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## Non - Compulsory Briefing Session: Wits 2026 20: Telephone Management System RFP BRIEFING SESSION

**Date:** Friday, 14 August 2026,

**Time:** 10:00am

**Online Teams Meeting**

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## Notes | Minutes

### 1. Open and Welcome by procurement – Selaelo Semenya

### 2. The project aim – ICT Team

- to transition from a legacy on-premises telephone system to a cloud-based system, aligning with global enterprise technology trends and recognized industry best practices in the management of telephone services.
- Improve operational efficiency, system resilience, and sustainability of the telephone services for collaboration and communication platforms.
- Full integration of the telephone service to the Microsoft Teams calling system
- Progress to the cloud-based PSTN and SIP services for national and international calling services.
- Support for the legacy devices that are servicing the common areas such as the security booths, student residences, and door.

### 3. High level of Scope of work was unpacked

#### 4 (a). HIGH-LEVEL SCOPE OF WORK (Refer to Annexure A)

- Microsoft Teams phone integrated services
- Telephony billing system
- Contact centres
- Number porting 10 thousand university Telephone Extensions
- Switchboard operators
- Support and integration for the “common” areas:
  - Security booths
  - Student residence rooms
  - Door phones/intercoms
  - Shared/common area devices
  - Legacy analogue device gateway solutions (where required)

## 4 (b). HIGH-LEVEL SCOPE OF WORK (Refer to Annexure A)

### 1. Migration from existing Telephone services to the proposed cloud-based solution.

This includes the following components but not limited to:

- a) Mitel Contact Center server
- b) InAttend server (for switchboard operator consoles)
- c) Datatex (CRE and Amethyst)
- d) MTS Telephone Expense Management (TEM)

### 2. PSTN SIP Connectivity

Provide a Tier 1 SIP Service Provider cross-connect to the cloud-based solution.

- a) Implementation of Direct Routing or Operator Connect as per the solution.
- b) Session Border Controller (SBC) configuration and setup.

### 3. Microsoft Teams phone integration

The university requires an implementation plan and design that features comprehensive architecture and call-flow logic.

### 4. Contact Centre as a Service (CCaaS) platform

Offering functionality for Contact centres and Switchboard operators beyond native Teams Call Queues and Auto Attendants.

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## 5.(a) EVALUATION PROTOCOL

### 1.8 Pre-qualification Criteria

Tenderers who have suitable experience and demonstrated capacity in the required work activities in performing the abovementioned tasks may be eligible to partake in this RFP as per the below. Only Tenderers who satisfy the pre-qualification criteria as set out in the table below should submit a Tender Submission; failure to do so will result in disqualification. The Tenderer must submit all of the information required in the Schedules below. It is compulsory that the Tenderer must have:

| No. | Procurement Mandatory Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | It is compulsory that the Tenderer:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 1.  | Provides Schedule 1: Signed Submission which has to be signed by a duly authorised representative.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2.  | Provides their Companies and Intellectual Property Commission registration documents and director/member details. This must be a registered South African entity. Only South African can be eligible to participate on this tender                                                                                                                                                                                                                                                                                                                                                                                 |
| 3.  | Provides proof of current and valid SARS Tax Pin and VAT registration certificate. Provide rationale if not VAT registered. This will be considered for acceptability.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 4.  | Submit annual financial statements for the last three financial years as listed below, in compliance with the requirements of the Companies Act, and submit confirmation of the Public Interest Score if AFS are not audited with reasons supplied. The financials will be assessed and inform risk that may impact on the qualification of your bid.                                                                                                                                                                                                                                                              |
| 5.  | Tenderer must have adequate and comprehensive insurance cover for Public liability = R10million per claim, Professional indemnity = R10 million per claim and including Cyber security insurance = R10 million of which is satisfactory to the University's insurance brokers to adequately insure against all the liabilities imposed by the delivery of services to the University OR if adequate insurance is not in place, the Tenderer must commit (via a formal letter) to having it in place if appointed and at the time of contract commencement date and indicate the type and projected value of cover. |
| 6.  | Provide proof that it is in possession of a letter of good standing from the Compensation Fund or a licensed compensation insurer as contemplated in the Compensation for Occupational Injuries and Disease Act No. 130 of 1993. The proof must be valid at the time of close of the Tender and a valid certificate must be produced at the time of award if the certificate expires between close of Tender and award.                                                                                                                                                                                            |

