

ANNEXURE A: TENDER NOTICE 3 - TENDER CLARIFICATION QUESTIONS AND RESPONSES

(Questions received from 20 - 31 August 2026)

TENDER: 021S/2026/27

DESCRIPTION: SUPPLY, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF A UNIFIED CHANNEL MANAGEMENT (CONTACT CENTRE) SOLUTION WITH INTEGRATED TELEPHONY FOR THE CITY OF CAPE TOWN EMERGENCY AND NON-EMERGENCY CONTACT CENTRES

Nr	Date received	Category	Clarification question	Response																												
1	20 Aug 26	Support	Regarding Support, will the 50 hours per month be a monthly use-it or lose-it arrangement or will we use a periodic overs and under approach (e.g. quarterly).	All unused hours will carry over to the next month up and till the end of a Financial Year (FY June)																												
2	20 Aug 26	Support	Regarding Support, do manged service penalties in page 83 apply to month fee or year fee. Is there a cap on penalties	Managed service penalties in page 83 apply to month fees. Yes a cap on penalties is applicable, refer to each penalty clause S22.3																												
3	21 Aug 26	Digital and Social Channels	Confirm SMS is for South Africa only.	SMS is for South African numbers only.																												
4	25 Aug 26	Eligibility	Whether the bidder is permitted to use the OEM's project references after obtaining the OEM's authorization letter?	Project references utilised must be that of the tendering entity, noting the requirements contained in the tender document.																												
5	25 Aug 26	User Numbers	As described in the tender document, the number of users in the production environment: <table border="1"><thead><tr><th>Platform</th><th>Total Agents¹</th><th>Supervisors¹</th><th>Administrators¹</th><th>Quality Assurance¹</th><th>Survey¹</th><th>Multimedia¹</th></tr></thead><tbody><tr><td>Emergency Services</td><td>200</td><td>30</td><td>4</td><td>20</td><td>0</td><td>0</td></tr><tr><td>Non-emergency services</td><td>850</td><td>120</td><td>6</td><td>330</td><td>600</td><td>595</td></tr><tr><td>Total¹</td><td>1050</td><td>150</td><td>10</td><td>350</td><td>600</td><td>595</td></tr></tbody></table> Total agents for Emergency services and non-emergency services are 200 and 850 respectively. Are these concurrent user numbers? If not, kindly advise the approximate concurrent volumes for the Price Quotation and Cost Estimate.	Platform	Total Agents ¹	Supervisors ¹	Administrators ¹	Quality Assurance ¹	Survey ¹	Multimedia ¹	Emergency Services	200	30	4	20	0	0	Non-emergency services	850	120	6	330	600	595	Total ¹	1050	150	10	350	600	595	The number of users provided is for concurrent users.
Platform	Total Agents ¹	Supervisors ¹	Administrators ¹	Quality Assurance ¹	Survey ¹	Multimedia ¹																										
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6	25 Aug 26	AI volumes	Capabilities of AI, Automation and Knowledge Management are mentioned the tender: These AI features are license controlled, please give the approximate respective user counts for emergency and non-emergency services across DEV, QA/Test and Production, and Backup site as well.	Please refer 7.2.1 Environment Architecture																												
7	25 Aug 26	Pricing scope	The tender requires that Schedule F.13I – Price lists to be submitted include Table A.1, Table A.3, Table C.3. Does this mean Table A.2, Table B.1, Table C.1 and Table C.2 do not need to be provided?	All returnable and price schedules must be fully completed and submitted.																												
8	25 Aug 26	IVR & Call Volumes	As described in the tender document page 48, table 2 mentioned the monthly call volumes, we would like to clarify the average duration per call in minutes, so that the total call duration can be calculated to assess data storage volume and AI token consumption. Table 2: Average call volume per platform <table border="1"><thead><tr><th>Platform</th><th>Avg. Call Volumes (Per month)</th></tr></thead><tbody><tr><td>Emergency Services</td><td>85,000</td></tr><tr><td>Non-emergency services</td><td>500,000</td></tr></tbody></table>	Platform	Avg. Call Volumes (Per month)	Emergency Services	85,000	Non-emergency services	500,000	NA																						
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9	25 Aug 26	Emergency Contact Centre Deployment	As described in the tender document page 56 7.2.1.2, we would like to clarify if the non-emergency could be deployed in public cloud. Given that the technical requirements prohibit voice data transmission over the public internet, please confirm if storing the data in a South Africa-based public cloud would meet the requirement or not.	Please refer 7.2.1.2.c, which refers to local media.
10	25 Aug 26	AI volumes	As described in the tender document page 56 7.2.2, we would like to clarify if all inbound services require an AI Agent, each concurrent call session consumes one AI Voice Bot.	No
11	24 Aug 26	Support	What is the current average number of support tickets for emergency and non-emergency contact centre incidents?	NA
12	24 Aug 26	Support	Which month typically experiences the highest volume of support tickets?	NA
13	24 Aug 26	Support	What is the ratio of tickets logged during normal business hours compared to after-hours support?	NA
14	25 Aug 26	Voice Recording	The existing Voice recording provided by Call Cabinet, will that stay, or do you want a new separate voice recording solution of both contact centre solutions (Emergency and Non-Emergency).	Please refer 7.2.1 Environment Architecture, call cabinet is excluded.
15	25 Aug 26	Screen Recording	Screen recording - Is that currently offered by Call Cabinet?	Please refer 7.2.1 Environment Architecture, call cabinet is excluded.
16	25 Aug 26	Screen Recording	Screen Recording - DO you want live recordings-continuous, or also snapshot recording every 1 second of the agent's screen?	Live continuous recordings are required.
17	25 Aug 26		Do you want number porting as part of your solution, or will your current SIP Trunk vendor remain?	No
18	21 Aug 26	Emergency instance - Voice	Known to be needed to be on-premise within CCT data centres	Yes
19	21 Aug 26	Emergency - Voice	Are Voice calls allowed at any point to transverse the internet?	No, all calls will routed via existing carrier to on premise platform
20	21 Aug 26	Emergency - Call Recordings	Do the recordings need to be recorded and stored on-premise?	Yes, refer to section 7.2.8 of the specification.
21	21 Aug 26	Emergency - Quality	When the recording is scored / assessed do the results need to be kept on-premise and if not what about the playback of the recording? If cloud is allowed does it need to be in South Africa?	Refer to section 7.2.8 of the specification.
22	21 Aug 26	Emergency - Interaction Data	All Interactions (Calls, Messaging, etc) have linked Data, is it required that this data to be on-premise? Or can it be in cloud and if so is it in South Africa?	Refer to section 7.2.8 of the specification. All data captured within the emergency instance must be on-premise.
23	21 Aug 26	Emergency - Auto Quality	When / if AI is used to auto transcribe call recordings and asses them does the AI need to be on-premise and if it can be cloud based does it need to be in South Africa?	No, AI compute does not have to be on-premise, but section 7.2.8 of the specification will still apply.

