



state security

State Security Agency
REPUBLIC OF SOUTH AFRICA

Company

[REDACTED]
[REDACTED]
[REDACTED]

Please deliver to:
State Security Agency
Musanda Complex
Joe Ntshala Road
(T with Delmas Road)-Pretoria

Delivery times :

Monday-Thursday

08:30 - 12:30
13:30 - 15:00

Friday

08:30 - 13:00

Quotation deadl.: 03.02.2025

Delivery date: 28.02.2025

REQUEST FOR QUOTATION

RFQ number/date

6000027905 / 27.01.2025

Contact person/Telephone

NONHLANHLA VILAKAZ/012 426 2331

Email Address

NonhlanhlaL@ssa.gov.za

Your vendor number with us

[REDACTED]

Item	Material	Quantity Unit	Description
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00010		10 each	Call billing software Compatible to
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CISCO call manager

OEM Support for five years
Minimum Functional

Minimum Specification:

Should integrate with our existing Cisco Call Manager
Integrate and populate (User and Extension) via AD

Generate reports, per site, per department or per extension in
graphical format



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Item	Material	Quantity Unit	Description
			Generate reports for Top spenders (Top 10 # Top 100)
			Provide real-time and after-the-fact reporting that can be used to measure both performance of the call center and performance of the queue or agent
			Email scheduled billing to departments or individual members monthly
			Update costing according to new tariff when necessary
			Provide a GUI, should a member need to login during the month
			Function to automatically block an extension for the rest of the month after specified limit has been reached
			Email member when 50% of specified limit has been reached and again at 75%
00020		1 each	Call billing software installation
			with CISCO call manager
			OEM Support for five years
			Minimum Functional
			Minimum functional Specifications:
			# Record, Playback, Log, monitor live calls
			# Analytics and reporting
00030		10 each	Call Recording software compatible
00040		1 each	Call Recording software installation



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