

**DATE: 20 SEPTEMBER 2021**

**CONSOLIDATED QUESTION AND ANSWER DOCUMENT - 1**

**BID NUMBER: PROJ/FAC/2021/22/03**

**DESCRIPTION: SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF CLOUD HOSTED INTERNET PROTOCOL (IP) PRIVATE BRANCH EXCHANGE (PBX) SOLUTION (UNIFIED COMMUNICATION SOLUTION) FOR A PERIOD OF FOUR (4) YEARS**

**1. Question:**

On the Terms of Reference (TOR's), it is stated clearly that no hybrid solutions will be entertained in this bid. It's going to be 100% cloud-based solution with absolutely no analog?

Kindly advise if there is anything on the system that will require IP end to end.

**Answer:**

In terms of the IP PBX cloud-based solution is required. INSETA requires a fully cloud-based solution.

Yes, the system will require IP end to end.

**2. Question:**

IP PBX solution will be hosted on Azure tenant?

**Answer:**

Deployment of Session Boarder Controller (SBC) in INSETA's Azure tenant. The bidder must host the SBC controller and integrate it with INSETA Azure tenant.

**3. Question:**

Does INSETA have express route?

**Answer:**

The bidder must ensure that the proposed solution is complaint with the meet the requirements as detailed in the terms of reference as well as any technologies that will assist in achieving that requirement.

**4. Question:**

It is noted that INSETA want pricing over 4-year term.

Microsoft does not give a four-year pricing. They only provide annualized pricing, it will be difficulty for bidders to provide pricing for a period of four years.

**Answer:**

INSETA will manage Microsoft licences, bidders are not required to provide Microsoft licences however the bidders are required to integrate into Microsoft 365.

**5. Question:**

What about changes in the rate of exchange & firm price?

**Answer:**

INSETA would really like to have a full picture since no unnecessary variations will be accommodated throughout the contract.

**CONTRACTUAL OBLIGATION**

5.1 Bidders to complete that their pricing in terms of Annexure A - SBD 3.1 and are requested to provide a total cost over the contract period – four (4) years / forty-eight (48) months. (With all applicable increases or discounts).

5.2 Bidders to indicate rate per minute billing and any other variable cost as part of their submitted pricing (With all applicable increases or discounts).

5.3 The bidder's proposal must provide sufficient detail in terms of variable cost items such as total "man" hours and daily rates for the project team.

**6. Question:**

I don't see any switchboard attendance. Is that not a requirement?

**Answer:**

Switchboard attendance is there. it's sitting under technical requirements just below the IP PBX solution it indicated to the switchboard.

**7. Question:**

INSETA's current PBX needs to be replaced as per TOR's. What is the actual specification on the replacement PBX in terms of handset?

Is there any hardware specification being put forward as well that bidders need to consider in terms of hardware?

**Answer:**

It's in the technical requirement straight after IP PBX, we have the switchboard. Further to that it indicated the type of console INSETA is looking for. INSETA indicated the type of telephones required. Quantities of the telephones as well as the type of conferencing calls, type of units that are required in our boardroom as indicated in the TOR's.

Bidders are kindly requested to go through the terms of reference.

**8. Question:**

Kindly clarify on the hardware side of the equipment. What is INSETA's expectation?

**Answer:**

Refer to the Terms of Reference (TOR's).

**9. Question:**

Kindly clarify on the split of users between sort of PBX users and Microsoft Teams users. The number of users in terms of the split on Microsoft Teams and what is the split at the moment? So basically, how many users would normally sit on INSETA's Microsoft Teams?

The entire organization is on Microsoft Teams?

**Answer:**

Yes, the entire organization is on Microsoft Teams +/- 100 employees.

**10. Question:**

OK, so in that case then the IP PBX functionality will be within the team's environment itself.

**Answer:**

Yes, IP PBX cloud base solution with integration into Microsoft Teams tools.

**11. Question:**

In terms of the technical specification and item 1.4 PBX solution INSETA requires a digital switchboard and console, is that an error? Should it be an IP switchboard and console?

Telephone instruments (compatible to Microsoft Team):

Digital switchboard and console, including (but not limited to) minimum features: Touch screen, multiple intelligent programmable keys, 3x wireless headsets, real - time intercom, front desk usage by reception team.

Under section 1.4 IP PBX solution it says digital switchboard. So I'm hoping that that is an IP switchboard console.

**Answer:**

Please note INSETA will provide updated Terms of Reference specifically address the technical requirement for the switchboard.

The information will be uploaded on the INSETA and Etender website on the 21<sup>st</sup> of September 2021.

**12. Question:**

Kindly provide clarity on the smart access numbers, it was noted in the bid document that INSETA requires to port 100 DDI numbers.

Does INSETA have existing smart axis numbers? It is toll free completely because currently the regulation states that those numbers are cannot yet be ported from talcum to any other service provider, but we can forward the calls. Would that be acceptable to the department?

**Answer:**

It is not applicable to INSETA

**13. Question:**

INSETA will be able to provide bidders with the total number of smart axis numbers so that bidders can then engage to make sure that those numbers will be forwarded it to the new DDI range.

**Answer:**

It is not applicable to INSETA.

**14. Question:**

How should the virtual demo be presented?

What type of training is required for end user and administrator?

**Answer:**

**INSETA request a virtual Solution Demo.**

**The bidder to refer to the Terms of Reference.**

**15. Question:**

INSETA is looking for the Cloud IP PBX solution? That's going to be integrated with the collaboration tool, is the existing collaboration tool Microsoft Teams, and if yes, what the level of integration you are looking at, like from an end user. How does INSETA want it look like?

**Answer:**

**Please refer to the Terms of Reference**

**16. Question:**

Does INSETA require any additional licenses and kindly advise as to what current licenses do you have?

**Answer:**

**INSETA will manage Microsoft licences, bidders are not required to provide Microsoft licences however the bidders are required to integrate into Microsoft 365.**

**17. Question:**

Can the bidder complete the forms using online tools or does it have to be done in ink?

**Answer:**

**You are kindly requested to check on SBD 1 regarding that information.**

**18. Question:**

Can you confirm if the recording will be made available?

**Answer:**

**No**

**19. Question:**

**8.1 PREQUALIFICATION CRITERIA (Phase 1)**

8.1.1 Bidder must submit proof of registration on CSD (Central Supplier Database)

8.1.2 Bidder must submit proof (BBBEE Certificate accredited by SANAS only or Department of Trade and Industry (DTI) Sworn Affidavit) and must be an EME or QSE only (level 1 or level 2 BBBEE contributor or a combined Level 2 BBBEE Level contributor) status (no generic companies will be considered). Note: All bidders who do not comply with the items listed above will be disqualified and not be evaluated further

Do the above criteria mean if the bidder is not an EME or QSE will be disqualified?

**Answer:**

**Yes, please refer to Terms of Reference.**

**END OF QUESTION AND ANSWER DOCUMENT**