



BROADBAND INFRACO (SOC) LTD

DATE: 09 SEPTEMBER 2024

CLARIFICATION QUESTIONS

TENDER REFERENCE NUMBER: RFP INF/INT 333

TENDER DESCRIPTION: APPOINTMENT OF A PANEL OF A SERVICE PROVIDERS FOR SUPPLY, DELIVERY, INSTALLATION AND MANAGEMENT OF A CLOUD-BASED VOIP SOLUTION IN 423 SCHOOLS ACROSS ALL USAASA PHASES (1,2 AND 3) PLUS THE NINE (09) SPECIAL SCHOOLS SCATTERED ACROSS THE PROVINCE FOR A PERIOD OF TWO (02) YEARS.

#	QUESTION	RESPONSE
1.	Breakdown of Users per Site: <ul style="list-style-type: none"> ○ Could you please provide a detailed breakdown of the number of users at each site? 	Please note that VoIP will be deployed at schools, and this VoIP phones are intended for the administration block e.g., 2 phones for the principal and deputy respectively and 1 for reception. It is basically for stuff at the facility/school.
2	Departmental Breakdown: <ul style="list-style-type: none"> ○ How many departments are there in total, and how many are there per site? 	Please note that VoIP will be deployed at schools, and this VoIP phones are intended for the administration block e.g., 2 phones for the principal and deputy respectively and 1 for reception. It is basically for stuff at the facility/school. Different schools will have different departmental structures, and the 3 handsets will still be applicable.
3	Desk Phones vs. Browser phone: <ul style="list-style-type: none"> ○ Will desk phones be needed, or will users be utilizing a browser phone on a laptop? 	It is 3 physical handsets/ desk phones per facility/school. No software required.
4	Mobile Apps: <ul style="list-style-type: none"> ○ How many mobile apps are required, if any? 	It depends on the operating system and the type of handset that the service provider will be providing.
5	Call Recording: <ul style="list-style-type: none"> ○ How many users, or if all, require call recording capabilities? 	It is basically for stuff at the facility/school. Different schools will have different departmental structures and the 3 handsets will still be applicable.
6	Data Retention: <ul style="list-style-type: none"> ○ We offer 6 months of data retention. Is this duration sufficient, or do you require a longer retention period for recordings/data? 	. The files should be kept for atleast five (05) years after the conclusion of the project . (As per record keeping regulations).

7	Number Porting: <ul style="list-style-type: none"> How many numbers need to be ported, and from which providers? 	No numbers to be ported because there is currently no VoIP at these facilities ,but the solution must have the flexibility for number porting.
8.	Channel Voice Call Recording License <ul style="list-style-type: none"> How long do we need to keep the recordings for? Do they need to be compliant for legal purposes? Do you have a FSTP site we can dump the recordings? 	<ul style="list-style-type: none"> How long do we need to keep the recordings for? The files should be kept for atleast five (05) years after the conclusion of the project . (As per record keeping regulations). Do they need to be compliant for legal purposes? Yes Do you have a FSTP site we can dump the recordings? If you are referring to SFTP/FTP the solution must be able to integrate with it.
9.	Licenses for Recording function <ul style="list-style-type: none"> How long do we need to keep the recordings for? Do they need to be compliant for legal purposes? Do you have a FSTP site we can dump the recordings? 	<ul style="list-style-type: none"> How long do we need to keep the recordings for? The files should be kept for atleast five (05) years after the conclusion of the project . (As per record keeping regulations). Do they need to be compliant for legal purposes? Yes Do you have a FSTP site we can dump the recordings? If you are referring to SFTP/FTP the solution must be able to integrate with it.

10.	Conference call recording <ul style="list-style-type: none"> • How long do we need to keep the recordings for? • Do they need to be compliant for legal purposes? • Do you have a FSTP site we can dump the recordings? 	<ul style="list-style-type: none"> • How long do we need to keep the recordings for? The files should be kept for atleast five (05) years after the conclusion of the project . (As per record keeping regulations). • Do they need to be compliant for legal purposes? Yes • Do you have a FSTP site we can dump the recordings? If you are referring to SFTP/FTP the solution must be able to integrate with it.
11.	The tender calls for connection of the VOIP phones to the cloud for recording and virtual PABX to ensure the security of these systems and recording, the school will require a hosted domain, registered domain name and domain email addresses for the VOIP phones. Will BBI be responsible for this or should the awarded contractor allow for these items in the pricing.	For the period of the 24 months the contract will be between the service provider and BBI. The solution you are presenting must be able to cater for this requirement.
12.	In the facility we will have to provide a router, cabling and the VOIP phones (3). Is it a requirement that the phones be hard wired or will wireless connectivity to WIFI enabled phones be allowed.	In the facility we will have to provide a router, NO there will be a PoE CPE onsite and access points. The phones must be hard wired, meaning you will have to run a cable from cabinet/CPE to the phone and must also support wireless connectivity
13.	In the facility we will have to provide a router, cabling and the VOIP phones (3). Is it a requirement that the phones be hard wired or will wireless connectivity to WIFI enabled phones be allowed?	In the facility we will have to provide a router, NO there will be a PoE CPE onsite and access points. The phones must be hard wired, meaning you will have to run a cable from cabinet/CPE to the phone and must also support wireless connectivity

