

DATE: 22 SEPTEMBER 2021

CONSOLIDATED QUESTION AND ANSWER DOCUMENT - 2

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:

Does INSETA want to own their handsets or rent them?

Answer:

INSETA would like to rent handsets.

2. Question:

Does INSETA require a new internet link or will they using the existing infrastructure?

Answer:

Existing infrastructure will be used.

3. Question:

Please also advise on number of users we are to cater for, how many service desk users, technical and Administrators. Also how many End Users are to be catered for.

Answer:

- **Technical training: 4**
- **Administrator training: 4**
- **End User Training Basic training: +/- 100**

END OF QUESTION-AND-ANSWER DOCUMENT