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## 5.(b) EVALUATION PROTOCOL

| No. | Functionality (including Technical) Mandatory Criteria                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     | It is compulsory that t                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 7.  | The tenderer must indicate that it has a minimum track record of 5 years in installing and maintaining the proposed solution. The tenderer is to state the number of years of experience for each of the proposed technology areas not limited to Telephony, Contact Centre, Switchboard, voice recording, and billing                                                                                                                                             |
| 8.  | The tenderer must provide a minimum of three (3) relevant and acceptable references where implementations and support services have been supplied by the tenderer, that cover the technology areas listed in the scope of work (Annexure A). The reference should include all the required information in Schedule 5A (returnable). References must be recent and within the last five (5) years period. The reference letters will be assessed for acceptability. |
| 9.  | The tenderer must submit Schedule 7 Resources, Skills and Capacity as follows:<br>a) The tenderers must submit the key personnel of the proposed implementation team, which must have a minimum of three years of relevant qualifications, skills, and experience to match the proposed solution. Attach all relevant curriculum vitae (CV's) with certifications for the Account Manager, Project Manager, and a minimum of three certified lead engineers.       |

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## 5.(c) EVALUATION PROTOCOL

|                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                             | <p>b) The deployment staff must have deployed the key technology areas at least twice or three times prior to this deployment.</p> <p>c) The team's experience and composition will be assessed based on their relevant experience and qualifications.</p> <p>d) The tenderer is encouraged to add any additional information relevant to the proposed solution.</p> <p>e) The tenderer must supply sufficient resources to complete the necessary tasks timeously. It is also required that a contingency plan is in place should any member of the proposed team become unavailable to perform their duties.</p> |
| 10.                                                                                                         | The tenderer must indicate in their proposed solution the ability to initiate and receive external PSTN calls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 11.                                                                                                         | The tenderer must indicate in their proposed solution the Integration with telephone accounting                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 12.                                                                                                         | The tenderer must indicate in their proposed solution the Integration with call recording                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 13.                                                                                                         | The tenderer must indicate in their proposed solution for the Contact Centres                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 14.                                                                                                         | The tenderer must indicate in their proposed solution for the Switchboard Operator Stations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 15.                                                                                                         | Must provide Annexure C: Pricing schedule information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Other required documentation (non-mandatory but will be considered in the final stage of the tender)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 16.                                                                                                         | Please provide the current, valid B-BBEE certificate issued by a SANAS accredited verification agency unless the Tenderer is an exempted micro enterprise (EME) or a qualifying small enterprise (QSE), in which case the Tenderer may submit a sworn affidavit in accordance with the B-BBEE Act: Codes of Good Practice published in Government Gazette No. 36928.                                                                                                                                                                                                                                               |

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## 5.(e) EVALUATION PROTOCOL

### 8.2.2 Stage 3: Presentation/Demo and other due diligences

This phase of assessment will include Presentations and /or Demonstration or other due diligence for respective solutions. Only successful Tenders that have met the minimum threshold of 80% requirements in the technical/functionality stage (Stage 2) will be considered.

#### Presentations:

The University may require short-listed Tenderers to make presentations to the university's evaluation team on the date and at the place in section 2.1.

Presentations are designed to give Tenderers the opportunity to present their solution and have a question and answer clarifying session. A threshold may be applicable at this stage.

### 8.3 Final Stage: Price, Preference (B-BBEE) Evaluation and where applicable Consideration of Previous Stages

8.3.1 Tenderers who met the thresholds in the previous stages will be evaluated further, as described below.

8.3.2 In this final stage the criteria elements below will be considered. Therefore, a Tenderer's Tender Submission will be evaluated based on the weightings set out below and indicated formulae:

| Component                 | Documents Required                                                                                                                                                                                                                                                                                                                                                                                                 | Weighting % |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Price                     | Annexure C: Price Schedules to be completed                                                                                                                                                                                                                                                                                                                                                                        | 60%         |
| B-BBEE                    | Please submit a current, valid B-BBEE certificate issued by a SANAS accredited verification agency unless the Tenderer is an exempted micro enterprise (EME) or a qualifying small enterprise (QSE), in which case the Tenderer may submit a sworn affidavit in accordance with the B-BBEE Act: Codes of Good Practice published in Government Gazette No. 36928.<br><i>Refer to below 8.5.4 B-BBEE Score Card</i> | 20%         |
| Functionality (pro rated) | Technical/Functionality evaluation, including tenderer track record and their client references                                                                                                                                                                                                                                                                                                                    | 20%         |
| <b>Total</b>              |                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>100%</b> |