14.	The internet link is provided by BBI, but the ISP will be responsible for the internet services specifically to the VOIP phones. Is this correct?	This is not correct. There is already internet service at the schools, the VoIP solution must be able to interconnect with the current internet service.
15.	BBI will be billed directly by the ISP for data line, line speed, connectivity, and usage. Is this correct? If so, is there a rate card that BBI has for ISPs on the panel or will this be part of our pricing.	The data line is already provided, you will only bill BBI for the VoIP services.
16.	Will we be required to train staff on usage of the devices and basic troubleshooting? If so, should we include this as part of the costing?.	Will we be required to train staff on usage of the devices. One person preferably Admin can be trained on usage of the device only. The ISP NOC should be able to assist onsite personnel for faults that are logged.
17.	What specific details does BBI need access to in terms of the cloud based VOIP system. Will a report along with a Monthly statement suffice. Do you need data usage per month, week, daily? Will you require maintenance reports in terms of uptime, downtime and maintenance logs.	What specific details does BBI need access to in terms of the cloud based VOIP system. BBI NOC needs read-only access for the requested monitoring VoIP portal. Will a report along with a Monthly statement suffice. Yes Do you need data usage per month, week, daily? Monthly Will you require maintenance reports in terms of uptime, downtime and maintenance logs. Yes SLA contract will clarify all this
18.	Are the schools going to share the access with the VoIP phones and data connectivity for the PCs?	Please note that VoIP will be deployed at schools, and this VoIP phones are intended for the administration block e.g 2 phones for the principal and deputy respectively and 1 for reception.

		It is basically for stuff at the facility/school.			
19.	Does the 3 rd party service provider allow voice(sip) to pass through there microwave, vsat and lte?.	Yes			
20.	What are the specific requirements for video conferencing?	The service provider must be able to give us a solution which can do video conferencing with latest specifications.			
21.	Does BBI require bidders to provide video conferencing units at each site?	No			
22.	Will the video conferencing be for boardroom use, or is audio conferencing sufficient?	or is audio conferencing sufficient? Audio conferencing should be sufficient			
22.	Do they have existing Microsoft 365 services – which subscription plan do they have E3 or E5.	This is not a requirement, not applicable for VoIP tender.			
23.	Do they have an existing Internet service at each school? Does it include a firewall or not?	There will be internet service at the school. The Cloud VoIP solution should have security measures in place. No firewall at the school, only where interconnect with you/ISP.			
24.	Do they have a functional LAN environment?	Yes.			
25.	Can we have the address or co-ordinates for the below sites <table border="1" data-bbox="203 1125 1341 1214"> <tr> <td>Brenval Private School</td><td>Eastern Cape</td><td>Ngquza Hill</td></tr> </table>	Brenval Private School	Eastern Cape	Ngquza Hill	See attached updated spreadsheet Eastern Cape
Brenval Private School	Eastern Cape	Ngquza Hill			
26.	In the excel summary tab, they mentioned 290 sites ready for installation. Please advise if BBI will be providing the last mile links to these schools or MTN need to provide?	It is 393 schools plus 9 special schools and BBI will be providing last mile link			

