevant qualifications, areas of experience/ competence relevant to audio-visual equipment and boardroom booking system installation & maintenance.	20

Description	Points
Provided detailed, comprehensive response on the supply, installation & maintenance of proposed audio-visuals solution, with **detailed & customized** list of unique features or benefits of the **company** & the proposed solution(s)	= 5
Provided detailed, comprehensive response on the supply, installation & maintenance of proposed audio-visuals solution, with **detailed** list of unique features or benefits of the **company** & the proposed solution(s)	= 4
Provided **generic** response on the supply, installation & maintenance of proposed audio-visuals solution, with **generic** features or benefits of the proposed solution(s)	= 3
Provided insufficient information on the proposed solution/methodology	= 2
Provided irrelevant information/no response on the proposed methodology	= 1

Description	Points
Provided CVs of project manager and technicians to be assigned to the project clearly highlighting relevant qualifications & 5 years or more experience/ competence relevant to audio-visual equipment and boardroom booking system installation & maintenance.	= 5
Provided CVs of project manager and technicians to be assigned to the project clearly highlighting relevant qualifications & experience of not more than 4 years in the supply, installation of audio-visual equipment and boardroom booking system & maintenance.	= 4
Provided CVs of project manager and technicians to be assigned to the project clearly highlighting relevant qualifications & experience of not more than 3 years in the supply, installation of audio-visual equipment and boardroom booking system & maintenance.	= 3
Provided insufficient information on the proposed solution/methodology/less than 3 years experience	= 2
Provided irrelevant information/no response on the proposed methodology	= 1

Project plan implementation

The service provider must provide its implementation plan on the once-off upgrade project which should be completed by **31 October 2018**. The plan must be detailed and must include, but not be limited to, the following:
Activities and tasks
Timeframes
Deliverables
Project Initiation Document;
Project Kick-off Meeting;
Monthly Project Report;
Risk & Issue Register;
Project Close-out Report

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Description	Points
Provided realistic implementation plan for completion by **31 October 2018**. The plan includes details on activities/tasks, timeframes, deliverables, project initiation, project kick-off, monthly project reports, risks issues register, project close-out.	= 5
Provided realistic implementation plan for completion by **31 October 2018**. The plan includes details on activities/tasks, timeframes, deliverables, project initiation, project kick-off, monthly project reports, risks issues register.	= 4
Provided realistic implementation plan for completion by 31 October 2018. The plan includes details on activities/tasks, timeframes, deliverables, project initiation, monthly project reports, risks issues register.	= 3
Provided insufficient information on the proposed solution/methodology	= 2
Provided irrelevant information/no response on the proposed methodology	= 1

Experience

The service provider must have a minimum of 3 years or more experience in providing installation, maintenance and support on the audio-visual equipment and boardroom booking system.

Description	Points
Service provider has five (5) years' experience or more in successfully delivering a project of similar nature	= 5
Service provider has four (4) years' experience in successfully delivering a project of similar nature	= 4
Service provider has three (3) years' experience in successfully delivering a project of similar nature	= 3
Service provider has less than three (3) years' experience in successfully delivering a project of similar nature	= 2
Service provider has irrelevant experience/provided no response on experience	= 1

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	10
References The service provider must provide three (3) or more contactable references for the provision similar equipment & system installation, maintenance and support done in the past 3 years. | Description	Points
Provided five (5) or more contactable and relevant references	= 5
Provided four (4) contactable and relevant references	= 4
Provided three (3) contactable and relevant references	= 3
Provided less than three (3) contactable and relevant references	= 2
Provided irrelevant references/provided no response on references	= 1		
Total	100

Only bidders who passed the threshold of 80/100 for functionality will be evaluated further for price and BBBEE.

22. LOCAL PRODUCTION & CONTENT

22.1.   ICASA promotes Local Production and Content. In the case of designated sectors, only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.

22.2.   ICASA reserves the right at its sole discretion to set minimum thresholds for sectors which may not have been declared as designated sectors by the Department of Trade & Industry (the DTI), in an effort to stimulate local production and content where relevant.

22.3.   Bidders are required to assess their product and /or service offering against the designated sector lists as published by the Department of Trade and Industry (the DTI) and to ensure full compliance to the minimum local content threshold, if relevant, before submitting its response to this tender. The DTI's latest list of designated sectors can be accessed on: http://www.dti.gov.za/industrial_development/ip.jsp.