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## 5.(f) EVALUATION PROTOCOL

### 8.3.3 B-BBEE Score Card

| B-BBEE Status Level Contributor | Number of Points (20% B-BBEE) |
|---------------------------------|-------------------------------|
| Level 1 contributor             | 20                            |
| Level 2 contributor             | 18                            |
| Level 3 contributor             | 14                            |
| Level 4 contributor             | 12                            |
| Level 5 contributor             | 8                             |
| Level 6 contributor             | 6                             |
| Level 7 contributor             | 4                             |
| Level 8 contributor             | 2                             |
| Non-Compliant contributor       | 0                             |

Note: Non-compliant contributors or failure to provide certification substantiating the B-BBEE status level of contribution will result in the Tenderer being awarded zero (0) points for the preference point system.

### 8.4 Price Points Calculation

A maximum of 60 = 60 points is allocated for price on the following basis:

$$PS = 60 \left\{ 1 - \frac{Pt - Pmin}{Pmin} \right\}$$

Where:

Ps = Points scored for comparative price of Tender Submission under consideration;

60 = Ratio allocated to pricing for scoring purposes;

Pt = Comparative price of the Tender Submission under consideration; and

Pmin = Comparative price of the lowest acceptable Tender Submission.



## 6. SUBMISSION PROTOCOL

### New Submission Date and Time

**07 September 2026 @23h59**

6.1 Electronic Submissions by email to [admin.tenders@wits.ac.za](mailto:admin.tenders@wits.ac.za) and [Selaelo.Semenya@wits.ac.za](mailto:Selaelo.Semenya@wits.ac.za)

### TENDER RESPONSE FORMAT

Number of Email Sent | Tender Reference Number | Tender Short Description | Tenderer's Name  
For example, Email 1 of 4 | Wits 2026 20 | TMS RFP | "Name of the tender"

- ☐ Schedule 1 - Signed Submission
- ☐ Schedule 2 - Tender Checklist
- ☐ Schedule 3 - Pre-qualification Response Document Pack
- ☐ Schedule 4 - Functionality Response Document Pack
- ☐ Schedule 5 - Contactable Client References (Annexure B)
- ☐ Schedule 5A - Client feedback reference (Annexure E)
- ☐ Schedule 6 - Contract Deviations (Annexure B)
- ☐ Schedule 7 - Pricing Schedule (Annexures C)
- ☐ Schedule 8 - Other documents (Annexure B)

### TENDER TERMS AND CONDITIONS AND ELECTRONIC SUBMISSION PROTOCOL

<https://www.wits.ac.za/aboutwits/tenders/contracts/>

• [Tender Terms & Conditions](#)

• [Electronic Submission Protocol](#)

