

REQUEST FOR QUOTATION (RFQ) FORM HOSTED CALL LOGGING SYSTEM

Name of Company	
RFQ number	RFQ 240/2020/HPCSA
Date of RFQ	11 September 2020
Procurement Officer's Name	Livhuwani Makhanthisa
Briefing Session date	N/A
Closing date	22 September 2020 (Note: proposals should be submitted via email) Tenders@hpcsa.co.za or LivhuwaniM@hpcsa.co.za
Closing time	12:00

<p>Job / Work specification</p>	<p>Hosted call logging system</p> <p>A call Requirements/Procedure</p> <p>HPCSA requires a hosted call logging system. The system should have capability of call collection, evaluation, assignment and reporting. A stat on the logged calls data via telephone calls and email. A ticket number generation and automatic sending of the ticket to employees for tracking purposes. ITIL Management tools capability of best practices on incident, problem & change management process. Departmental and technicians SLA report automation on the set triggers and thresholds.</p> <p>Template Should contain</p> <p>Subject,</p> <p>Name,</p> <p>Surname,</p> <p>Telephone/Extention and or Cell No.</p> <p>Building name and floor</p> <p>Type of call priority</p> <p>Impact and priority level</p> <p>High, medium and low</p> <table border="1" data-bbox="587 1115 970 1326"> <thead> <tr> <th colspan="2" rowspan="2"></th> <th colspan="3">Impact</th> </tr> <tr> <th>H</th> <th>M</th> <th>N</th> </tr> </thead> <tbody> <tr> <th rowspan="3">Urgency</th> <th>H</th> <td>1</td> <td>2</td> <td>3</td> </tr> <tr> <th>M</th> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <th>L</th> <td>3</td> <td>4</td> <td>5</td> </tr> </tbody> </table> <p>Categorization of incident types</p> <p>Password resets</p> <p>Network connectivity</p> <p>Printer</p> <p>Email problem</p> <p>Application call (Oracle, SharePoint, VIP, CRM,</p> <p>Internet and Connectivity call</p> <p>Request for information ie Stats</p> <p>Development</p> <p>Telephone problem</p>			Impact			H	M	N	Urgency	H	1	2	3	M	2	3	4	L	3	4	5
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	<p>Ability to track incident status;</p> <p>Open/New, Assign, in progress, Pending, resolved then closed</p> <p>An email should be automatically be generated on call resolving to employee who logged the call, if not satisfied the call should be reopened.</p> <p>Technician should not be able to close the calls, calls will automatically be closed two weeks after being resolved</p> <p>Assignment of calls groups/technicians(18 licenses/Subscription)</p> <p>Technicians name Reassignment of calls Ability to close multiple calls</p> <p>Incident escalation to management</p> <p>SLA Reporting capability</p> <p>Migration of historical calls</p>
Location:Office name/Department	IT

The following must accompany the request:

- **A valid Tax Clearance Certificate/ Pin must be provided**
- **Valid BEE Certificate/ Affidavit must be attached**
- **Written quotation on company letter head**

Quotations must be valid for 30 OR 60 DAYS, when appointed; you will be allocated the Purchase Order for the supply of the goods/service. All the invoices will be paid within 30 days after delivery thereof as per Company policy.

PLEASE INDICATE IF YOU ACCEPT THE CONDITIONS. YES or NO

Signature of Authorised Person: _____

Name Printed: _____

Capacity: _____