

African Court on Human and Peoples' Rights

Request for Quotations

PROVISION OF TELEPHONE SERVICES

African Court on Human and Peoples' Rights

P.O Box 6274 Arusha, Tanzania Web site: www.african-court.org; Email registrar@african-court.org

Procurement Number: AFCHPR/PTS/2022/108
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To: All Suppliers

Date: 25/04/2022

The African Court on Human and Peoples' Rights invites you to submit your quotation for carrying out the services as described herein. Any resulting order shall be subject to the General Conditions of Contract for Purchase Orders (attached) except where modified by this Request for Quotations (RFQ).

SECTION A: REQUEST FOR QUOTATION:

1. Description of Services and Location: Provision of Telephone Services at the African Court on Human and Peoples' Rights in Arusha, Tanzania.
2. Currency of Quotation: Tanzanian shilling (The United Nations operational exchange rate will be used to convert the quotation received in foreign currency).
3. Services are to commence on 01 July 2022.
4. Quotations must be valid for Sixty (60) days.
5. Quotations and supporting documents as specified in Section B must be marked with the Procurement Number given above and indicate your acceptance of the terms and conditions.
6. Quotations must be received, in sealed envelopes, no later than: **17:00hrs on 25 May 2022 (Arusha, Tanzania local time).**
7. Quotations must be returned to:
Email: tender@african-court.org
(The maximum size of attachments is 25 MB. If the size of your attachment exceeds 25 MB, please send it over several emails.)

Or,

Postal address:
**The Registrar,
African Court on Human and Peoples' Rights
P.O. BOX 6274
Arusha, Tanzania**

Or,

Physical address:
**The Headquarters of the African Court on Human and Peoples' Rights,
situated at TANAPA, Mwalimu Julius Nyerere Conservancy Centre,
Phase II, Dodoma Road.**

8. Request for clarification;

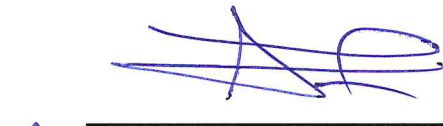
Bidders requesting clarification of the items, technical requirements or conditions stipulated in this RFQ shall communicate in writing with African Court office through the email address: procurement@african-court.org

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9. The attached Schedule of Rates and Prices at Section C and Technical Data at Section D detail the services to be performed.
10. You are requested to quote by completing Sections B, C and D. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services. The whole cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.
11. Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of Contract will be made to the lowest priced.
12. Payments will be made in accordance with any resulting order within thirty (30) days of receipt of an invoice supported by a certificate of satisfactory completion.



Dr. Robert Eno
Registrar of the Court





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Your quotation is to be returned on this Form by completing and returning Sections B, C and D including any other information and certification as stated within this RFQ.

SECTION B: QUOTATION DETAILS

1. Currency of Quotation: Tanzanian shilling (The United Nations operational exchange rate will be used to convert the quotation received in foreign currency).
2. Services will commence on 01 July 2022.
3. Validity period of this Quotation is Sixty (60) days.
4. We enclose the following documents as required by the Purchaser:
 - a. Company Profile detailing the company and its services;
 - b. Valid registration documents;
 - c. Latest Tax Clearance Certificate.
5. We confirm that our quotation is subject to the African Union General Conditions of Contract for Purchase Orders, and is based on the terms and conditions stated in your Request for Quotations referenced above.
6. We confirm that the prices quoted are fixed for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Phone number: _____ Email: _____

Registered Address:

.....
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If any additional documentation is attached, a signature and authorisation at Sections B, C and D is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Sections B, C and D the quotation may be rejected.

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SECTION C: SCHEDULE OF RATES AND PRICES (TO BE PRICED BY BIDDER)

Item No.	Description of Services (In accordance with Section D)	Unit of Measure	Quantity	Unit Price in Specified Currency	Total Price in Specified Currency
1	Provision of Telephone Services				
		VAT (18%)			
		TOTAL inclusive of VAT			

Costs needs to be provided while mentioning the taxes and VAT if any.

Authorised By:

Signature: _____

Name: _____

Position: _____

Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Phone number: _____

Email: _____

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SECTION D: TECHNICAL DATA

1. Introduction

The African Court on Human and Peoples' Rights [*the Court*] is seeking a solution from interested and qualified companies in providing PSTN services to the Court.

The Court is having a PBX telephone system (of Cisco 2951 Router) with 10 FXS and FXO ports with a provision of supporting E1 connection.

2. Number Porting

The Court has six existing dedicated numbers with TTCL and these numbers should be ported to the new chosen provider and then trunked back at the Court. The numbers will reside on the provider network but will remain the property of the Court in the event that the Court chooses to change service providers.