23. SERVICE LEVELS & PERFORMANCE

23.1.   In instances of transgression of a more serious nature, should ICASA during the contract period for any reason regard the service provider's service levels and performance against this contract as being inadequate or not to ICASA's satisfaction, the details will be reduced to writing and sent to the service provider.

23.2.   In the event that the service provider is unable to remedy the complaints to ICASA's satisfaction within 14 days of such notice of inadequate performance, ICASA reserves the right to cancel this contract and recover costs in terms of the service agreement.

23.3.   Notice of cancellation shall either be in writing, hand-delivered or sent by email.

24. SERVICE LEVEL AGREEMENT

24.1.   The successful service provider will be required to enter into a written service level agreement with the ICASA.

24.2.   ICASA reserves the right to

24.2.1.   decrease quantities and/or items due to budget constraints,

24.2.2.   negotiate and select final equipment(s),

24.2.3. invite bidders to present or otherwise demonstrate their proposed solution to clarify aspects that are required as part of the evaluation process, at the bidders' own cost,

24.2.4. not to award the bid to the lowest bidder, but to the bidder representing the best value for money

25. TECHNICAL REQUIREMENTS

The service provider must indicate its compliance / non-compliance to the requirements and should substantiate its response in the space provided below. If more space is required to justify compliance, please ensure that the substantiation is clearly cross-referenced to the relevant requirement.

25.1. **PROPOSED SOLUTION/METHODOLOGY**	COMPLY	PARTIALLY COMPLY	NOT COMPLY
The service provider must provide detailed comprehensive, proposed solution or methodology in response to the scope of work (e.g. engagement, implementation, reporting etc.). Provide a detailed list of unique features or benefits that will set your company apart of other competitors in relation to the required solution.			
Substantiate:			

25.2. **EXPERIENCE**	COMPLY	PARTIALLY COMPLY	NOT COMPLY
The service provider must have a minimum of 3 years or more experience in providing maintenance and support on the audio-visual equipment and boardroom booking system.			
Substantiate:			

25.3. **PROJECT PLAN IMPLEMENTATION**	COMPLY	PARTIALLY COMPLY	NOT COMPLY
The service provider must provide its implementation plan on the once-off upgrade project which should be completed by 31 October 2018. The plan must be detailed and must include, but not be limited to, the following: Activities and tasks Timeframes			

Deliverables Project Initiation Document; Project Kick-off Meeting; Monthly Project Report; Risk & Issue Register; Project Close-out Report			
Substantiate:			

25.4. **QUALIFICATIONS & SKILLS OF KEY PERSONNEL**	COMPLY	PARTIALLY COMPLY	NOT COMPLY
The service provider's proposed project manager and technicians that will work on the project must have qualifications, skills and experience in the decommissioning, installation and maintenance of the audio-visual equipment & boardroom booking system. The service provider must submit, as part of its proposal, the following: ☐ CVs of the project manager and technicians to be assigned to the project; and clearly highlighting relevant qualifications, areas of experience/ competence relevant to audio-visual equipment and boardroom booking system installation & maintenance.			
Substantiate:			

25.5. **REFERENCES**	COMPLY	PARTIALLY COMPLY	NOT COMPLY
The service provider must provide three (3) or more contactable references for the provision similar equipment & system installation, maintenance and support done in the past 3 years as per item 29 of this document.			
Substantiate:			

25.6. **MAINTENANCE & SUPPORT**	COMPLY	PARTIALLY COMPLY	NOT COMPLY
The service provider will be required to provide maintenance and support as and when required. The service provider must provide a proposal detailing how they are going to provide maintenance and support with a resolution time as per below: ☐ Resolve a severity 1 problem within 4 hours of call by ICASA ☐ Resolve a severity 2 problem within 24 hours of call by ICASA.			
Substantiate:			

26. PRICE SCHEDULE

26.1. NEW AUDIO-VISUAL EQUIPMENT: LCD SCREENS

Building Block	Boardroom	Screen Size	Unit Price (excl. VAT)
Block C 1st Floor	Chairperson Boardroom (14 Pax)	1x 84 4K UHD LCD Display LQ 70	
	Council Boardroom (10 Pax)	1x 84 4K UHD LCD Display LQ 70	
	Council Boardroom (10 Pax)	1x 84 4K UHD LCD Display LQ 70	
	E&T Boardroom (10 Pax)	1x 84 4K UHD LCD Display LQ 70	
	Main Council Boardroom (36 Pax)	2 x 84 4K UHD LCD Display LQ 70	
	Risk Boardroom (18 Pax)	1x 84 4K UHD LCD Display LQ 70	
	Internal Audit Boardroom (10 Pax)	1x 84 4K UHD LCD Display LQ 70	
	Ceo Boardroom (20 Pax)	1x 84 4K UHD LCD Display LQ 70	
	Legal Boardroom (10 Pax)	1x 84 4K UHD LCD Display LQ 70	
Block C Ground Floor	Auditorium (97 Pax)	3x 98" 4K UHD LCD Display LQ 70 Main Screen (Titled)	
		2 x 84 4K UHD LCD Display LQ 70 Side Screens	
	MAIN BOARDROOM (24 PAX)	1x 84 4K UHD LCD Display LQ 70	