27.	Lastly, going through the first 4 tabs including Special School, I get a sum of 618 schools excluding the above Brenval Private School and the tender is referring to 423 + 9 special schools?	It is 393 schools plus 9 special schools
28.	<p>The below sites are rejected by auto-feasibility, may you kindly assist with address or updated coordinates?</p> <ul style="list-style-type: none"> • Bray Community Hall Kagisano Molopo - coordinates provided points to Outside SA • Brey Health Centre Kagisano Molopo - coordinates provided points to Outside SA • Kgononyane Secondary School Kagisano Molopo - coordinates provided points to Outside SA, Please confirm coordinates - 26,700503438531683 23,869251078052528 • Tseoge Clinic Kagisano Molopo - coordinates provided points to Outside SA, Please confirm coordinates - 25,985816417352623 23,51804121406525 • Brey Library Kagisano Molopo - coordinates provided points to Outside SA. 	<p>We are only doing schools, and not community hall or health centres.</p> <p>Refer to the updated spreadsheet.</p>
29.	Should each school be managed individually or if they want to link all the schools with each other and have this managed at one place?.	The schools should not be linked, however the VoIP solution should be managed from a central location which is the cloud.
30.	The cloud PABX requires that the customer should have LAN reticulations or LAN per point and POE switches. Just a confirmation that the customer has all these, if not, we can provide.	There is already a PoE switch onsite, no need to provide.
31.	Cost limits or capped calling units can be set per school/facility but we need to know how many minutes per school. (P21)	Uncapped.

32.	How do we provide network QOS since we don't run the network? (P22)	We just need highly available service as per SLA contract, and where we BBI and Cloud Service provider/ISP interconnect.
33.	There is a requirement to provide proof of MTTr. We need to point out that this does NOT apply to all solutions. In our case the turnkey solution we provide runs on the AWS cloud with POP in SA which takes care of infrastructure, networking, and data redundancy thus leaving us to focus on providing the services. This also takes away the requirement from us to keep infrastructure spares and vehicles running to sites when they are down. Instead, AWS provides us with a guaranteed 99.9% uptime. (P22).	That is correct
34.	We cannot monitor IDS/IPS as we don't run/have access to your network (P23).	Your solution must have security controls in place.
35.	We cannot ensure DATA and Voice traffic are separated again because we don't run your internet. Also, we need to know if routers on each site have Vlans to separate DATA and VOICE? (P23)	Also, we need to know if routers on each site have Vlans to separate DATA and VOICE? (P23) Data and voice traffic will be separated
36.	VoIP phones have more features than normal analogue phones and as such users do need some training and I don't see any requirement for that.	Training not part of the requirement. However, the provider needs to demonstrate to I users at the facility on how to use the phone and that must not be charged.
37.	Video conferencing requires high-end handsets and not ordinary office VoIP phones, have you taken that into consideration, or can you give us more information on the requirements of video conferencing?	Audio conferencing is the most critical required and ordinary VoIP phone is required with latest features.
38.	Must Vox provide a firewall at each site? Ensure that deployed firewalls have IDS/IPS functionality to monitor and inspect voice traffic	Must Vox provide a firewall at each site? No.

		Ensure that deployed firewalls have IDS/IPS functionality to monitor and inspect voice traffic. The solution must have security in place.
39.	<p>Must Vox provide separate Connectivity for the VoIP at all sites and if so what speed is needed?</p> <ul style="list-style-type: none"> • Ensure that VOICE and DATA traffic are separated to mitigate inevitable traffic congestion, malware and DDoS attacks. 	<p>Must Vox provide separate Connectivity for the VoIP at all sites and if so, what speed is needed? No the VoIP phones must interconnect with internet line at the school.</p> <ul style="list-style-type: none"> • Ensure that VOICE and DATA traffic are separated to mitigate inevitable traffic congestion, malware and DDoS attacks. <p>Yes, Voice and Data traffic will be separated, and the solution must be provide a secured service.</p>
40.	<p>Total sites 612 sites Please confirm, or this correct</p> <ul style="list-style-type: none"> • The branch list provided shows. • OR Tambo=238 sites • Pixley Ka Sema =40 Sites • DR Ruth Segomotsi =334 sites 	<p>Total sites 612 sites Please confirm, or this correct, this is not correct. Total sites is 394 schools</p> <ul style="list-style-type: none"> • The branch list provided shows. • OR Tambo= 240 • Pixley Ka Sema =39 • Harry Gwala & Nyandeni = 4 • DR Ruth Segomotsi =102 sites • Special School = Nine (09) <p>NB, please note VoIP will be implemented at only schools in all USAASA phases (1,2 and3) and not all facilities.</p>