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## 4. Questions & Answers

| Question                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <p><b>1. Existing Telephony and Contact Centre Environment</b></p> <p>1.1 Does Wits require a complete technology refresh, or would the University consider retaining and enhancing the existing telephony and contact centre technology where technically suitable?</p> <p><b>2. Contact Centre</b></p> <p>2.1 How many contact centre agents are currently required?</p> <p>2.2 How many supervisors are required?</p> <p>2.3 What functionality is required for contact centre agents?</p> <p>2.4 Which inbound and outbound communication channels must be supported?</p> <p>2.5 What reporting, management information and dashboard functionality is required?</p> <p>2.6 Is a post-call customer survey required?</p> <p>2.7 Is a Quality Assurance (QA) module required?</p> <p>2.8 Is social media integration required? If yes, which social media platforms must be supported?</p> <p>2.9 Are chatbots required? If yes, through which channels, for example web chat and/or WhatsApp?</p> <p>2.10 Is conversational AI/chatbot functionality required?</p> <p>2.11 Must contact centre agents operate only from the Wits LAN/WAN environment, or should the solution support remote/work-from-anywhere agents with a suitable internet connection?</p> <p>2.12 Is CRM integration required? If yes, which CRM platform is currently used, and does it provide an open API for integration?</p> <p>2.13 Are there any specific AI capabilities that Wits would like included in the proposed contact centre solution?</p> <p><b>3. Voice Recording</b></p> <p>3.1 Is voice recording required for all University telephone calls, or only for contact centre agent and supervisor calls?</p> <p>3.2 Must the voice recordings comply with any specific legal, regulatory or evidentiary requirements?</p> <p>3.3 Must recordings be stored on-site, or may a secure cloud-hosted recording platform be proposed?</p> <p>3.4 Is the successful bidder required to migrate existing voice recordings to the new recording platform?</p> | <p><b>Existing Telephony and Contact Centre Environment</b></p> <p>1.1 Yes, complete technology refresh is required</p> <p><b>2. Contact Centre</b></p> <p>2.1: <b>62 agents</b> required</p> <p>2.2: <b>6 supervisors</b> required, 1 for each contact centre.</p> <p>2.3: Standard inbound call centre agent features are required such as:</p> <ul style="list-style-type: none"> <li>• <b>Omnichannel support</b> for voice, email, chat and messaging.</li> <li>• <b>Efficient call handling</b>, including transfer, conference, recording and disposition.</li> <li>• <b>CRM and university system integration</b> with screen-pop capabilities.</li> <li>• <b>Knowledge management</b> and access to relevant procedures and information.</li> <li>• <b>Queue, case and escalation management.</b></li> <li>• <b>AI-assisted capabilities</b>, such as transcription, summaries and suggested responses.</li> <li>• <b>Collaboration tools</b> for supervisors and subject-matter experts.</li> <li>• <b>Security, accessibility and role-based access.</b></li> <li>• <b>Performance and interaction visibility</b> to support effective service delivery.</li> </ul> <p>2.4 Refer to <b>Omnichannel support</b> above</p> <p>2.5 Provide <b>real-time and historical reporting, management information and dashboards</b> covering:</p> <ul style="list-style-type: none"> <li>• <b>Service performance</b> – service levels, response times, waiting and abandonment rates.</li> <li>• <b>Agent and team performance</b> – volumes, handling times, availability and productivity.</li> </ul> |

## 4. System Administration and Training

4.1 Which parts of the proposed solution does Wits intend to administer and manage internally?

This information will assist us in determining the appropriate level and scope of administrator and user training required.

## 5. Number Porting

5.1 Are the telephone numbers that need to be ported currently hosted by Telkom or another VoIP/service provider?

This information is required as the porting process and associated costs may differ depending on the current service provider.

## 6. Operator/Switchboard Positions

6.1 How many operator/switchboard positions are required?

6.2 Must the proposed solution include handsets, headsets and/or a software-based operator application/softphone?

6.3 Where a software-based operator solution is required, will Wits provide the computers/laptops on which the application will operate?

## 7. Telephony Management System (TMS)

7.1 Does Wits require a new TMS solution for reporting and management of telephony usage?

7.2 Must the TMS provide user or departmental budget management, including email notifications when predefined budget thresholds are reached?

7.3 Must the TMS automatically bar external calling when an allocated budget has been reached?

7.4 Is the successful bidder required to migrate historical telephone call records from the existing TMS into the new platform?

## 8. Migration and Transition

8.1 Does Wits anticipate a phased transition where users are migrated from the existing Mitel PABX environment to the new solution over a period of time?

Alternatively, is the requirement for a complete cutover/rip-and-replace migration during a defined implementation window, such as a weekend?

## 9. Analogue Extensions and Devices

9.1 How many analogue extensions or devices must continue to be supported?

9.2 Please confirm the approximate number and types of analogue devices that must be accommodated, for example:

- **Channel performance** – voice, email, chat and other channels.
- **Customer experience** – satisfaction, complaints and first-contact resolution.
- **Operational trends** – contact volumes, reasons for contact and recurring issues.
- **Workforce management** – demand, staffing levels, forecasting and capacity.
- **Management dashboards** – configurable, role-based dashboards with drill-down capabilities.
- **Automated and custom reporting** – scheduled reports, alerts, data export and integration with university BI systems.

