

	BID CLARIFICATION	Form No: RW SCM 00041 F Revision: 03 Effective Date: 31 Jan 2023
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Bid Number RW10393295/23R
Clarification Number 01

Enquiries :Tshepo Morare
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 e-mail.
E-mail :tmorare@randwater.co.za
Date :13 September 2023

BID NUMBER: [RW10393295/23R]

BID DESCRIPTION: SUPPLY, DELIVERY AND PROVISION OF HOSTED IP PBX, INCLUDING A CALL CENTRE AS A SERVICE AT RAND WATER FOR A PERIOD OF FIVE (5) YEARS

[Bid clarification responses.]

The pages referenced are the pages of the [RW10393295/23R] bid document.

This clarification consists of [46] statements in the following pages.

SIGNATURES

Buyer:Tshepo Morare

Sign :

Sourcing Manager:Ntikane Radebe

Sign :

Supply Chain Manager:Emmanuel Nzilo

Sign :

**Manager Infrastrucure and
Telecoms:**Makwe Aphone

Sign :

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Clarification question	Response
1. Please advise if the tender RW10393295/23R is only for a Call Centre Solution or is there a requirement for supplying Call Centre Agents as well?	1. Yes, it's a call centre solution & hosted PBX and no call agents are required.
2. 1. Please could you clarify this point? Do they require voice calls to be made from Teams/Zoom or is integration required to the hosted PBX)	2. Question not clear. As this is a hosted PBX & Contact Centre solution. Yes, we require voice calls to be made from Teams/Zoom.
3. Please could help clarify BOQ. C2.2. PRICING SCHEDULES BOQ Total 2688 required C4 Current status report total no of employees 3500 No of handsets currently in use +- 3000 There is a huge difference on the quantities. Please confirm do we use C2.2 pricing schedule Quantity or do we cater for total no of employees which is 3500.	3. Use the pricing schedule as stated on C2.2.
4. How many users are in the back-office - Basic User, Manager User, Executive User	4. Refer to the quantities on C2.2 Pricing schedules.
5. What is the location and number of switchboard operators	5. Switchboard location – • Rietvlei 3 operators • Central Depot 1 operator • Zwartkopjes 1 operator • Vereeniging 1 operator • Analytical Services 1 operator • Zuikerbosch 1 operator
6. What is the number of reception phones?	6. Refer to C2.2 Pricing schedules.
7. What is total number of physical desk phones required-100M/1G?	7. Should cater for both 100M/1G.
8. Total number cordless phones - Would this be IP DECT or Wi-Fi and would there be a requirement to provide base station (DECT)	8. Should cater for WIFI. No need to provision Aps.

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or Wi-Fi AP's. If so, can you provide floor plan with AP /BS layout.	
9.How many visually impaired switchboard operators. Do you currently use JAWS and if so what version?	9. Currently no visually impaired switchboard operators.
10. Does the back -office users require voicemails for all users	10. Yes.
11. Does the back-office users require ad hoc recording?	11. Yes.
12. Does Rand Water have existing MS Teams users and if so what is the quantity and license type e.g. E3, E5	12 Yes, quantity is 2688 & has both E3 & E5 licenses.
13.What integration will be required into Teams, Zoom and WebEx?	13. Voice.
14. Please clarify if end to end maintenance and support for three or five years	14.Five.
15. Provision of conference bridging facilities to cater for 50 parties - Is this audio or video?	15. Both Video & Audio.
16. Is the LAN at all sites voice ready with PoE switches in place?	16. Yes.
17.Please clarify what is required to provide access for remote/home users - Do we need to provide the access/internet from the remote users to the hosted IP PBX or soft phone application.	17. The requirement is to provide users access via any network connection and soft phone application should be standard.
18. The deployment will be from the Rand Water Head Office into the BCX DC's where the hosted PBX is located (Dual DC's)? Do we need to provide dual redundant access links from Head Office in the BCX DC's?	18. Redundancy with different path.
19. Please confirm if it is 2000 headsets or handsets?	19. Headsets.

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20. How many Fax to email users are required?	20. Provision for 30 users.
21. How many soft phones users are required? 2000?	21. 2688
22. How many users require to dial out using Microsoft Teams?	22. 2688
23. Hope you are both well, please could you advise on the description of Telephone handsets it reads Normal cordless standard phone do we provide quote on the below as the two have major cost implications if incorrectly quoted on?	23. Refer to Annexure A - Fit for purpose.
24. Total Number of email queues you currently have for the contact centre?	24. Seven (7)
25. Do you currently have the social media accounts setup and integrated? If so which are currently in use i.e. Whats App, Facebook or Instagram	25. None.
26. Do you currently have a Chat bot Service? If so please provide detail?	26. No.
27. Do you require Custom Reporting Dashboards? If so how many	27. Yes, 14.
28. Total Number of Inbound Contact Centre agents	28. 11
29. Total Number of Outbound Contact Centre agents	29. 11
30. Total Number of Supervisors for the Contact Centre	30. 2
31. Total Number of Administrators for the Contact Centre	31. 2
32. Total Number of Quality Assessors for the Contact Centre	32. 2

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33. Total Number of Quality Assessors	33. 2
34. Do you have any active CRM integrations or plan on integrating into a future CRM? If so please name the CRM.	34. Yes (but no integration yet): Microsoft CRM2015 (upgrade to Dynamic CRM365 is underway)
35. Do you have a Auto-Dialer for outbound campaigns or do agents dial out manually	35. Manual.
36. Total number of Telephone Numbers allocated to the Contact Centre	36. 14.
37. 14. Total Number of Hours stored on Call Cabinet Recording Solution?	37. 5 years.
38. Contact Centre -Email web chat, What social media channels (Facebook, Twitter, WhatsApp)	38. WhatsApp:convert the 0860101060 number to both whatsapp and instant messaging
39.Will it be physical or soft wallboards?	39. Both
40. What is the location of the agents?	40. Rietvlei
41. What is the actual number of agents is it 20 or 50?	41. 12
42. What is the number of supervisors?	42. 2
43. How are the shifts structured 8/5 or 24/7?	43. 24/7
44. Is voice recording on the contact centre only and is compliance recording required. What is the retention period for these recordings.	44. Yes, 5 years retention
45. Please clarify requirement for hotline/helpline numbers	45. 0860101060
46. How many users require to be recorded? Only the Contact Centre users?	46. 14