Nr	Date received	Category	Clarification question	Response
24	21 Aug 26	Emergency - Workforce Management (WFM)	Can the WFM data (assume no confidential customer data but will have agent profile information) be stored in the cloud and does that could need to be in South Africa?	No, refer to section 7.2.8 of the specification.
25	21 Aug 26	Emergency - SMS	Do you want a gateway on-premise, if a cloud is acceptable does it need to be in South Africa?	No restrictions. Refer to section 7.4.2 of the specification. The SMS Messaging Platform provided by the Supplier must be integrated with the Channel Management Solution.
26	21 Aug 26	Emergency - USSD	Do you want a gateway on-premise, if a cloud is acceptable does it need to be in South Africa?	No restrictions. Refer to section 7.4.3 of the specification. The USSD Platform provided by the Supplier must be integrated with the Channel Management Solution.
27	21 Aug 26	Emergency - AI Automation - Voice in queue, Knowledge Management	When / if AI is used in automation does the AI need to be on-premise and if it can be cloud based does it need to be in South Africa?	See the response to question 23.
28	21 Aug 26	Emergency - Digital Assistants and Conversational AI	When / if AI is used in automation does the AI need to be on-premise and if it can be cloud based does it need to be in South Africa?	See the response to question 23.
29	21 Aug 26	Emergency - Real-time Monitoring and Dashboards	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	Refer to section 7.2.8 of the specifications.
30	21 Aug 26	Emergency - Standard Reporting	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	Refer to section 7.2.8 of the specifications.
31	21 Aug 26	Emergency - SLA Monitoring and Performance Analytics	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	Refer to section 7.2.8 of the specifications.
32	21 Aug 26	Emergency - Customer Feedback and Sentiment Analysis	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	Refer to section 7.2.8 of the specifications.
33	21 Aug 26	Emergency - Users	What is the current split between Named and Concurrent users?	Refer to section 7.2.1 of the specifications.
34	21 Aug 26	Emergency - Users	What is the current split for the Digital users vs Voice users	Currently only voice users.
35	21 Aug 26	Emergency - Digital Messaging	What are your current volumes (if any) for WhatsApp Messaging, X (Twitter), and other platforms (please specify)	None.
36	21 Aug 26	Non-emergency instance - Voice	Stated that the voice stream between the SBCs and the agent endpoint needs to remain on-premise and therefore in CCT data centres. This actually means the same as emergency, it needs to be on-premise but could be controlled (e.g. The brains in the cloud?) Are you therefore, intentionally driving this to a complete on-premise voice call centre?	No. The intention is not to drive an on-premise solution for non-emergency. See the response to question 9.
37	21 Aug 26	Non-emergency instance - Voice	Are Voice calls allowed at any point to transverse the internet?	No, but it can be duplicated for recording and other purposes.
38	21 Aug 26	Non-emergency instance - Call Recordings	Do the recordings need to be recorded and stored on-premise?	Recordings do not need to be stored on-premise. Refer to section 7.2.8 of the specification.

