

Questions and Answers (RFP 020724-25)

Bidders to take note that responses must be sent to RFP@PostBank.co.za

Question	Response
1. One bidder asked the following questions: - Is the call taker using handsets or soft phones? - If handsets what make and model are they using? - Of softphones what software are they using? - If we need to supply the softphones/Web phone in your price schedule were do we add it? - The call software is charge per seat per month were in the price schedule do we need to add it and must we give price for the term? - Does all the users have fibre links or what links do they have? - Can we set-up a teams meeting too discuss the need in more detail?	- Is the call taker using handsets or soft phones? Soft phones - If handsets what make and model are they using? N/A based on response above - Of softphones what software are they using? The bidder should be providing this information. - If we need to supply the softphones/Web phone in your price schedule were do we add it? This should be included in the Solution price. - The call software is charge per seat per month were in the price schedule do we need to add it and must we give price for the term? This should be included in the Solution price. - Does all the users have fibre links or what links do they have? We provide network connectivity either via LAN (office) or mobile data (work from home). - Can we set-up a teams meeting too discuss the need in more detail? This won't be necessary, bidder are free to email all their queries (as they have done in this instance, these questions will be forwarded to both of you for a response. This won't be necessary, bidders are free to email all their queries to the email which has been provided, these queries will be responded to by the technical team.
2. We provide comprehensive cloud solutions through our partnership with vodacom as our OEM supplier. I noted that a requirement of three references I required. If not provided will the RFQ that I submit be rejected ?	Bidders who do not meet the mandatory requirements will be disqualified; this was stated in the advertised bid document, under Evaluation Criteria we mentioned the following: • "Mandatory Requirements Criteria - Only bidders that have complied with the Mandatory Requirements Criteria

	will be eligible for further evaluation on price and specific goals”.
3. Just clarity from our side, is there a compulsory briefing session for this bid? If yes, when?	Please note there is no briefing session for this RFP.