

ANNEXURE A: TENDER NOTICE 5 - TENDER CLARIFICATION QUESTIONS AND RESPONSES

(Questions received from 8 September 2026 to 11 September 2026)

TENDER: 021S/2026/27

DESCRIPTION: SUPPLY, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF A UNIFIED CHANNEL MANAGEMENT (CONTACT

Nr	Date received	Category	Clarification question	Response
1	09 Sept 26	Support	For clarify can you please advise if a separate price schedule was made available as I cannot see it on the portal or ,must all the pricing be captured on the Tender document. Below comment refer as per reference made in Tender document. Tenderers are to attach proof of the Pricelists to Schedule F.13I	Please complete all tables including Table A.3 Digital Messaging Platform. In addition Tenderers must submit OEM/OSM quote(s) showing a full breakdown of the line-item prices entered in the table with header <i>"The following table below is for evaluation purposes only"</i> including all other Digital Messaging Line Item and/or Products. The quote(s) must be submitted as part of returnable schedule in Schedule F. 13I.
2	11 Sept 26	Support	What will happen to the 50 hours per month that has not been used for the Financial year. Will the COCT see it as use it or lose it?	The hours is only valid for the financial year.
3	11 Sept 26	Support	Please confirm what services the 50 hours per month will be allocated for? Will this be for on-site support e.g. new reports/dashboard, WFM support, QA support, but exclude Dev changes and system additions/enhancement.	All services related to the contract on an ad-hoc basis, as and when required.
4	11 Sept 26	Voice Logging	Call Cabinet (Now Smarsh) voice logging solution, will it be replaced with the new voice logging solution, or is it expected to be retained and integrated, are is the COCT using it on the SIP Trunk level?	Call Cabinet is out of scope. Bidders must provide a solution as per the tender specification.
5	11 Sept 26	Screen Recording	What agent interaction/activity needs to activate screen recording? Voice call only, or any channel (Voice or Digital) interaction to trigger screen capture/recording	All interactions via all channels for an agent.
6	11 Sept 26	Screen Recording	The screen recording requirement, does it need to be continuous screen recording or can it be screen capture in set intervals, e.g. every 5 seconds?	Continuous screen recording.
7	11 Sept 26	Support	Section 7.5.2 . Does the COCT require automatic ticket logging from the COCT ITSM-ServiceNow platform to the service providers ITSM tool, or will all support tickets be logged via e-mail, or via a voice call into the Service providers call centre?	No, but can be discussed at Detail Design.