Nr	Date received	Category	Clarification question	Response
39	21 Aug 26	Non-emergency instance - Quality	When the recording is scored / assessed do the results need to be kept on-premise and if not what about the playback of the recording? If cloud is allowed does it need to be in South Africa?	Refer to section 7.2.8 of the specification.
40	21 Aug 26	Non-emergency instance - Interaction Data	All Interactions (Calls, Messaging, etc) have linked Data, is it required that this data to be on-premise? Or can it be in cloud and if so is it in South Africa?	Refer to section 7.2.8 of the specification.
41	21 Aug 26	Non-emergency instance - Auto Quality	When / if AI is used to auto transcribe call recordings and asses them does the AI need to be on-premise and if it can be cloud based does it need to be in South Africa?	Refer to section 7.2.8 of the specification.
42	21 Aug 26	Non-emergency instance - Workforce Management (WFM)	Can the WFM data (assume no confidential customer data but will have agent profile information) be stored in the cloud and does that could need to be in South Africa?	Refer to section 7.2.8 of the specification.
43	21 Aug 26	Non-emergency instance - SMS	Do you want a gateway on-premise, if a cloud is acceptable does it need to be in South Africa?	No restrictions. Refer to section 7.4.2 of the specification. The SMS Messaging Platform provided by the Supplier must be integrated with the Channel Management Solution.
44	21 Aug 26	Non-emergency instance - USSD	Do you want a gateway on-premise, if a cloud is acceptable does it need to be in South Africa?	No restrictions. Refer to section 7.4.3 of the specification. The USSD Platform provided by the Supplier must be integrated with the Channel Management Solution.
45	21 Aug 26	Non-emergency instance - AI Automation - Voice in queue, Knowledge Management	When / if AI is used in automation does the AI need to be on-premise and if it can be cloud based does it need to be in South Africa?	Refer to section 7.2.8 of the specification for non-emergency data compliance.
46	21 Aug 26	Non-emergency instance - Digital Assistants and Conversational AI	When / if AI is used in automation does the AI need to be on-premise and if it can be cloud based does it need to be in South Africa?	See response to question 45.
47	21 Aug 26	Non-emergency instance - Real-time Monitoring and Dashboards	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	See response to question 45.
48	21 Aug 26	Non-emergency instance - Standard Reporting	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	See response to question 45.
49	21 Aug 26	Non-emergency instance - SLA Monitoring and Performance Analytics	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	See response to question 45.
50	21 Aug 26	Non-emergency instance - Customer Feedback and Sentiment Analysis	What data within this needs to remain on-premise and what can be cloud based. If cloud based does it need to reside in South Africa?	See response to question 45.
51	21 Aug 26	Non-emergency instance - Users	What is the current split between Named and Concurrent users?	See response to question 33.
52	21 Aug 26	Non-emergency instance - Users	What is the current split for the Digital users vs Voice users	See response to question 34.
53	21 Aug 26	Non-emergency instance - Digital Messaging	What are your current volumes (if any) for WhatsApp Messaging, X (Twitter), and other platforms (please specify)	None.