41.	Please can you confirm that we need to supply 423 x Schools and 09 x Special schools for this tender. With each school needing 3 x handsets. So, we need to supply a total of 1296 x handsets?	That is correct
42.	The 3 x handsets for the schools do any of them need to be reception handsets or normal entry level handsets.	The service provider must provide 3 physical handsets with latest VoIP features.
43.	Vox cannot provide you Network Management platform as we are not providing the Connectivity/links or the POE Switches/ Network	BBI need read-only access to the portal, it is a requirement for monitoring and reporting purposes
44.	Vox cannot provide QoS or performance stats as we are not providing the Connectivity/links or the POE Switches/ Network.	BBI needs highly available VoIP solution.
45.	Who is providing the firewalls? Who will be responsible for IDS/IPS functionality to monitor and inspect voice traffic?	BBI needs a service provider who will provide a secure VoIP service.
46.	Vox is not managing the connectivity or the LAN. How are we responsible for the VOICE and DATA traffic to be separated to mitigate inevitable traffic congestion, Malware and DDoS attacks?	The requirement is to provide a secure and managed cloud VoIP solution. Therefore, cloud solution should come with security controls and compliance to industry standard.
47.	Are we giving the schools new numbers or porting existing numbers? If porting, please confirm the current provider and the total number?	Are we giving the schools new numbers or porting existing numbers? If porting, please confirm the current provider and the total number? We require new numbers because these schools do not have VoIP currently, but service provider must be flexible enough to provide for such should the school have existing number

48.	If Schools will be divided amongst suppliers, do we still price for all 423 +9 schools or do we price for one school only?.	Please quote for everything 394 schools
49.	Cloud Data for recordings - what storage capacity must we allow for?	Cloud Data for recordings - what storage capacity must we allow for? Please provide storage capacity that is reasonable and scalable for a school.
50.	Line speed – 10 to 100Mbps affects QoS. Could you specify a specific line speed so that we can all price on the same page.	Minimum is 10Mbps
51.	Uncapped or capped data?	Capped data
52.	Uncapped VOIP airtime or capped. If it is capped? What number of minutes are we looking at per user?	What number of minutes are we looking at per user? Uncapped
53.	Is the intention to nominate one supplier that will be appointed to provide the managed voice solution?	As per SCM recommendation, this will be a panel of service providers.
54.	For the voice recording solution would this be required for each user, and would this be automatic or only on request from the user?	Per site, and on request to minimize costs and storage capacity.
55.	Does the voice recording facility require secure recording and storage facilities in the supplier's cloud solution and if so, how many months are required for storage purposes?	Does the voice recording facility require secure recording and storage facilities in the supplier's cloud solution. Yes how many months are required for storage purposes? The files should be kept for atleast five (05) years after the conclusion of the project . (As per record keeping regulations).

56.	Would there be a facility provided for archiving for both voice recording and telephone cost management services?.	The solution must be able to integrate with on-prem and cloud SFTP. Service Provider to make avail these archiving infrastructure
57.	How many months storage would be required for Telephone cost management (Call Records).	Minimum of 6 months, and data destruction process must be communicated to BBI
58.	There was mention of call cost budgets and the management thereof, other than providing the facility to provide a budget facility with notification ability, would there be a requirement to automate the blocking of a telephone user from making further calls when their budget has been reached.	Uncapped
59.	Call Recording Requirements <ul style="list-style-type: none"> Clarification on Recording Capabilities: The RFP mentions the need for call recording functionality. Could you please specify: The required retention period for recorded calls? The preferred storage method for recordings (e.g., cloud storage, local storage)? Any specific compliance standards (e.g., GDPR, POPIA) that need to be adhered to in relation to call recording? <ul style="list-style-type: none"> Access to Recordings: How should access to recorded calls be managed? Who will have access to the recordings? Should there be any specific role-based access controls (RBAC) implemented? Recording Quality: Are there any specific requirements for the audio quality of recorded calls (e.g., minimum bit rate, file format)? 	<ul style="list-style-type: none"> Clarification on Recording Capabilities: The RFP mentions the need for call recording functionality. Could you please specify: The required retention period for recorded calls? SCM will guide on retention policy The preferred storage method for recordings (e.g., cloud storage, local storage)? cloud storage Any specific compliance standards (e.g., GDPR, POPIA) that need to be adhered to in relation to call recording? POPIA act <ul style="list-style-type: none"> Access to Recordings: How should access to recorded calls be managed? Be encrypted and be made available on BBI request Who will have access to the recordings? BBI