3. Partner Trunks

As the Court makes use of Microsoft Office 365 and its associated services, there may be requirements to have trunks into Microsoft O365.

4. Telephony Requirements

At present only few users in the Court have dedicated Direct inward Dialing (DID) extensions. Moving forward it is envisioned that all users should be given dedicated DID extensions as well as location based Direct Outward Dialing (DOD) extensions.

The chosen solution must make use of Least Cost Routing to ensure minimal National, International and Mobile call costs. To this end, it is envisioned that the Court will:

- a) Incur no costs for calls made on the office intercom;
- b) Incur only national call cost for external calls destined within Tanzania. The provider should have VOIP breakouts in all major locations within Tanzania;
- c) Incur minimal international call costs for external calls. Ideally the provider should have SIP trunks to international locations;
- d) Incur minimal Mobile costs. The provider should ensure least cost routing to all major mobile providers within Tanzania;
- e) The provider should further provide call costs at competitive rates to ensure that telephony costs can be driven down.

5. Endpoint Requirements

The provider should support a number of endpoint devices and platforms including: Software based clients for PC, iPhone and Android, Conferencing and Roundtable endpoints.

6. Voicemail

The solution should support both Voicemail capabilities and can integrate into O365 through the Microsoft Outlook client.

The system should encrypt the voice content.

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7. System Management

The Provider should provide a solution which can:

- a) Register and log all calls and give accounting information;
- b) Monitor and register all users, attendants, trunks activity to generate traffic and level of use analysis;
- c) Account all calls generated by the users including cost, date, hour. Must provide different options to group the billing of the calls (extension number, trunk, user, city/area associated to dialled numbers).

The accounting module must be able to:

- i. Define thresholds for phone usage and Tracking/monitoring the activity, providing a graphical view of the accounting thresholds per user, or group.
- ii. The management platform must allow the administrator to generate reports and graphs of the activity per period of time in terms of traffic, accounting and alarms and giving the possibility to generate statistics of all the analysis. Those reports must be predefined but the option to personalize the reports must be also available. These reports should be exportable in HTML, pdf, Excel.
- iii. Automated attendant, the system should be equipped with an automated attendant system that, under designated conditions, welcomes outside callers, and proposes (in an interactive manner) a way to reach a desired service.
- iv. Administration interface/management console must be via a web enabled interface running in a browser (Chrome, Firefox, IE, Safari)
- v. Administrators must be able to produce cost and usage reporting; billing; call type breakdown; call logs; real-time call costs; individual call history; Access by role; and must be able to export reports in CSV and or PDF
- vi. Administrators must be able to upload Interactive Voice Response messages via the web interface; upload music on hold; upload or terminate once off messages.

The system should support music or a message played while callers remain on hold and ability to upload such music.

- vii. Set up auto-attendant (custom main greeting) to automatically greet and direct callers to the appropriate extension using a pre-recorded message chosen by the caller
- viii. Administrators must be able to distinguish between business calls, private calls, local, national and international outgoing calls

8. Mobility

Calls can be forwarded to alternative numbers, allowing transfer of calls to staff not currently in the office.

9. Other Value Added and Mobility Services

Automatic Route Selection (ARS) to select the best route available to set up a call in terms of resources availability and cost.

10. Security

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The Court requires a secure IP Telephony System (IPTS) network solution to optimize system performance and reduce the probability of restricted calls, and illegal system and network access.

11. Service provider requirements

- a. Legal Authority/Basis.** The Court, being an international legal entity, finds it most appropriate to ensure it operates within the full ambit of the Tanzanian national laws and accordingly demands that the service provider shows proof of being a properly constituted and certified company with minimum of 5 years operational experiences.
- b. Vendor Response Requirement.** The service provider is required to briefly describe any embedded features/functions in the proposed system that will identify telephony/fax spam, harassing calls, and other types of restricted calls (e.g. bomb threats, threatening calls, calls to/from restricted numbers) in real-time, and alert and/or block such activity to reduce damages and legal exposure.
- c. Materiel and Logistics Support.** The service provider is expected to possess its own administrative and operational equipment and logistics support that ensures smooth and continuous services delivery around the clock without interruptions.
- d. Survey.** For interested companies, in case you deem it necessary to gather more information about the PBX system, you are invited to schedule an appointment and pay a visit to the Court premises to Survey/examine the system.
- e. Contract Duration and Working Hours.** The duration of this contract shall be for a period of three (3) years and may be renewed based on good performances of the service provider.

12. Intellectual property

The policies, procedures and plans of the Court exchanged with the service provider in the course of their official duties remains the Intellectual Property of the Court. No unauthorised copies are to be made without prior written permission from the Registrar.

We confirm that we comply with the technical requirements as detailed above.

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Phone number: _____ Email: _____