Nr	Date received	Category	Clarification question	Response
54	21 Aug 26	Architecture	Is any level of separation is required between Emergency and Non-Emergency environments: - Separate application stacks on same infrastructure? - Separate infrastructure?	Separate stacks and separate infrastructure. Refer to section 7.2.1. of the specifications.
55	21 Aug 26	Architecture	For on-premise workloads does CCT like the supplier to include hardware or will CCT provide virtual environment/shared storage etc. as required (and if so what virtualisation/storage technologies are in use)?	Refer to response to question 114 of Tender Notice 1 .
56	21 Aug 26	Telephony	What is the expected number of concurrent calls per instance (Emergency vs Non-Emergency) rather than the overall minimum of 250 concurrent calls?	The 250 concurrent calls refer to the overall minimum across the 2 instances.
57	21 Aug 26	Telephony	Please provide the annual inbound and outbound call minutes for both Emergency and Non-Emergency. Estimates are fine.	N/A
58	21 Aug 26	Telephony	Please confirm that the SIP trunks and on-premise SBCs are already provisioned and managed by CCT, and that these will be used to provide the voice for both Emergency and Non-Emergency?	Yes.
59	21 Aug 26	Emergency Operations	Will the successful bidder be required to complete the integration/migration to the CAD replacement once this is selected?	Yes, to be finalised during the detailed design phase.
60	21 Aug 26	Emergency Operations	Please list any financial, regulatory or public safety standards with which the solution must comply.	The General and Special Conditions of Contract and the Specifications must be complied with.
61	21 Aug 26	CRM & Integration	For each integration in 7.2.9 please answer the following: - Is the application on-prem or cloud?	The EPIC solution will be on-premise. The rest of the integrations to be confirmed during detailed design phase. Refer to section 7.2.9 of the specifications.
62	21 Aug 26	CRM & Integration	- What is the current running version?	To be confirmed during detailed design phase.
63	21 Aug 26	CRM & Integration	- Is integration real-time or batched (i.e. nightly upload etc.)	To be confirmed during detailed design phase.
64	21 Aug 26	CRM & Integration	- Are integration APIs already available?	To be confirmed during detailed design phase.
65	21 Aug 26	CRM & Integration	Please expand on what is meant by Physical Queue Management system in 7.1.1.3(a)	It is a queue management system developed by CCT for managing physical queues in walk-in centres.
66	21 Aug 26	Omnichannel	What forecast interaction volumes (total messages/month) are expected for the following (Estimates are fine): - WhatsApp	Not known at this stage. To be confirmed during detailed design phase.
67	21 Aug 26	Omnichannel	- SMS	Not known at this stage. To be confirmed during detailed design phase.
68	21 Aug 26	Omnichannel	- Email	Not known at this stage. To be confirmed during detailed design phase.
69	21 Aug 26	Omnichannel	- Social channels	Not known at this stage. To be confirmed during detailed design phase.
70	21 Aug 26	Omnichannel	Is the intention to route social media interactions directly into agent queues or via conversational bots.	To be confirmed during detailed design phase.
71	21 Aug 26	Recording	Are any digital channels required for Emergency services or only Non-Emergency services? We note that Table 4 suggests 0 Multimedia agent but Figure 2 shows Emergency with an outbound Connection to SMS	Currently the emergency contact centre sends SMS notifications. The use of inbound SMS messages will be confirmed during the detailed design phase.

