

INF/TEN: 0278 RE-ISSUE – QUESTIONS AND ANSWERS

Question 1

The tender for the Cloud hosted Telephony Private Branch Exchange (PBX) Voice over IP (VoIP) to Broadband Infraco, can you please confirm the address where this service must be provided.

Answer: Broadband Infraco at Country Club Estate, Building 9, 21 Woodlands Drive, Woodmead, Sandton

Question 2

I see that you want 245 IP Phones, can you please specify the quantity for each type (entry level, executive/ manager phone)

Answer: The quantity of phones will be based on the pricing sheet per phone category.

We cannot specify the quantity of each type due to work from home and other changes.

Question 3

We refer to Bid: INF/TEN: 0278 RE-ISSUE INVITATION TO SUBMIT A PROPOSAL FOR THE PROVISION OF CLOUD HOSTED TELEPHONY PRIVATE BRANCH EXCHANGE (PBX), VOICE OVER IP (VOIP) TO BROADBAND INFRACO OVER A PERIOD OF 24 MONTHS.

The tender has been issued twice before but there has been no award we humbly request if there will be a budget available and will there be an award to a successful bidder in this round.

Answer: The budget is available.

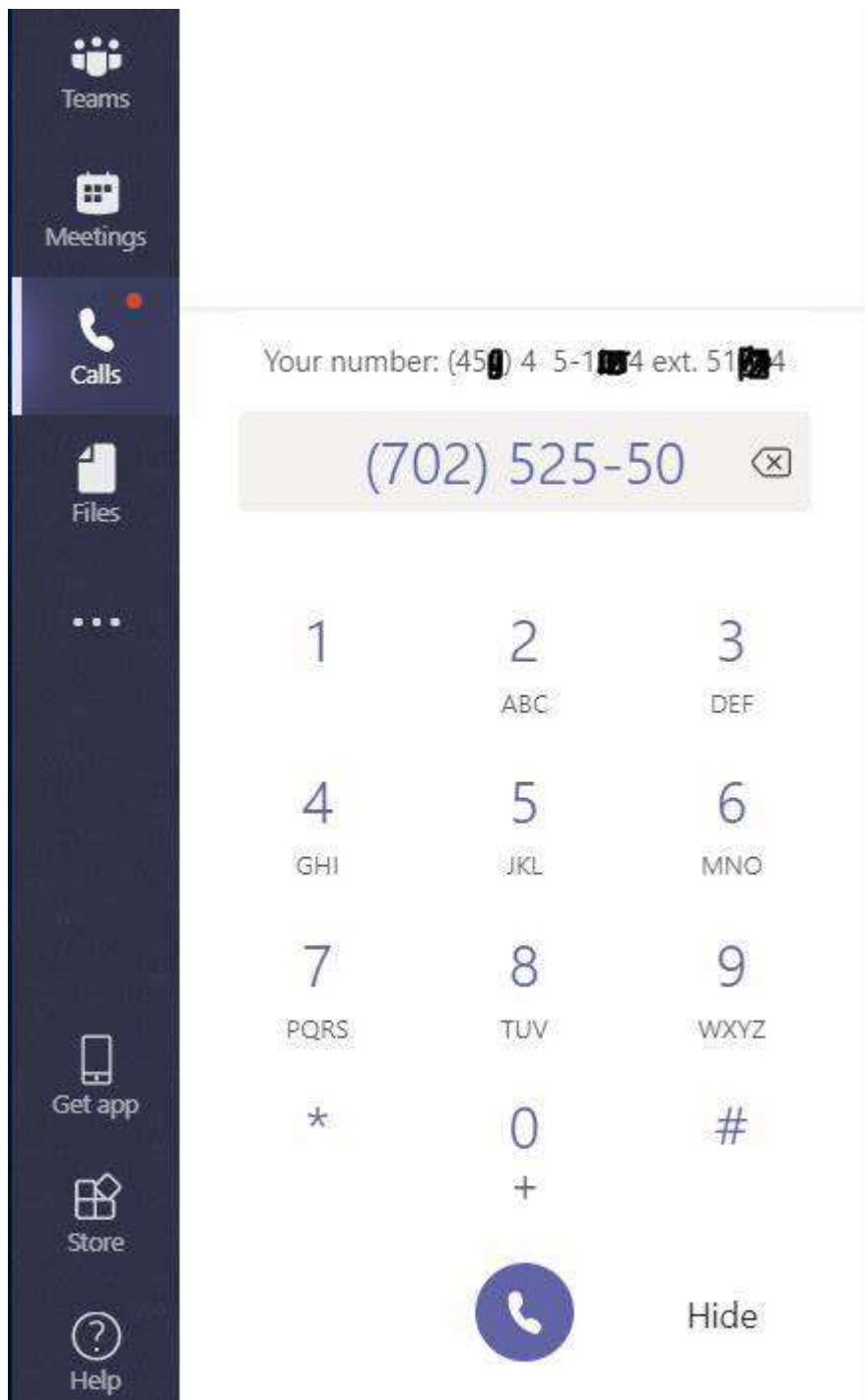
And there are changes in the specifications, the changes are in red for your convenience.

