



SUPPLY CHAIN MANAGEMENT

QUESTIONS AND ANSWERS

CS&TM03/20/21: INSTALL AND MAINTAIN VOICE OVER IP (PABX) AND PROVISION OF NETWORK AND BUSINESS SOLUTION OF TELEPHONE MANAGEMENT SYSTEM WITH TELEPHONE FOR THE DEPARTMENT OF COMMUNITY SAFETY AND TRANSPORT MANAGEMENT FOR A PERIOD OF FIVE YEARS

BID CLOSING DATE : 18/09/2020

FAQs

Q: Please confirm if you require an onsite PABX or a Cloud/Hosted PBX solution –

Answer - Should be an onsite Pabx solution.

Please confirm the number of 8 Button Handsets required?

Answer - 320.

In the Annexure A, please clarify if the 320 x 48 Port Management Network POE switch is meant to be a phone?

Answer - These are phones.

Please confirm the number of 48 Port switches required if it was meant to be a phone. This should be switches –

Answer - 18.

The department wants the provider to give a monthly call cost saving. What are the current call costs and rates? –

Answer - We cannot disclose this at this time. Please provide your own rates.

Who is the current provider and how many lines or SIP trunks have they catered for?

Answer - We cannot disclose the name of the current Service Provider. Current Sip Trunks are - 60.

Are the Tirelo Building and Safety House building linked? How are we going to supply extensions from the H/O?

Answer - They are not linked. This is to be provided by your Company.

You mention that the current system links with financial systems (BAS,PERSAL,WALKER) is this a requirement for the new system? As you mention that the new VOIP system will run on its own independent network.

Answer - It's on the same infrastructure, but 2 different Networks.

Accurate PBX room drawings cannot be supplied without a site survey.

Answer - There will unfortunately not be availability for this due to Covid-19 regulations of the Department.

Cabling survey will also need to be done. Budgetary pricing will be given.

Answer - Due to the Covid-19 Regulations, we are unable to permit access to offices at this stage.

Who will supply the cabinets for the PBX and Switches?

Answer - You are to quote and supply such equipment.

I would like to know if the municipality is looking for On-site solution, Cloud-based solutions or a hybrid? –

Answer - The Department is looking for a full IP solution which should be on site.

Can you please send me an Itemised Billing report and a Call Summary report for 2019? –

Answer - We unfortunately cannot disclose this information at this stage. Please provide your own rates.

Is it possible that I can come for site viewing during the course of the week? –

Answer - Due to Covid-19 regulations, we are unable to allow any site visits.

What licence do i need to deploy for the above

You would require an Icasa License stating that you are eligible to work on Services as stated in the Bid Document.

Answer - This would be a ENS / ENCS License.

Invoke Solutions is in the process of preparing a response to bid 03-20-21 for the installation and maintenance of voice over PI and the provision of network and business solution of telephone management system. Page 8 indicates that an ICASA certificate of compliance is required, please confirm if the certificate is for the products or for the company.

Answer - The license required would be for the Company, which is ENS OR ENCS.

Trust you well. I am writing to you, to confirm if the Department would consider an electronic submission for this tender?

Answer – The department will only consider hard copies, submitted in the Bid Box on or before closing time on 18/09/2020.