Nr	Date received	Category	Clarification question	Response
72	21 Aug 26	Recording	What are the retention requirements for the following: - Call recordings	The duration of the contract.
73	21 Aug 26	Recording	- Screen recordings	The duration of the contract.
74	21 Aug 26	Recording	- Digital message transcripts	The duration of the contract.
75	21 Aug 26	Recording	Are there legal/evidentiary retention requirements for interactions on either instance?	No. Data retention must be for the contract duration.
76	21 Aug 26	Recording	Is storage/archive for recordings provided by CCT or expected as part of the solution?	It will be provided for on-premise solutions.
77	21 Aug 26	AI	Are any AI-driven functions (voice bot/Auto-QM/knowledge integration) required for the Emergency instance? If so, would it be compliant for the on-premise systems to integrate with cloud platforms for these functions only?	To be defined during detailed design phase. See the response to question 23.
78	21 Aug 26	Workforce Management	Is WFM bound the same logical/physical separation rules as the contact management instances or can all users be forecasted/scheduled by the same application?	No, WFM is not bound by the same logical/physical separation rules as the contact management instances.
79	21 Aug 26	Performance & SLA	We note the Performance Measures and Metrics in Clause 22 of SPECIAL CONDITIONS OF CONTRACT. How will uptime be independently measured and shared with the successful bidder?	Uptime is measured on the services related to this tender and will be managed through contract management processes. This will be agreed during the detailed design phase.
80	21 Aug 26	Performance & SLA	Are planned/emergency maintenance windows excluded from uptime calculations?	Yes
81	21 Aug 26	Security & Compliance	What audit log retention period is required?	The duration of the contract.
82	21 Aug 26	Security & Compliance	Is there any requirement for load/penetration testing either during the project or at intervals during the managed service?	The solution must be capable handling the existing load at all times. Refer to section 7.2.2 of the specification.
83	21 Aug 26	Security & Compliance	Is the supplier required to complete vulnerability assessments at intervals during the managed service or solely to resolve vulnerabilities on an ad hoc basis?	The supplier is responsible for any vulnerabilities on their system especially those reported by the OEM. The CCT continuously does its own vulnerability scans on all on-premise systems.
84	26 Aug 26	Pricing	You seem to have made typo on TABLE C.1 for Technician #2 where you request rate per month instead of rate per hour like the others roles	It is not a typo. We require a hourly rate and a monthly rate for a technician.
85	27 Aug 26	Shared WFM/AQM Platform	Can the WFM and AQM solution be deployed as one shared platform for both Emergency and Non-Emergency operations?	Yes. Refer to section 7.2.8 of the specification.
86	27 Aug 26	Shared WFM/AQM Platform	If yes, will logical separation of users, data, business rules, reporting, and administration be sufficient to meet your operational and security requirements, or are separate platform instances required?	Yes. Refer to section 7.2.8 of the specification.
87	27 Aug 26	Screen Recording for Text-Based Channels	The RFP requires screen recording for text-based channels (e.g., chat, messaging, email, and social media). Please clarify: What is the business requirement or intended use for screen recording on these channels?	It is a business requirement. Refer to section 7.1.5.1 of the specification.

Nr	Date received	Category	Clarification question	Response
88	27 Aug 26	Screen Recording for Text-Based Channels	Would capturing and storing the full text interaction, including conversation content, timestamps, and metadata, be an acceptable alternative to screen recording?	No. Refer to section 7.1.5.1 of the specification.
89	27 Aug 26	Screen Recording for Text-Based Channels	If not, what specific operational, compliance, or quality management requirements must screen recording support?	N/A
90	27 Aug 26	Auto QM Hybrid Deployment	The Auto QM solution uses SaaS-based transcription and quality analysis services. Please confirm whether a hybrid deployment model is acceptable, where: The Quality Management platform is deployed on-premises; and	Yes
91	27 Aug 26	Auto QM Hybrid Deployment	The transcription and quality analysis services are consumed securely from the cloud.	Yes.
92	27 Aug 26	Auto QM Hybrid Deployment	If a hybrid deployment is not acceptable, would an on-premises QM solution without Auto QM capabilities be acceptable?	N/A
93	27 Aug 26	WFM Hybrid Deployment	Some advanced Workforce Management capabilities are provided through SaaS-based services. Please confirm whether a hybrid deployment model is acceptable, where: The core WFM solution is deployed on-premises; and	Yes.
94	27 Aug 26	WFM Hybrid Deployment	Additional enhancement services are consumed securely from the cloud.	Yes.
95	27 Aug 26	WFM Hybrid Deployment	If a hybrid deployment is not acceptable, would a fully on-premises WFM solution without SaaS-based enhancements (such as mobile applications, AI forecasting, and similar features) meet your requirements?	N/A. See response to question 93.
96	27 Aug 26	WFO Work Force Management (Named Users)	The total number of people who will have a user account in the WFO solution. This includes all agents whose interactions may be recorded, evaluated, or scheduled, as well as all supervisors, managers, and administrators who need access to the system: Emergency Non-Emergency	Refer to section 7.2.1 of the specifications.
97	27 Aug 26	WFO Work Force Management (Agent Seats)	The total number of workstations, desks, or communication positions that can connect to and exchange data with the WFO solution. This includes agent positions being recorded/evaluated/scheduled PLUS a supervisor/administrator positions for web access via computer. This is not the same as the number of users being recorded at the same time. Instead, it represents the total number of individual seats that may use the solution at any time. Emergency Non-Emergency	Refer to section 7.2.1 of the specifications.
98	31 Aug 26	Technical - 7.2.1.2 non-emergency contact centre	Is there any mandate or preference on the deployment model (on premise / cloud) for the non-emergency contact centre	None.

