



**SOUTH AFRICAN AIRWAYS**

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A STAR ALLIANCE MEMBER 

**South African Airways**

**Statement of Work**

Cellular Telephone Services Microsoft Solution

**Section C 5: Appendix B.1**

**Statement of Work Index**

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## **Statement of Work**

### **CELLULAR TELEPHONE SERVICES**

This appendix describes the work required from the service provider. All these services are to form part of the service offering and are to be included in the costing.

These services are to be transferred as per an agreed project plan and Exit strategy with SAA and the current service provider.

Apart from the information and requirements described, a table is provided for response purposes.

Compliance will be measured by providing responses in the columns Compliant or Non-compliant. Should a partial response be indicated or an alternate be offered a detailed description of what the service entails or does not cover must be provided in the Comments column. Should the space provided not be sufficient, the complete response can be provided as a separate attachment and referenced accordingly in the column.

Failure to answer the questions may disqualify the service provider from the evaluation process.

#### **1 FUNCTIONAL REQUIREMENTS**

In respect of the functional requirements for the SAA cell phone solution it is envisaged that this will be a two part exercise that will be addressed in two separate appendices. The first appendix will apply to the Microsoft Solution (appendix B.1) and the associated cell phone packages with handsets available per packages per the requirements below. The second appendix (Appendix B.2) will address the supply of a Blackberry solution with a number of different functional requirements.

It is expected that all of the bidders will provide answers to both of these appendices if they are to be considered for inclusion in the evaluation exercise.

#### **2 EXISTING SERVICES**

The original cellular contract makes provision for cellular services to be provided to SAA Corporate, SAA Technical Pty, SAA Cargo, Galileo, Mango and SA Express Airways, under the SAA Corporate Agreement.

The SAA Corporate, SAA Cargo, Galileo and SAA Technical accounts have separate administrators that manage the issuing of cellular contracts to the various personnel within those separate business units. The financial side of this is centrally controlled and managed with the billing being done monthly on separate account numbers for the above-mentioned divisions.

In total there are six hundred and forty users across all of the abovementioned business units. The above-mentioned numbers will apply when responding to both of the solutions (Current Microsoft solution and the Blackberry solution) and the chosen service provider will continue to provide cellular services to the above-mentioned business units

#### **3 SERVICE PROVIDER RESPONSIBILITIES**

Bidders are requested to provide accurate, comprehensive answers to the following functional requirements.

SAA requires the service provider to provide the following mandatory requirements in respect of their particular cell phone solution:

| Description of Service   | Compliant | Non-compliant | Comments |
|--|-----------|---------------|----------|
| 1. Basic Voice services with different call plan packages and associated handsets that align to predetermined SAA hierarchical levels.               |           |               |          |
| 2. For the Microsoft solution it is a pre-requisite that the handset has Windows Mobile 6.0 or a later version of this software loaded on it.        |           |               |          |
| 3. Bundled SMS services on top of the basic voice service  |           |               |          |
| 4. Data bundles on top of the basic voice service.   |           |               |          |
| 5. Free SIM swaps if a SIM Card is defective   |           |               |          |
| 6. Dual SIM cards on the same service as and when required   |           |               |          |
| 7. SIM Activation on request by SAA. This to be done in the shortest possible timeframe.   |           |               |          |
| 8. Secure access to the SAA Corporate Network using mobile devices.  |           |               |          |
| 9. Least Cost Routings across all networks   |           |               |          |
| 10. Optional forced limits on airtime bundles/data services to ensure that the SAA Employee can manage any over expenditure on their basic accounts. |           |               |          |
| 11. Allow users to access their own itemised billing via the   |           |               |          |