Building Block	Boardroom	Screen Size	Unit Price (excl. VAT)
	REGIONS BOARDROOM (10 PAX)	1x 84 4K UHD LCD Display LQ 70	
	FINANCE BOARDROOM (18 PAX)	1x 84 4K UHD LCD Display LQ 70	
	HR BOARDROOM (18 PAX)	1x 84 4K UHD LCD Display LQ 70	
	HR TRAINING ROOM (10 PAX)	2 x 84 4K UHD LCD Display LQ 70	
Block B 1st Floor	GAUTENG REGION BOARDROOM (12 PAX)	1x 84 4K UHD LCD Display LQ 70	
	LICENSING BOARDROOM (12 PAX)	2 x 84 4K UHD LCD Display LQ 70	
	PRA BOARDROOM (14 PAX)	1x 84 4K UHD LCD Display LQ 70	
	CORP SERVICES BOARDROOM (20 PAX)	2 x 84 4K UHD LCD Display LQ 70	
Block B Ground Floor	CCA BOARDROOM (12 PAX)	1x 84 4K UHD LCD Display LQ 70	

Boardroom Booking Systems	Quantity	Unit Price (excl. VAT)
10" wall-mounted boardroom booking screen, with a live (touch pad) display function	19	
Central unit: digital conference system	3	
Discussion units: digital conference system	85	
Roving microphones	3	

Televisions plus decoders	Quantity	Unit Price (excl. VAT)
32" Full high definition LED, with HDMI inputs, USB ports, RF In or equivalent	28	
55" Full high definition LED, with HDMI inputs, USB ports, RF In or equivalent	17	
High definition single view decoder	45	

Sub-Total A (excl. VAT)	

Note: The price proposal must include 3-year on-site extended warranty on all existing equipment.

27. NEW AUDIO-VISUAL EQUIPMENT: BOARDROOM BOOKING SYSTEM

Note: The price proposal must include 1-year on-site warranty and 2-year extended warranty on all new equipment. (Not to run concurrently)

28. PROFESSIONAL SERVICES

28.1. DECOMMISSION, INSTALLATION & COMMISSIONING OF EXISTING AUDIO-VISUAL EQUIPMENT

Activity/Deliverable	Rate/Hour per resource	Number of hours	Total cost (excl. VAT)
Decommissioning and installation			
Cabling and consumables			
Sub-Total B (excl. VAT)			

28.2. SUPPLY, INSTALLATION & COMMISSIONING OF NEW AUDIO-VISUAL EQUIPMENT

Activity/Deliverable	Rate/Hour per resource	Number of hours	Total cost (excl. VAT)
Installation and commissioning			
Cabling and consumables			
Sub-Total C (excl. VAT)			

28.3. SUPPLY, INSTALLATION & COMMISSIONING OF TELEVISIONS AND DStv DECODERS

Activity/Deliverable	Rate/Hour per resource	Number of hours	Total cost (excl. VAT)
Installation and commissioning			
Cabling and consumables			
Sub-Total D (excl. VAT)			

28.4. **MAINTENANCE & SUPPORT**

For comparison purpose bidders must provide cost for 120 hours for maintenance and support.

Activity/Deliverable	Rate/Hour per resource	Number of hours	Total cost (excl. VAT)
Maintenance & Support Working Hours (08:00 – 17:00)		80	
Maintenance & Support After-hours, Weekends and Public Holidays		40	
Sub-Total E (excl. VAT)			
Total Price (A+B+C+D+E) (excl. VAT)			
VAT			
Total Price (A+B+C+D+E) (incl. VAT)			

29.   **REFERENCE CHECKS**

Client Name: ………………………………………………………………

Please indicate and rate whether the respondent/ service provider has performed the attributes/ tasks listed below.	Has the service been rendered (Yes / No)	Poor	Average	Good
		1	3	5
Did the service provider implement their last project successfully?				
Was the solution delivered in the required time frame?				
Was conformance to a project management standard adhered to?				
Was the skill competency of the team relevant and adequate to deliver on the solution?				
Were all meetings schedules adhered to?				
Were you satisfied with the technical support provided during the project?				