		<p>Should there be any specific role-based access controls (RBAC) implemented? Yes, identity access management must be implemented</p> <ul style="list-style-type: none"> Recording Quality: <p>Are there any specific requirements for the audio quality of recorded calls (e.g., minimum bit rate, file format)? It must be recommended by service provider to BBI and best quality is recommended</p>
60.	<p>Quality of Service (QoS) on 3rd Party Equipment</p> <ul style="list-style-type: none"> QoS Monitoring Requirements: <p>The RFP requires monitoring of Quality of Service across the entire network. Could you clarify:</p> <p>Which specific QoS metrics are to be monitored (e.g., jitter, latency, packet loss)?</p> <p>Are there any minimum thresholds for these QoS metrics that must be met?</p> <ul style="list-style-type: none"> Integration with 3rd Party Equipment: <p>Will the VoIP solution be expected to integrate with any existing third-party networking equipment for QoS monitoring? If so, could you specify:</p> <p>The types or brands of third-party equipment currently in use?</p> <p>The expected level of integration with these systems (e.g., SNMP monitoring, direct API integration)?</p> <ul style="list-style-type: none"> QoS Reporting: <p>What are the expectations regarding QoS reporting?</p> <p>How frequently should reports be generated (e.g., real-time, daily, weekly)?</p> <p>Should the reports be accessible to both technical teams and non-technical stakeholders?</p> <ul style="list-style-type: none"> QoS Enforcement: 	<ul style="list-style-type: none"> QoS Monitoring Requirements: <p>The RFP requires monitoring of Quality of Service across the entire network. Could you clarify:</p> <p>Which specific QoS metrics are to be monitored (e.g., jitter, latency, packet loss)? Yes, all QoS parameters must be complied with.</p> <p>Are there any minimum thresholds for these QoS metrics that must be met? Best threshold and service provider must make recommendation</p> <ul style="list-style-type: none"> Integration with 3rd Party Equipment: <p>Will the VoIP solution be expected to integrate with any existing third-party networking equipment for QoS monitoring? If so, could you specify:</p> <p>The types or brands of third-party equipment currently in use? Yes, VoIP solution will have to integrate with 3rd party equipment and the equipment onsite will allow 3rd party integration.</p> <p>The expected level of integration with these systems (e.g., SNMP monitoring, direct API integration)?</p>

	<p>In the event of QoS issues (e.g., high packet loss), what actions are expected from the service provider?</p> <p>Is there a specific protocol for troubleshooting and resolving QoS issues?</p>	<ul style="list-style-type: none"> QoS Reporting: Service provider should recommend the best solution <p>What are the expectations regarding QoS reporting?</p> <p>The solution must adhere to standard QoS parameters</p> <p>How frequently should reports be generated (e.g., real-time, daily, weekly)? Monthly</p> <p>Should the reports be accessible to both technical teams and non-technical stakeholders? To BBI Technical personnel which has access to the portal.</p> <ul style="list-style-type: none"> QoS Enforcement: <p>In the event of QoS issues (e.g., high packet loss), what actions are expected from the service provider?</p> <p>Is there a specific protocol for troubleshooting and resolving QoS issues? The Service Provider as an expert must resolve the issue</p>
61.	<p>Redundancy and Failover Plans</p> <ul style="list-style-type: none"> Redundant SBC Requirements: <p>The RFP mentions redundancy plans, including failover SBCs. Could you clarify: How many redundant SBCs are expected at each site?</p> <p>Should the redundant SBCs be active-passive or active-active?</p> <ul style="list-style-type: none"> Failover Testing: <p>Are there specific requirements for testing the failover capabilities?</p> <p>How frequently should failover tests be conducted?</p> <p>What documentation or evidence of testing is required?</p>	<ul style="list-style-type: none"> Redundant SBC Requirements: <p>The RFP mentions redundancy plans, including failover SBCs. Could you clarify: How many redundant SBCs are expected at each site? Service provider cloud environment must be highly available</p> <p>Should the redundant SBCs be active-passive or active-active?</p>

	<ul style="list-style-type: none"> • ISP Redundancy: The RFP requires redundant internet connections. Could you clarify: Are there any preferences for the type of ISP redundancy (e.g., different ISPs, different technologies like fiber and LTE)? Should the solution support automatic failover between ISPs, and if so, what are the performance expectations during failover? 	<ul style="list-style-type: none"> • Failover Testing: Service Provider should advice Are there specific requirements for testing the failover capabilities? Service Provider should advice How frequently should failover tests be conducted?. It is up to the service provider but proper fail testing must be communicated via change management process. What documentation or evidence of testing is required? Proof of availability of the VoIP solution/environment(screenshot or activity tests) <ul style="list-style-type: none"> • ISP Redundancy: The RFP requires redundant internet connections. Could you clarify: The internet sits with BBI Are there any preferences for the type of ISP redundancy (e.g., different ISPs, different technologies like fiber and LTE)?the internet link resides with BBI Should the solution support automatic failover between ISPs, and if so, what are the performance expectations during failover? Service Provider to provide reasonable solution.
62.	Security Measures <ul style="list-style-type: none"> • SIP over TLS Requirements: 	Security Measures <ul style="list-style-type: none"> • SIP over TLS Requirements:

