



ENQUIRIES: Hennie Roodman
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REFERENCE: 4/8/3/1/4

Bidders: W11458 :Fixed Line Services for a period of sixty (60) months for Department Water and Sanitation.

The below questions were asked by Bidders during the advertisement period, closing 14 December 2023 at 11:00am, 157 Francis Baard Street, ZwaMadaka Building, Pretoria, 0002.

Q: Closing date for W11458

A: The closing date is 14 December 2023 at 11:00 am as stated above.

Q: Please confirm if the customer is willing to replace the current PBX.

A: The department is NOT replacing the current on site PABX. As per paragraph 5.1 page 6.

Q: Please advise who owns the connectivity between the sites.

A: Connectivity links are owned by various Telco Providers/ ISP's however managed by a single service provider.

Q: Will we have to quote on fix LTE's per site.

A: It is up to the bidder to determine and supply the best possible stable connectivity mediums unique and specific to each site. Ref to table A1

Q: Which voicemail do they have on site.

A: The DWS sites currently have various voice mail types such as Fonomail, Integrated Asterisk based voice mail and hosted voice mail.

Q: What handsets are on site.

A: Simens Optipoint, Simens Openstage (various models), Aastra, Snom, Yealink, Fanvil and Polycom

Q: Site addresses/ coordinates: see attached list which provides all.

A: Please see 4.2 of page 4 and 5

Q: Functionality required on the "new" PBX (No NEW PBX, ONLY maintenance of the current system) see paragraph 5.1 page 6

Q: The bandwidth for each site

A: Refer to table 1A (TOR) page 6 (Required channels.)

Q: Number ranges to be ported.

A: Refer to Table 1A(TOR) page 6 (Tel number). All known geographical and nongeographical DWS numbers are to be ported, total quantity specified Table 1A.

Q: Number of receptionists

A: Depends on the need of each Regional Office, this varies from 1 to 5.

Q: Call Centre Environment requirements

A: Refer to paragraph 5.4 page 11 and 12

Q:Call Recording

A: Refer to paragraph 5.4 page 11 and 12.

Q:How long call recordings are to be kept

A: Call recording to be kept for a period of 5 years as per records management rules and regulations.

Q: Where is the hosted server kept.

A: Current hosted PBX is Asterisk based, hosted within the Teraco Datacentre's.

Q: LTE to be replaced with new equipment

A: Paragraph 5.2.2 on page 9 as well as paragraph 5.1.2 page 7 and 5.3.2 page 10.

Q: Who is the existing fixed LTE service provider.

A: All current LTE Service Providers.

Q: What UPS Backup are they currently using. Does it need to be quoted for replacement.

A: As per paragraph 9 page 14 point A. NO replacement only maintenance or as required.

Q: Who does the VSAT connection and will it have to be maintained or renewed.

A: Paragraph 5.2.2 on page 9 as well as paragraph 5.1.2 page 7 and 5.3.2 page 10.

Q: Are all the onsite PABX open source systems?

A: Yes

Q: Will all connection passwords be provided on systems and networks

A: Yes, All remaining onsite equipment / PABX user name and passwords.

Q: It is assumed that only one original copy of the bid submission is required.

A: Yes

Q: Do the individual DWS offices require local access to the TMS server in order to manage their own accounts.

A: Yes.