Referee name: ....

Client / Referee signature: ....

Designation: ………………………………………………………………….

Date: ………………………………………..

Tel: ………………………………………

Cell: …………………………………………..

ANNEXURE A: CURRENT AUDIO-VISUAL EQUIPMENT

Presentation Room -Audio Visual Equipment

AV Auditorium with existing VC	
Audio Equipment :	
Description	**Quantity**
Biamp TesiraFORTE CI R35 611,20 R35 611,20 DSP fixed I/O server with 12 analog inputs, 8 analog outputs, 8 channels configurable USB audio, and Sona™ Acoustic Echo Cancellation (AEC) technology (all 12 inputs)	1
Beyerdynamic OM302 Classis miniature condenser gooseneck mic (cardioid), white, for fixed overhead mounting in 60 mm (2.4") installation gaps, windscreen included Classis condenser boundary mic (semi-cardioid), black, 3-pin XLR male, for ceiling or desktop installation	10
Apart Audio MASK6-BL Cabinet speaker, 150 w @ 8Ù, black, Intelli-Mount™ bracket included. PRICE PER PAIR	1
Lab Gruppen Lucia240/2 - 2 channels, 2 x 120W @ 8Ù, Class D, GPIO facility	1
Video Equipment :	
Re-Use Existing HDX 7000	1
Re-use Existing Projector	2
Elite TensElect screen 135(16:9)299x168	2
Barco ClickShare Meeting - Wireless Presentation Solution. Including Base station and 2 x USB presentation buttons. Up to 8 USB Buttons supported. Share presentations and videos from any PC or Mac. INCLUDES 3 YEAR EXTENDED WARRANTY	1
Control and Switching :	
Extron DTP CrossPoint 84, 8x4 Scaling Presentation Matrix Switchers with DTP Extension	1
Extron TLP 350MV 3.5" Wall Mount TouchLink Touchpanel	1
DTP HDMI 4K 230 Rx HDMI Twisted Pair Extender	2
Wireless Network Switch	1
iPad Mini Wifi	1
Sundries :	
Installation, Rack, consumables and setup	1
1 year Standard SLA	1

Council Boardroom -Audio Visual Equipment

AV Council Boardroom	
Audio Equipment :	
Description	**Quantity**
Biamp TesiraFORTE AI DSP fixed I/O server with 12 analog inputs, 8 analog outputs, and 8 channels configurable USB audio	1
Beyerdynamic BM32B Classis condenser boundary mic (semi-cardioid), black, 3-pin XLR male, for ceiling or desktop installation	12
Rolls HR73 MP3 Recorder	1
Cloud CXA450 4 Channel power amplifier, 50 watts per channel	1
Apart Audio MASK4-BL Small Cabinet speaker, 4,2" 70 Watts @ 8 Ohm, black PRICE PER PAIR	1
Apart Audio CM6T 2-Way ceiling loudspeaker, round, 6 w @ 100V or 60 w @ 16Ù, white	8
CONCEPT1 Integrated stereo amplifier for professional use, 4 Line + 1 Mic, RS232 & IR control, 2 x 80 Watts @ 4?	1
Video Equipment :	
BenQ MH740 1080P, DLP,Full HD Blu-ray 3D Support, 4000 lumens, 11000:1 contrast, 1.07 Billion Colours, 2 X VGA, monitor out , 2 X HDMI , RS232, RJ45 Lan control, 1.5 x big zoom ratio, 3.7 Kg, 1 x 5W speakers, Carry Bag, 3 Yr Unit Warranty,1 yr or 600hrs on lamp	1
Projector bracket	1

Elite Cine Tension2 Elect screen 92(16:10)202x127	1
Barco ClickShare Meeting - Wireless Presentation Solution. Including Base station and 2 x USB presentation buttons. Up to 8 USB Buttons supported. Share presentations and videos from any PC or Mac. INCLUDES 3 YEAR EXTENDED WARRANTY	1
Control :	
Extron MLC Plus 84 D MediaLink Plus Controller - Decora Wallplate	1
Wireless Network Switch	1
iPad Mini Wifi	1
Sundries :	
Installation, Rack, consumables and setup	1
1 year Standard SLA	1

Polycomm Video Conference System

Polycomm HDX 7000

ANNEXURE B: PICTURE ILLUSTRATIONS