<p>The RFP mentions the use of SIP over TLS for secure communication. Could you clarify:</p> <p>Are there specific encryption standards or cipher suites that need to be adhered to?</p> <p>Should SIP over TLS be implemented across all sites, or are there exceptions?</p> <ul style="list-style-type: none"> • Firewall and IDS/IPS Functionality: <p>What specific firewall and IDS/IPS functionalities are expected for monitoring voice traffic?</p> <p>Should the firewall and IDS/IPS be managed by the service provider, or is this the responsibility of the client's IT team?</p> <p>Are there specific logging or alerting requirements for security incidents?</p> <ul style="list-style-type: none"> • Vulnerability Management: <p>The RFP mentions vulnerability and patch management. Could you clarify:</p> <p>What are the expectations for patch management frequency (e.g., monthly, quarterly)?</p> <p>Should the service provider perform regular vulnerability assessments, and if so, how often?</p>	<p>The RFP mentions the use of SIP over TLS for secure communication. Could you clarify: Service Provider to provide a secure Cloud based VoIP Solution</p> <p>Are there specific encryption standards or cipher suites that need to be adhered to?Yes, service provider to provide best encryption algorithm for voice traffic</p> <p>Should SIP over TLS be implemented across all sites, or are there exceptions? It is a secure centrally managed cloud solution.</p> <ul style="list-style-type: none"> • Firewall and IDS/IPS Functionality: <p>What specific firewall and IDS/IPS functionalities are expected for monitoring voice traffic? Service Provider to provide a secure Cloud based VoIP Solution</p> <p>Should the firewall and IDS/IPS be managed by the service provider, or is this the responsibility of the client's IT team? It is a secure centrally managed cloud solution by service provider.</p> <p>Are there specific logging or alerting requirements for security incidents? Yes</p> <ul style="list-style-type: none"> • Vulnerability Management: The Service Provider must have proper patch and vulnerability processes and systems. <p>The RFP mentions vulnerability and patch management. Could you clarify: The Service</p>
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		<p>Provider must have proper patch and vulnerability processes and systems.</p> <p>What are the expectations for patch management frequency (e.g., monthly, quarterly)? Service Provider must advice</p> <p>Should the service provider perform regular vulnerability assessments, and if so, how often?</p> <p>Service Provider must advice</p>
63.	<p>General Implementation Questions</p> <ul style="list-style-type: none"> Integration with Existing Systems: Are there any existing systems or services (e.g., CRM, ERPs) that the new VoIP solution needs to integrate with? If so, what are these systems, and what level of integration is expected? User Training: The RFP includes user training as part of the implementation. Could you clarify: What level of training is expected (e.g., basic user training, advanced technical training)? How many training sessions are expected, and for how many users? Ongoing Support and SLA: Could you provide more details on the expected Service Level Agreement (SLA)? What are the expected response and resolution times for different levels of support incidents? Are there specific penalties or incentives related to SLA adherence? 	<ul style="list-style-type: none"> Integration with Existing Systems: Are there any existing systems or services (e.g., CRM, ERPs) that the new VoIP solution needs to integrate with? No, the solution must have integration capabilities If so, what are these systems, and what level of integration is expected? No, the solution must have integration capabilities User Training: The RFP includes user training as part of the implementation. Could you clarify: The Service Provider must demonstrate and induct the end user on basic usage of the device at no charge as this is not considered formal training. What level of training is expected (e.g., basic user training, advanced technical training)? The Service Provider must demonstrate and induct the end user on basic usage of the device at no charge as this is not considered formal training.