2.6 Yes

2.7 Yes

2.8 Bidders are invited to propose their recommended approach, including any assumptions.

2.9 Yes, it is required and integrated to the university's website

2.10 Yes, bidders are invited to propose their recommended approach, including any assumptions.

2.11 Both at the university and remote location (e.g. home)

2.12 Yes, Salesforce.

2.13 Bidders are invited to propose their recommended approach, including any assumptions., dependencies and implications

## Voice Recording

3.1 Voice recording only required for Contact centre agents, Supervisors and Switchboard Operator Consoles.

3.2 Voice recordings must comply with all applicable South African legal and regulatory requirements, including RICA, POPIA and ECTA

3.3 Propose a secure cloud hosted recording platform.

3.4 No

## System Administration and Training

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <ul style="list-style-type: none"> <li>• Common-area telephones</li> <li>• Door/intercom phones</li> <li>• Radio station equipment</li> <li>• Fax devices</li> <li>• Other analogue equipment</li> </ul> <p>This information is particularly important where conversion to IP would require additional investment in LAN cabling, network switching or other supporting infrastructure.</p> <p>The above clarifications are important as they have a direct impact on the architecture, sizing, migration approach, commercial model and overall solution that we propose.</p> <p>We therefore kindly request that Wits consider extending the tender closing date by four weeks. This additional time, together with clarification on the above requirements, will allow bidders to properly assess the University's requirements and submit a comprehensive solution that provides the best possible value, scalability and protection of Wits' future technology investment.</p> | <p>4.1 Wits intends to manage the proposed solution at first and second level support, including user management, basic administration, monitoring, troubleshooting.</p> <p><b>Number Porting</b></p> <p>5.1 The number range 0117170000 to 0117179999 needs to be ported to the new VOIP/service provider.</p> <p><b>Operator/Switchboard Positions</b></p> <p>6.1 <b>6 operator</b> positions are required</p> <p>6.2 The proposed solution should include handsets, headsets and softphone applications</p> <p>6.3 The university will provide personal computers for a software-based switchboard operator consoles.</p> <p><b>Telephony Management System (TMS)</b></p> <p>7.1 New TMS required. Bidders are invited to propose a solution, including any assumptions, dependencies and implications</p> <p>7.2 Yes, departmental budget management required with email notifications when predefined budget limits have been exceeded</p> <p>7.3 TMS to bar outgoing calls when budget limit is exceeded.</p> <p>7.4 Not required.</p> <p><b>Migration and Transition</b></p> <p>8.1 <b>Phased transition</b> where users are migrated from the existing system will be done.</p> <p><b>Analogue Extensions and Devices</b></p> <p>9.1 <b>50</b> (estimated)</p> <p>9.2 Common-area phones 60 (estimated)<br/>Door/intercom phones 50 (estimated)<br/>Radio station lines: 3<br/>Fax devices: no fax devices.</p> |
| <p>1) Who is the current line provider in terms of Lines and numbers</p> <p>2) Are you looking at porting all numbers to the new service provider?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>1. ITEC Tiyende.</b></p> <p>2. <b>Yes</b> (if a new service provider is proposed).</p> <p>3. <b>Yes</b>, each contact centre uses one number.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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| <p>3) I know in the briefing you mentioned many numbers but does each contact centre only have one advertised number?</p> <p>4) Do you perhaps have an existing extension list so we can look and ensure we include all extensions in our solution</p> <p>5) Do you need wall boards stating current calls, wrap up time, missed and taken calls?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>4. The existing extension list ranges from <b>0117170000</b> to <b>0117179999</b>.</p> <p>5. Yes, <b>wallboard is required</b>.</p> <ul style="list-style-type: none"> <li>- to provide real-time visibility of contact centre performance, - current call volumes, agent availability, wrap-up times, missed calls, and handled calls.</li> <li>- to enhance contact centre operations.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <p><b>1. User and Extension Quantities</b><br/>The briefing referred to approximately 10,000 telephone extensions. Can Wits provide a detailed breakdown of:</p> <ul style="list-style-type: none"> <li>o Named users.</li> <li>o Shared users.</li> <li>o Contact centre agents.</li> <li>o Operator users.</li> <li>o Common-area devices.</li> <li>o Analogue devices unallocated</li> </ul> <p>Are all 10,000 extensions expected to be migrated during the initial implementation phase?</p> <p><b>2. Physical Devices</b></p> <ol style="list-style-type: none"> <li>Does the scope include the supply of new physical devices? If existing models cannot be reusable</li> <li>If yes, can Wits provide quantities for: <ul style="list-style-type: none"> <li>o Teams-certified desk phones:</li> <li>o Executive phones</li> <li>o Reception phones</li> <li>o Common-area phones</li> <li>o Conference room phones</li> <li>o Residence phones</li> </ul> </li> <li>Should bidders assume reuse of existing handsets where technically feasible?</li> <li>Should endpoint devices be priced as mandatory or optional items?</li> </ol> | <p><b>1.User and Extension Quantities</b><br/>Yes, as they are all owned by the university. All 10 000 numbers must be ported although some of them might be unused initially.</p> <p><b>2.Physical Devices</b></p> <ol style="list-style-type: none"> <li>Yes, if existing models cannot be reusable on the proposed solution.</li> <li>Offer pricing for one to allow flexible quantity costing</li> <li>Yes</li> <li>Priced based on reusability</li> </ol> <p><b>3.Contact Centre</b></p> <ol style="list-style-type: none"> <li>6 contract centres</li> <li>1 supervisor per contact centre <ul style="list-style-type: none"> <li>ICT Helpdesk: 10 agents</li> <li>Student Contact Centre: 32 agents</li> <li>PIMD: 6 agents</li> <li>Fees Office: 4 agents</li> <li>Financial Aid: 4 agents</li> <li>Ulwazi: 5 agents</li> </ul> </li> <li>Solution must be able to integrate with all below including AI and Chatbot, ITSM <ul style="list-style-type: none"> <li>Voice</li> <li>Email</li> <li>Web Chat</li> <li>WhatsApp</li> <li>Social Media</li> </ul> </li> </ol> |

