

NO	QUESTION	ANSWER
1	Which OEM/vendor equipment is currently used for SBC and IP PBX (e.g., AudioCodes, Ribbon, Cisco, etc.)?	Audiocodes
2	Are you open to replacing the current SBC or must the solution integrate with your existing SBC infrastructure?	replace
3	Is the trunk hosted on-premises, via ISP SIP trunk, or a cloud-based carrier?	cloud
4	Will all incoming/outgoing PSTN traffic flow through Teams or do any analog/legacy endpoints need to be retained?	All through Teams
5	Is there any need to support fax machines, elevator phones, or analog lines?	No
6	How many numbers (geographic and non-geographic) are expected to be ported?	250
7	Are the numbers with one or multiple service providers currently?	One
8	Are all 250 users currently licensed with Microsoft Teams Phone Standard/Calling Plan or do licenses need to be procured?	Yes
9	Do you expect the vendor to provide any Microsoft licenses as part of the proposal?	No
10	What level of failover is expected (SBC-level, PSTN-level, Microsoft fallback)?	SBC Level
11	What are the required support hours (8x5, 24x7)?	8 x 5
12	Are you looking for onsite support capabilities or remote SLA-based response?	Remote SLA
13	Can you share average monthly PSTN usage (in minutes or calls)?	Average 5000 minutes
14	What is the current Telephone Management System in use?	We don't have one, it is the service provider managing it
15	Do you expect the new solution to integrate with or replace it?	replace
16	Vox can offer you Operator Connect solution which is full Teams Solution that has been certified by Microsoft and has a SLA included. The SBC will now be hosted in Microsoft Azure North and West and become a Software as a service. This will include a SIP trunk with Preferential calls rates and a TMS system. Is this what CCSA is looking for?	Yes
17	In Section 7.2 what is meant by legacy systems and or specific departmental needs?	No departmental needs
18	In Section 7.4 you saying you want to remove traditional telephone systems? You want a full Teams solution? No old Alcatel?	Yes, we should be able to use that system in future with Teams supported devices
19	What is CCSA current Microsoft Licenses and does it include the Phone System license for all 250 x users?	E5 and yes it includes
20	Please provide a list of all numbers Geo and Non-Geo numbers that CCSA will like to port?	Its 012 numbers
21	Section 9.1 refers to the below. This is what CCSA currently has. What is needed here?	a similar setup
22	Expert costing-based quality and quantities –based on the Commission's existing system configuration, which includes an IP PBX solution integrated with Microsoft Teams via SBC (Direct Routing), along with a Telephone Management System and SIP Trunking to support telephony needs.	An option to convert to a PBX solution
23	Do you require Vox to provide a IP based PBX and MS Teams Solution? What is the specifications of the IP based PBX?	Now its only a Teams based calling system
24	Session Border Controller	
	1. You mention you have a current solution in place with an SBC and direct routing. Can we make use of the current hardware?	no
	What make and model is the current SBC?	no idea - bidders should propose
	What is its software version?	no
	Is it owned by CCSA?	no
	Must we supply new?	yes
25	2. Do you want onsite or cloud hosted solution?	cloud
	If onsite must it be a physical SBC?	
	Or do you prefer Virtual server?	
	Will you provide the virtual environment?	
26	Telephone Management System	
	What is the existing TMS?	no idea - bidders should propose
	Do you have special need for Barring of extensions based on Budget?	
27	PSTN connectivity	
	1. In the below statement please clarify and specify the exact needs?	The purpose of this exercise is for PSTN connectivity
	While Teams provides robust IP-based telephony capabilities, there may be specific requirements for continued connectivity to the Public Switched Telephone Network (PSTN) for certain inbound or outbound calls, legacy systems, or specific departmental needs.	
	2. Please specify the numbers to be ported.	250
	3. Please provide information on your Internet connectivity. Calls will be routed over the internet connection or are there a dedicated fiber provided for this. Especially if an onsite SBC is required.	500MB line, but users will make calls from their cellphones and computers also while at home or traveling
28	Please advise if Microsoft OEM accreditation is mandatory to support the requirement in 3.2?	Not mandatory, but we need a solution with direct integration to MS Teams
	Applicable proposed accreditations aligned to proposed solution.	Hardware and software compatible with MS Teams integration. Accreditation is optional
	If OEM accreditation is not the correct supporting document for 3.2, please advise which other proposed accreditations are you looking for?	See above