Question 4

Should have integration with Microsoft Teams.

Please could you provide us with a use case of the Microsoft Teams Integration requirement.

Answer: The telephone system should integrate with Microsoft Teams, in the Teams client, the dial pad enables users to access Public Switched Telephone Network (PSTN) functionality. The dial pad is available for users with a Phone System license, provided they are configured properly.



Broadband Infracore will provide a Microsoft License.

Question 5 and Answers

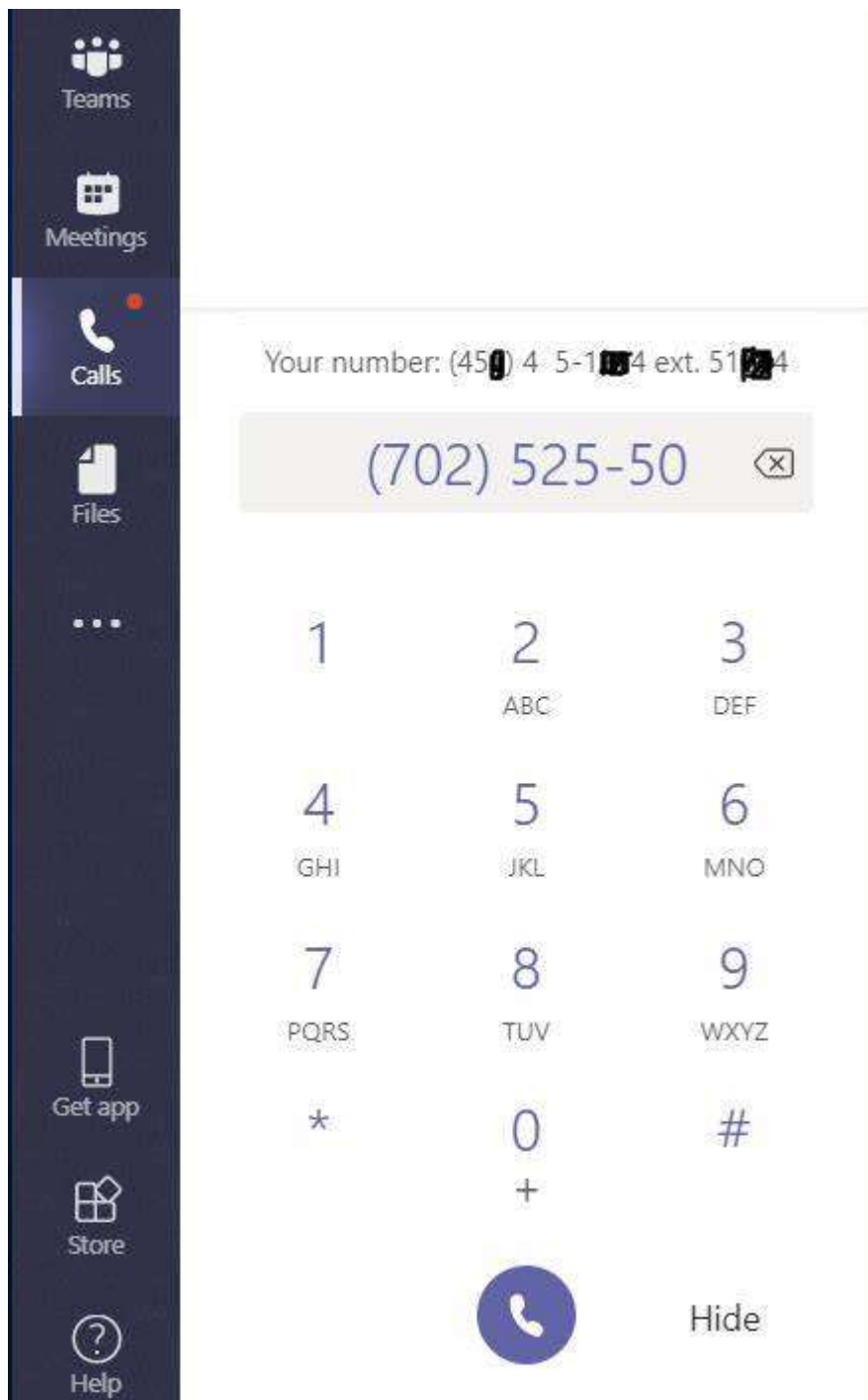
Microsoft Teams – does BBI require integration, wants to move to Microsoft teams, or just a capability at this point?