| Description of Service   | Compliant | Non-compliant | Comments |
|--|-----------|---------------|----------|
| internet.  |           |               |          |
| 12. Allow International Roaming services (voice and data) on an ad-hoc basis. Service providers to provide a list of international roaming partners.   |           |               |          |
| 13. Allow call back services that enables a user to return a call from their voice mailbox   |           |               |          |
| 14. Prevent access to certain types of calls – number barring.   |           |               |          |
| 15. <b>On Site point of presence.</b><br>The service provider is to staff a shop at Airways Park that will provide employees with a means of obtaining private/personal cellular services from the service provider.   |           |               |          |
| 16. The shop is to be staffed by knowledgeable staff that can provide on-site support for any minor problems that users may experience. This applies to the Corporate users as well as any SAA employee in their personal capacity that has an agreement with the service provider. (i.e. Any employee that has a personal agreement with the service provider.) |           |               |          |
| 17. Service Provider to enter into a rental agreement for the rental of the premises at Airways Park.  |           |               |          |
| 18. The service provider will provide discounts on calls and handset packages to any SAA employee that   |           |               |          |

| Description of Service  | Compliant | Non-compliant | Comments |
|---|-----------|---------------|----------|
| enters into a personal cellular agreement with the service provider.  |           |               |          |
| 19. A dedicated Key Account Manager   |           |               |          |
| 20. A predefined escalation procedure and reporting structure. To ensure all problems are resolved in an efficient and effective manner by the service provider.  |           |               |          |
| 21. Domestic users in the RSA must be able to submit phones for repair to the local Service Provider's repair facility or service centre.   |           |               |          |
| 22. Delivery of handsets to domestic personnel that are based at the various line stations in the RSA. A list of the line stations is provided in Annexure D.   |           |               |          |
| 23. Invoicing to be done monthly in accordance with the service provider's month end. A monthly summary of all invoices and itemised billing to be provided to SAA on CD/DVD for record/archive purposes. |           |               |          |
| 24. A MS Excel spreadsheet of the existing database of users to be sent to SAA ITS on a monthly basis. This to be used to compare with the monthly invoices as provided by the service provider.          |           |               |          |
| 25. The SAA Finance Administrators must be provided with access to the service provider's network in  |           |               |          |

| Description of Service  | Compliant | Non-compliant | Comments |
|---|-----------|---------------|----------|
| order to interrogate/ investigate any individual anomalies in respect of the monthly billing info.  |           |               |          |
| 26. Have a 24/7 help desk facility to assist subscribers with access to PUK number allocation   |           |               |          |
| 27. When users request Bill Limits to be activated on their accounts, it is the service provider's responsibility to ensure that these have been activated. Any exceedence of the Bill Limit on the user's account at month end will be for the service provider's account. |           |               |          |
| 28. Training to be provided to end users in respect of advanced handsets, including accessories and other complex mobile services.  |           |               |          |
| 29. Provide a suitable Insurance Policy/Scheme to ensure 100% coverage on all of the handsets. The current insurance policy insures the phones to a max value of R5000.   |           |               |          |
| 30. Provide a list of accredited Repair Centres/Partners in all Provinces.  |           |               |          |
| 31. Provide Loan instruments in the event of repairs that exceed 24 hours. This includes all of the SAA Domestic Line Stations.   |           |               |          |
| 32. Provide handset replacement for unserviceable, out of warranty handsets that are  |           |               |          |

| Description of Service  | Compliant | Non-compliant | Comments |
|---|-----------|---------------|----------|
| prone to breaking, due to reasons other than abuse by users.  |           |               |          |
| 33. Please provide a detailed coverage map indicating your presence/coverage in South Africa.   |           |               |          |
| 34. Handsets provided are to allow for Push Technology capability. (i.e. ActiveSync, Intellisync.)  |           |               |          |
| 35. Indicate the push technology used and how it will integrate with the SAA applications. (For example; Amadeus, SAP, Pegasys, MS Outlook.)  |           |               |          |
| 36. Campus or "ON Net" calling. This is similar to internal calling on the campus and it would be restricted to closed user groups where there would be no charge for these calls within range of the access point. |           |               |          |