### 3. Contact Centre

1. How many contact centres are included in scope?
2. How many agents and supervisors currently operate within each contact centre?
3. What channels are required
4. Is CRM integration required? If yes, which CRM platforms?
5. Are historic contact centre reports and recordings required to be migrated? No
6. What workforce management, quality management, or analytics capabilities are required?

### 4. Switchboard Operator Requirements

1. How many switchboard operator positions are required?
1. Are attendant consoles required, or is a software-based operator console acceptable?
2. Are there multiple switchboards across campuses?
3. Is after-hours operator coverage required?

### 5. Call Recording

1. How many users require call recording?
2. Is recording required for:
3. What recording retention period is required?
4. Is speech analytics required?
5. Is migration of existing recordings required?

### 6. Common Areas and Analogue Devices

The briefing slide specifically includes security booths, residences, intercoms, common area devices, and analogue gateway solutions.

1. Can Wits provide quantities for: if is for pricing provide price per device to allow flexibility
  - Security booth telephones
  - Student residence telephones
  - Door phones/intercoms
  - Shared/common-area devices
  - Emergency telephones
2. Can Wits provide an inventory of analogue devices currently deployed?

3.4 If yes, which CRM platforms? Not as part of this implementation. Salesforce and Oracle might be a future consideration.

3.5 Yes

3.6 No specific workforce management required.

### 4. Switchboard Operator Requirements

4.1: 6 switchboard positions

4.2 Software based switchboard operator console.

4.3: 6 Switchboard operators

4.4: After-hours calls are diverted to the Campus Protection Services group of extensions.

### 5. Call Recording

5.1 All call centre agents(62), supervisors(6) and switchboard consoles(6)

5.2 No

5.3 1 year - the system must support a configurable call-recording retention period, with automatic deletion/archiving when the retention period expires.

5.4 Bidders can propose their solution with pricing

5.5 Yes

### 6. Common Areas and Analogue Devices

6.1 Can Wits provide quantities for: if is for pricing provide price per device to allow flexibility.

Total 6500 devices (approximate).

6.2 **Door phones/intercoms:** 100 (approximate)

6.3 **Service provider to propose** handset usability or replacement as per their solution