		<p>How many training sessions are expected, and for how many users? The Service Provider must demonstrate and induct the end user on basic usage of the device at no charge as this is not considered formal training.</p> <ul style="list-style-type: none"> • Ongoing Support and SLA: <p>Could you provide more details on the expected.</p> <p>What are the expected response and resolution times for different levels of support incidents?</p> <p>SLA is 98%</p>
64.	<p>Project Timeline and Deliverables</p> <ul style="list-style-type: none"> • Project Timeline: <p>The RFP provides a general timeline for the project. Could you clarify: Are there any critical milestones or deadlines that must be met? Is there flexibility in the timeline for unforeseen delays, and if so, how is this handled?</p> <p>6.2. Documentation Deliverables:</p> <p>What specific documentation is expected as deliverables (e.g., design documents, test plans, user manuals)?</p> <p>Are there any formatting or content standards that these documents must meet?</p>	<ul style="list-style-type: none"> • Project Timeline: <p>The RFP provides a general timeline for the project. Could you clarify: Are there any critical milestones or deadlines that must be met? In all school's service should be active by December 2024.</p> <p>Is there flexibility in the timeline for unforeseen delays, and if so, how is this handled? All schools are expected to be completed by December 2024. Please note that maintaining the overall project timeline is a priority, and strict adherence to deadlines will be followed.</p> <p>6.2. Documentation Deliverables:</p> <p>What specific documentation is expected as deliverables (e.g., design documents, test plans, user manuals)?The implementation of the entire</p>

		<p>VoIP solution must be accompanied by relevant and comprehensive design documents.</p> <p>Are there any formatting or content standards that these documents must meet? BBI must be able to review and analyse the provided documents</p>
65.	<p>Also, the QoS:</p> <p>Quality of Service (QoS) Managed by Third-Party ISP</p> <ul style="list-style-type: none"> QoS Control on Third-Party ISP Networks: Since the Quality of Service is managed by a third-party ISP, could you clarify the expectations for us as the voice solution provider? Are there existing agreements or SLAs with the ISP regarding QoS for VoIP traffic? How do you envision our role in ensuring QoS on a network that we do not directly control? Coordination with ISP: Would you be open to facilitating discussions between our team and the ISP to establish a QoS agreement specifically for VoIP traffic? Are there any current or potential arrangements with the ISP that could allow us to prioritize VoIP traffic (e.g., implementing VLANs, setting up QoS policies)? Would you require our assistance in negotiating or formalizing these agreements with the ISP? Monitoring and Reporting on QoS: Given that the ISP controls the network, what are your expectations for monitoring and reporting on QoS? Are there specific metrics or thresholds we should monitor despite not controlling the network (e.g., jitter, latency, packet loss)? 	<ul style="list-style-type: none"> QoS Control on Third-Party ISP Networks: Since the Quality of Service is managed by a third-party ISP, could you clarify the expectations for us as the voice solution provider? The service provider is responsible that the cloud segment is compliant with the QoS parameters. <p>Are there existing agreements or SLAs with the ISP regarding QoS for VoIP traffic. SLA is 98% How do you envision our role in ensuring QoS on a network that we do not directly control? The Service Provider is responsible for the cloud segment that will interconnect with BBI network.</p> <ul style="list-style-type: none"> Coordination with ISP: Would you be open to facilitating discussions between our team and the ISP to establish a QoS agreement specifically for VoIP traffic? Yes <p>Are there any current or potential arrangements with the ISP that could allow us to prioritize VoIP traffic (e.g., implementing VLANs, setting up QoS</p>

