

BID NO: SCMU NO: 05 - 2023/24

REQUEST FOR BIDS

**TERMS OF REFERENCE FOR INTERNET SERVICES & CONNECTIVITY
(WIDE AREA NETWORK, IP TELEPHONY, NETWORK SECURITY AND COMMUNICATIONS)**

ANNEXURE A

Below are call analysis for six months, from December 2023 to May 2023

1. NUMBER OF CALLS

Number of calls analysis over the past six month (Dec 2022 -May 2023)								
Province	December -22	January -23	February -23	March -23	April -23	May -23	Total Calls per site	AVG Calls p/m
Eastern Cape	1857	808	2305	1401	1676	1406	9453	1576
Free State	1789	1086	1904	1877	1634	1367	9657	1610
Gauteng	1499	1110	1939	1536	1230	1492	8806	1468
Head Office	8942	5578	9319	7117	8101	7831	46888	7815
KwaZulu Natal	443	285	909	935	657	621	3850	642
Limpopo	396	216	550	601	337	317	2417	403
Mpumalanga	528	377	1113	1012	847	766	4643	774
Northern Cape	827	538	979	867	778	718	4707	785
North-West	583	382	801	692	728	618	3804	634
Western Cape	588	479	601	438	496	359	2961	494
Total per month	17452	10859	20420	16476	16484	15495	97186	16198

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2. TELEPHONE COSTS

Province	December -22	January -23	February -23	March -23	April -23	May -23	Total Costs per site	AVG Costs p/m
Eastern Cape	R 1 104,16	R 403,45	R 1 333,07	R 901,62	R 1 018,64	R 736,41	R 5 497,35	R 916,23
Free State	R 1 650,92	R 977,20	R 1 379,00	R 1 229,17	R 1 363,72	R 1 208,09	R 7 808,10	R 1 301,35
Gauteng	R 1 054,51	R 836,92	R 1 304,06	R 1 036,71	R 864,89	R 1 113,67	R 6 210,76	R 1 035,13
Head Office	R 8 683,16	R 6 020,94	R 9 836,74	R 7 367,00	R 7 921,88	R 8 137,67	R 47 967,39	R 7 994,57
KwaZulu Natal	R 398,94	R 227,13	R 647,61	R 607,51	R 495,93	R 419,77	R 2 796,89	R 466,15
Limpopo	R 258,04	R 170,65	R 362,43	R 372,03	R 186,61	R 187,14	R 1 536,90	R 256,15
Mpumalanga	R 484,87	R 314,15	R 799,39	R 758,48	R 571,30	R 535,07	R 3 463,26	R 577,21
Northern Cape	R 501,18	R 454,91	R 650,09	R 617,40	R 874,81	R 727,79	R 3 826,18	R 637,70
North-West	R 858,07	R 360,50	R 745,75	R 827,80	R 835,47	R 738,44	R 4 366,03	R 727,67
Western Cape	R 814,96	R 861,05	R 828,76	R 551,65	R 886,62	R 434,03	R 4 377,07	R 729,51
Total per month	R 15 808,81	R 10 626,90	R 17 886,90	R 14 269,37	R15 019,87	R 14 238,08	R 87 849,93	R 14 641,66

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