6.4 Yes, propose usability or replacement per device

6.5 Not yet, in future and must be compatible to systems such as Galagha.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>3. Which analogue device types must remain operational following migration? For handset propose usability or replacement per device</p> <p>4. Are analogue gateways expected to be supplied by the successful bidder?</p> <p>5. Are any intercom systems integrated with access control solutions?</p> <p><b>10. Sites and Campuses</b></p> <p>2. How many campuses and locations are included in scope?</p> <p>3. Can Wits provide a site inventory with estimated user counts per site?</p> <p>4. Are all sites connected through a common network infrastructure?</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p><b>10. Sites and Campuses</b></p> <p><b>10.1</b> 5 main campuses (Parktown and Braamfontein) and Braamfontein precinct buildings</p> <p>10.2 Please refer to question 6.2 for the inventory. Please confirm what inventory you are looking for, as you have already asked for device quantities on question 2 &amp; 6 and number quantities ques 1</p> <p>10.3 Yes, all areas using 011 717 7xxx</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p>1. Is the expectation to integrate with the existing third-party platforms, or is a complete replacement of these platforms envisaged?</p> <p>2. Please provide the detailed scope of the contact centre requirements. Additionally, please confirm whether a complete replacement of the existing contact centre solution is acceptable.</p> <p>3. Please provide an inventory of all existing handsets, ATA gateways, and any other legacy devices, including their make and model numbers, so that we can assess compatibility with the proposed solution.</p> <p>4. Kindly provide the number porting requirements, including:</p> <ul style="list-style-type: none"> <li>o The total number of telephone numbers to be ported.</li> <li>o The current service provider(s).</li> <li>o The allocation of numbers, as the tender documentation currently references 10,000 extensions and requests pricing on a per-device basis, but does not specify the number porting requirements.</li> </ul> <p><b>2.2. Migration from existing Telephone services to the proposed cloud-based solution.</b></p> <p>This includes the following components but not limited to:</p> <ul style="list-style-type: none"> <li>a) Mitel Contact Center server</li> <li>b) InAttend server (for switchboard operator consoles)</li> <li>c) Datatex (CRE and Amethyst)</li> <li>d) MTS Telephone Expense Management (TEM)</li> </ul> | <p>1. Is up your company propose solution, if it can be replace or integrate with existing third party platform, the full platform should be supported by your company.</p> <p>2. The proposed contact centre solution should provide functionality equivalent to or better than the current environment, including voice and digital channel capabilities, real-time monitoring and reporting, dashboards, wallboards, call recording, and integration with relevant systems.</p> <p>Please refer to the section 2 Contact Centre above.</p> <p>A complete replacement of the existing contact centre solution is acceptable, provided that the proposed solution meets or exceeds the current functionality and all requirements outlined in the Scope of Work.</p> <p>3. base it on 6.2 answer</p> <p>4. 10 000, Itec Tiyende, The existing extension list ranges from <b>0117170000</b> to <b>0117179999</b>. The porting number is 10 000</p> |

# Procurement Department

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| e) Support for the legacy devices that are servicing the common areas such as the security booths, student residences, and doors.                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |                                                                                                                                                                            |
| Whether the expectation is integration with the existing third-party platforms or a complete replacement.                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Migrating to the new solution that must be compatible with Microsoft Teams Phone                                                                                           |
| The detailed scope of the contact center requirements. If we can replace them                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Please provide a solution that will be able to provide capabilities for multiple integrated contact centres, and must be compatible with Microsoft Teams Phone             |
| A list of all existing handsets, ATA gateways, and any other legacy devices, including model numbers, so we can confirm compatibility.                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Current models for Mitel handsets: 6910 , 6920, 6930, 6940, and 6970, Yeastar Model TA100 & Grandstream HT812                                                              |
| No number porting information how many numbers and from what provider only that they have 10 000 extension's and asked for a per device cost                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | a) The request was that bidders specify how they will handle number porting for the full range of 10 000 university-owned numbers (0117170000 to 0117179999), and costing. |
|                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | b) The request is for costing for each device (handset). For further details, please refer to the pricing template.                                                        |
| The RFQ speaks of call barring; please can you confirm if it's budget barring, like for instance, do you require users to be allocated a budget                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Yes                                                                                                                                                                        |
| Data Migration of existing CPR records to new TMS platform                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Data migration of CDRs not required                                                                                                                                        |
| I see no requirements for call barring. Could you kindly clarify requirements?                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Currently, we have 30 users using budget barring                                                                                                                           |
| Please advise if Licensing is going to be required for teams and what type of license are required and how many. thanks                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | No Teams license is required, as that is acquired through a separate process.                                                                                              |
| Do we need to cost the MS Teams Phone system with Direct routing as a complete rip and replace, replacing the entire Mitel solution (PABX, Call Centre, Datatec voice recording and TMS solution)? |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Yes                                                                                                                                                                        |
| Do you want all telephony users - IP and analogue to migrate to MS Teams Phone system, which will include analogue voice gateway replacements?                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   | Yes                                                                                                                                                                        |
| 2                                                                                                                                                                                                  | The tenderer must supply a minimum of three (3) relevant and acceptable references where implementations and support services have been supplied by the tenderer that cover the technology areas listed in the scope of work (Annexure A). The reference should include all the required information in Schedule 5A (returnable). References must be recent and within the last five (5) year's period. The reference letters will be assessed for acceptability. | 5 | It is compulsory for bidders to submit Annexure 5A as part of references; this is to make sure that references letters are aligned with the scope of work                  |