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99	31 Aug 26	Technical - 7.2.1.2 non-emergency contact centre	Do the bidder have the freedom to suggest the deployment model?	Yes for non-emergency only
100	31 Aug 26	Technical - 7.2.1.1 Emergency contact centre & 7.2.1.2 non-emergency contact centre	Will the hardware be provided by the CCT or by the bidder?	Refer to response to question 114 of Tender Notice 1.
101	31 Aug 26	7.4.3 USSD Platform Will	Will the USSD menu logic (push/pull flows) be managed externally on a USSD Application Platform (USSD Gateway provider), or does the RFP expect the CCT vendor to design, host, and manage the USSD menu tree?	Design will be done during the detailed design phase. The platform must be hosted and managed by the service provider.
102	31 Aug 26	Social media channels - 6.4 Channel Landscape	For WhatsApp and Meta channels, how does the client handle template message approvals, session windows (e.g., the 24-hour customer care window), and associated conversation-based pricing fees?	Refer to section 7.4.1. Final decision will be taken during the detailed design phase.
103	31 Aug 26	Social media channels - 6.4 Channel Landscape	For channels like Instagram, Facebook, and X, does the scope cover incoming Direct Messages (DMs) only, or does it include public post comments, mentions, and sentiment tracking routed into the agent workspace?	It includes public posts, comments, mentions, and sentiment tracking.
104	31 Aug 26	Volumetric Information - Monthly Email Interaction Volume (Section B.14)	What is the expected average and peak monthly inbound/outbound email volume for municipal support queues? (Required for multi-channel licensing and concurrency sizing)	Refer to section 6.1.
105	31 Aug 26	Volumetric Information - Monthly Web Chat Interaction Volume (Section B.15)	Can the client share projected monthly web chat concurrency and total message volume metrics? (Required for digital seat allocation)	Refer to section 6.1.
106	31 Aug 26	Volumetric Information - Monthly WhatsApp Message Volume (Section B.16)	What are the historical or projected monthly WhatsApp messaging volumes (inbound and outbound) across citizen service channels? (Essential for WhatsApp Business API cost and bandwidth modelling)	Refer to section 6.1.
107	31 Aug 26	Volumetric Information - Social Media Messaging Volume (Section B.17)	Can the client provide estimated monthly message volumes broken down by individual social media platform (e.g., Facebook Messenger, X/Twitter)? (Required for omnichannel routing engine architecture)	Refer to section 6.1.
108	31 Aug 26	Telephony Architecture (Section 6.2) - Backup Telephony Interoperability	Regarding the use of a third-party voice solution (e.g., BroadSoft) for emergency backup, can the client provide interface and routing specifications for failover interoperation?	Section 6.2 refers to the current infrastructure. The BroadSoft platform is outside of the scope of this tender.
109	31 Aug 26	Service Levels & Penalties (Section C.6) - Penalty Accumulation Caps	Can the client confirm if the 100% monthly penalty cap applies per individual service tower (voice, digital, WFO) or as a cumulative ceiling across the entire contract scope?	The cap is 100% of the monthly Managed Service fee.

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110	31 Aug 26	Contract Price Adjustment (Schedule F.1) - Forex & Escalation Formula	For imported software and third-currency licensing components, can the client clarify the specific indices and acceptable Rate of Exchange (RoE) adjustment formulas permitted during the 60-month contract period?	No RoE is catered for. The tender is based on OEM/Distributor price plus a mark-up percentage.
111	31 Aug 26	Data Migration (Section 7.3) - Legacy Recording Migration	Does the client require historical data migration of past voice recordings and archived customer interaction logs from the legacy platform into the new solution, or will legacy data be archived independently by CCT?	No, historical data of recordings do not need to be migrated.

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