<p>How should we report QoS issues that may arise due to ISP-related factors, and what actions are expected from our side in such scenarios?</p> <ul style="list-style-type: none"> • QoS in Case of Issues: <p>In the event of QoS issues arising from the third-party ISP, how do you expect us to respond?</p> <p>Should we escalate these issues directly to the ISP, or would you prefer that we work through your internal IT team?</p> <p>Are there predefined protocols or communication channels for addressing QoS issues with the ISP?</p> <ul style="list-style-type: none"> • Options for QoS Improvement: <p>Are there opportunities for us to suggest or implement technical solutions in collaboration with the ISP to improve QoS for VoIP services?</p> <p>For instance, could we propose dedicated bandwidth for VoIP traffic or the use of specific QoS configurations on the ISP's equipment?</p> <p>Would you support initiatives to negotiate enhanced QoS policies with the ISP to ensure optimal voice performance?</p>	<p>policies)? Yes, the appointed service provider will have such discussions with BBI.</p> <p>Would you require our assistance in negotiating or formalizing these agreements with the ISP?.</p> <p>The negotiating terms will between BBI and the ISP</p> <p>Monitoring and Reporting on QoS:</p> <p>Given that the ISP controls the network, what are your expectations for monitoring and reporting on QoS? The cloud segment must have proper QoS parameters implemented, any subsequent requirements to adjust QoS parameters will be discussed.</p> <p>Are there specific metrics or thresholds we should monitor despite not controlling the network (e.g., jitter, latency, packet loss)? Yes, all QoS parameters must be complied with</p> <p>How should we report QoS issues that may arise due to ISP-related factors, and what actions are expected from our side in such scenarios? Through any testing process that are indicative of QoS technical issues observed.</p>
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		<ul style="list-style-type: none"> • QoS in Case of Issues: In the event of QoS issues arising from the third-party ISP, how do you expect us to respond? Through an implemented fault management process. <p>Should we escalate these issues directly to the ISP, or would you prefer that we work through your internal IT team? The fault management process will be between BBI and service provider.</p> <p>Are there predefined protocols or communication channels for addressing QoS issues with the ISP? No.</p> <ul style="list-style-type: none"> • Options for QoS Improvement: Are there opportunities for us to suggest or implement technical solutions in collaboration with the ISP to improve QoS for VoIP services? Yes, the appointed service provider must be able to make recommendations to BBI/ISP to ensure that the services are running as per the SLA. <p>For instance, could we propose dedicated bandwidth for VoIP traffic or the use of specific QoS configurations on the ISP's equipment? The service provider must be able to offer BBI the best secured cloud-based VoIP solution.</p>
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		<p>Would you support initiatives to negotiate enhanced QoS policies with the ISP to ensure optimal voice performance? Yes, this will be guided or supported by the offered contract that outlines legalities and processes.</p>
66.	<p>Site List:</p> <p>From the site list attached, what are the confirmed number of sites, and can you share that information with us? As the attached list, there are about 619 sites, but on the summary, the allocated facilities are only 365, and ready sites are 290 but the tender mentions 432 sites. Please clarify exactly the sites.</p>	<p>394 including special schools scattered across the country.</p>
67.	<ul style="list-style-type: none"> On the summary of the pricing schedule the are 365 facilities that includes places like clinics. There are facilities that are under the following categories: Access denied <p>No access Not secured Vandalised Not operational Site unknown Service rejected List duplicated</p> <p>I need to know how we going to quote for this project, is it one quote per school or its one collective quote all for the 432 school? And how does all the obstacles mentioned above affect the project and us quoting for the tender?</p>	<p>394 including special schools scattered across the country.</p> <p>I need to know how we going to quote for this project, is it one quote per school or its one collective quote all for the 432 school? One quote for 394 schools</p>

68.	<ul style="list-style-type: none"> • You request Network Management. How is that possible on a third-party network? • - Compliance recording: How many hours of recording will be required? • - Talk Time: How many hours of talk time? • - Porting: Do numbers need to be ported? If so, how many? • - How many extensions or lines per site? Technical table show 3 POE per site, however, will you have the same extension or do they require 3 separate numbers per site. • - The technical specification says 423 + 9 schools but the spreadsheet only shows 365? 	<ul style="list-style-type: none"> • You request Network Management. How is that possible on a third-party network? This is cloud-based VoIP solution as per the tender. BBI must have secure access to the portal as part of monitoring and reporting. IAM must be implemented according to best industry standards. • - Compliance recording: How many hours of recording will be required? The files should be kept for atleast five (05) years after the conclusion of the project. (As per record keeping regulations). • - Talk Time: How many hours of talk time? Uncapped. • - Porting: Do numbers need to be ported? If so, how many? No. But the cloud-based VoIP must have number-porting capabilities. • - How many extensions or lines per site? 3 Physical Handsets • Technical table show 3 POE per site; however, will you have the same extension or
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		<p>do they require 3 separate numbers per site. 3 Separate Number Extensions</p> <p>- The technical specification says 423 + 9 schools but the spreadsheet only shows 365? 394 special schools scattered across the country.</p> <p>Bidders to note that the site list is 394 including the nine (09) specialist schools.</p>
69.	<ul style="list-style-type: none"> • Can we confirm that these schools will not need any internet, as there is internet at site already. • Can we confirm that there is a router at each school, and we don't need to install a router? • Can we confirm that there is enough POE power via the switch/router for all 3 phones per school to be powered, or do we need to supply a router /switch? • In regards to telephone numbers, do we need to give new numbers or are we going to port numbers that are at the schools. 	<ul style="list-style-type: none"> • Can we confirm that these schools will not need any internet, as there is internet at site already. Yes. The schools have internet. • Can we confirm that there is a router at each school, and we don't need to install a router? Yes. The schools have CPE on site. • Can we confirm that there is enough POE power via the switch/router for all 3 phones per school to be powered, or do we need to supply a router /switch? Yes. • In regard to telephone numbers, do we need to give new numbers or are we going to port numbers that are at the schools? New numbers.