

QUESTIONS AND ANSWERS

QUESTIONS	ANSWERS
Please confirm the building address as the co-ordinates doesn't correspond with the building address, alternatively if the customer can give us the correct co-ordinates for accurate delivery of data links	DC1 -25.75122745395105, 28.199159496995275 15 Robert Sobukwe street Sunnyside Pretoria 0002 DC 2 co-ordinates -25.74999803864587, 28.200615881565366 77 Mentjies street the dtic campus Sunnyside Pretoria 0002
What is the connection type of the SIP Trunks to the PABX. IS the Ayava PABX SIP enabled and we can deliver SIP directly into the PABX, or do we need to connect the SIP Trunks to the PRI cards in the PABX? a. Avaya connection method to PABX, SIP or PRI: b. Cisco Call Manager-SIP or BRI	Connection type to the PBX will via SIP register/ Avaya Session
If the above is SIP, will the DTIC include all of the SIP channels on the respective PABX's	The plan is migrate from distribute model to central model where all the side connect to one/single PBX.
From the tender and the drawing it seems that we need to deliver the SIP trunks to the Head Office only.	Correct, single site, HQ
Do we only deliver all 610 SIP trunks to the Avaya, and the DTIC will connect the Avaya to the Cisco Call Manager deployed at the ranch offices OR	The aim is to have one centralized PBX at HQ and all the remote offices will received handsets/phones and connection will via WAN links
The SBC that we need to deploy to protect the SIP trunks, will the DTIC supply the server, or do we need to cost it into our solution?	SBC is not part of this requirement, as per SIP trunking best practice, it is advisable to source the SIP trunk and SBC from different suppliers.
the dtic campus` unified communication platform consist of the Avaya Communication Server (CS1k), Avaya messaging (Fax to email	Datacentres are spread between two buildings.

&Voicemail), and Avaya Aura Contact centre. All these systems are distributed between two (2) data centre within the dt Are both Datacenter's in the same building or spread across different locations.	
Could we please have the address of both Data Centre locations, and if possible, for accuracy the co-ordinates.	Is it possible to have this answered before the 15th of February as we need to perform feasibility studies of the availability of data links to these Data Centre's?
<i>Does DTIC want a permanent resource on site for the duration of the 5 year contract, or only an onsite resource during the implementation phase of the SIP solution (Links, SBC configuration).</i>	Connection type to the PBX will via SIP register/ Avaya Session manager
<i>do you want an on-site resource for 5 years, or only when there is a 3rd level support fault</i>	When on-site support is required/ on need basis
<i>s it possible for the same VLAN to be made available in both DCs for connection of the CPE equipment and High-availability configuration</i>	Both DC1 and DC2 are on the same VLAN
Does DTIC require a WAN for inter-branch calls?	Response: inter-branch calls will conducted through SITA network
Does DTIC have Power Over Ethernet LAN ready for IP Phones?	Yes, current network infrastructure is PoE ready and currently operation
Will DTIC consolidate the IP PBX(es) to the Head Office and the branch office phones to register to the centralized IP PBX?	Correct
Does the DTIC IP PBX support all SIP RFCs and no need to cater for onsite SBCs for transcoding?	PBX support the SIP via the current SIP register/Avaya Session Manager
How many concurrent SIP Channels are required?	not less than 610 concurrent sessions.
Does DTIC require G.729 Codec on the WAN to save on WAN bandwidth or G.711 which is bandwidth intensive?	The WAN are supplied by SITA and it is expected the that the call quality be not less mean opinion score (MOS) of 4.3
What high availability protocols are preferred by DTIC (FHRP or Dynamic IP Routing)?	The active-active high availability is preferred.
Does the client have/require fibre last-mile access?	Last-mile fibre access is required.

Does the client have/require a Session Border Controller solution?	No, as per best SIP practice to separate SIP provider and the SBC provider.
Please clarify if we are installing connectivity and SIP only at HQ?	HQ only.
Will the SIP traffic from branches route over the existing network and we just provide SIP trunks at these locations	no SIP trunk to remote offices
How many concurrent calls are expected at each site? only the head office is mentioned	Not less than 610 concurrent, HQ only and call be routed to remote offices by Centralized PBX.
Do the existing PBX's support SIP and if so is this authenticated or unauthenticated i.e can they register with a username and password	Current SIP register/Avaya Session Manager does not support username and password however the SIP register allow SIP remote unit /CPE/Router to be trusted
Is there a gateway in place that interfaces with the onsite PBX?	SIP register/Avaya Session manager in place
Can we set up a trunk to each individual PBX including head office	No, SIP trunk connectivity HQ only
Would you be interested in going fully hosted at each site instead of a sip trunk?	the dtic is much interested in the hosted/Cloud services SaaS however the dtic is in a very difficult situation. Just provide a brief about this project (SIP). The main objective of the project was to migrate from fixed line/TDM technology to SIP technology because fixed line technology is end of life and near end of support. For some reason beyond the dtic's control this proposed project is exactly two (2) years since it was submitted for publication. During that two years the department was conducting the assessment of cloud solution/services risks versus benefits. It was recommended that the department must start considering the cloud services instead of the on-premises solutions Firstly Here is the challenges the dtic is currently facing, when the dtic experience PRI ISDN/channelized E-1's and BRI's outage, it takes long to restore because of • lack/shortage of replacement spares • Decommissioned of copper and

	Decommission some of telephone exchanges due high operational cost versus profitability. Second, the current infrastructure (telephony and Contact Centre) is near end of support hence the dtic is considering cloud service offering. As result of above, the dtic is at risk of operations dysfunctional in case total connectivity outage/s is experienced. Note: all the bidders should take note that the successful bidder must be willing to enter to flexible contract period to accommodate all the challenges mentioned above and also be in support fair competition.
What model handsets are on site?	The was to have one Avaya system and the phone model is Avaya 1120 E deskphone.
Do any users work remotely?	Yes, some work remotely
In annexure C you mention call hunting, three way calling and call waiting which is a PBX function and cannot be provided with a SIP trunk. can this be removed as a mandatory requirement?	No, the requirement can not remove from Mandator. It is required the proposed SIP trunk must support the functionalities from PBX
Please clarify section 8a under logistical conditions, do you require a permanent onsite engineer throughout the duration of the contract or only during the implementation stage?	The resource is required on-site during implementation and when the need arise to accomplish some task. i.e fault/incident localisation/debugging