The 205 softphones, is it over and above the 250 or it is part of the 250 users?

As was with the previous tender, please confirm if BBI will provide connectivity and last mile connectivity from BBI offices to Teraco?

1. Answer: Microsoft Teams – does BBI require integration, wants to move to Microsoft teams, or just a capability at this point?

The telephone system should integrate with Microsoft Teams, in the Teams client, the dial pad enables users to access Public Switched Telephone Network (PSTN) functionality. The dial pad is available for users with a Phone System license, provided they are configured properly.



2. The 205 softphones, is it over and above the 250 or it is part of the 250 users? The 205 softphones are softphone only the softphones and not part of the physical handset.

3. As was with the previous tender, please confirm if BBI will provide connectivity and last mile connectivity from BBI offices to Teraco? **Last mile will be provided by BBI.**

Question 6:

As pricing varies for each, a total qty of 250 has been asked –

Answer: Price per handset category is required.

Question 7

Headsets

On the pricing schedule 38 Headsets are requested,

On the specification page 52, 51 Headsets are requested,

Answer: Please request the bidder to quote for both.

Question 8 and Answers

Below are our clarifying questions that will help us put together a more accurate bid:

- In terms of quantities, can you please confirm the following:
 - Total number of user licenses required at start – 205? – **This is the required number from the start**
 - Executive Phones – ? **Bidder to price each phone**
 - PA Phones – ? **Bidder to price each phone based on the category**
 - Manager Phones – ? **Bidder to price each phone based on the category**
 - Staff Phones – ? **Bidder to price each phone based on the category**
 - PC-based switchboard – 2? **Yes 2 switchboard phones**
 - Mobile Clients – ? **The softphones should work on mobile users/ 205 users**
 - UC&C users – ? **I am not sure what is meant here**
 - Users requiring Microsoft Teams Integration – ? **The system should be able to intergrate with Microsoft Teams. Broadband Infraco will provide the necessary license.**
 - Fax-to-email users – ? **10**
 - Voicemail users – ? **205**
 - Number of sites and users per site – ? **1 Site / 205 users**
 - GPS co-ordinates for each site – ? **Country Club Estate, Building 9, 21 Woodlands Drive**
- Is the Queue Manager required for the Operator or is this a future requirement when a Call centre is needed? **Required**
- In terms of recording, please confirm the following:
 - Number of users that need to be recorded – **50**
 - Average number of calls per day – **30**
 - Average call duration per call – **15 minutes**
 - Retention period of recordings – **1 month**
 - Does Infraco have a NAS/SAN that recordings can be archived to? **Bidder to provide NAS/SAN**
- In terms of Porting of numbers, please supply all number ranges that need to be ported.

Broadband Infraco Sites

	Woodmead	21 Woodlands drive country club	0112351600 0112398000
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Broadband Infraco Sites			
			0112351600
			0112398000
			0112398030
			0861999002
			0112351600
	Woodmead	21 Woodlands drive country club Estate Woodmead Sandton	Start 0112351601 0112351899 End
			0112398000
			Start 0112398001 0112398029 End
			Start 0112398031 0112398599 End

2. Are we porting individual Numbers? **Please refer above**
3. What is Infraco's current voice usage spent? **R5000 a month**
4. How many Switchboard phones will be required ? **2**

Question 10 and Answers

As pricing varies for each, a total qty of 250 has been asked – **Price per handset category is required.**

Headsets

On the pricing schedule 38 Headsets are requested,

On the specification page 52, 51 Headsets are requested, **Please request the bidder to quote for both.**

Question 11 and Answers

Are all 245 users going to make use of Teams or will there be users without Teams. **All 245 users make use of Teams.**

Will there be a separate system for non-Teams users? **No** Will the bidder be expected to integrate these two systems? **Yes Teams integration is required.**

Question 12 and Answers

Please can we have some clarification on the 2 questions below :

10. Configure all existing Broadband Infraco switches to be in-line with this system.

- **Few Questions on this point**

- What network does Broadband Infraco have? **Clarity is needed for this question.**
- Are the switches managed POE, QOS capable? **Currently use POE & QOS capable switches.**
- Is illation expected to re-configure and manage the network? **Please discard this request.**

15. A number porting function must be available to port the current number blocks to enable continuity and consistency.

- **A Questions on this point**

- Can we get the block of numbers that must be ported?

			0112351600	
			0112398000	
			0112398030	
			0861999002	
	Woodmead	21 Woodlands drive country club Estate Woodmead Sandton	0112351600	
			Start	
			0112351601	End
			0112351899	
			0112398000	
			Start	
			0112398001	End
			0112398029	

			Start 0112398031 0112398599	End
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Question 13

Annexure K – indicates 38 headsets while on page 52 this table totals up to 51 headsets?
Should we quote for 38 or for 51 headsets?

Answer: 51 headsets