

## **VOICE OVER IP UMALUSI 20-21 T0013 QUESTIONS AND ANSWERS**

1. Is the tender for existing or a combination of new and existing equipment?

**Answer:** It is for a combination of new and existing equipment. As indicated in the Scope of Work Umalusi have an existing Yeastar S300 VOIP PBX as well as Aruba AP's.

2. The Vox-fiber: Is the contract ending and must the bidder quote on new fiber.

**Answer:** Yes, the Vox-fiber is on a month to month through our agreement with Vox, the bidder must quote for a new fiber.

3. The new lines: How many new lines do we need now.

**Answer:** We currently do not need any new lines. The new lines in the tender refer to new lines that might be required during the 5-year contract and will be invoiced separately. This might be for possible organizational growth.

4. Telephone Management System: Must they use the current one or quote on a new one.

**Answer:** It is the decision of the bidder, the billing module on the Yeastar PBX may be used if the bidder wishes.

5. Expiry dates for current contracts: Fiber and lines etc.

**Answer:** The current contract is on a month-to-month agreement and will be terminated when the new bidder gets appointed.

6. New Lines: Do we have floor plans available.

**Answer:** There is currently no need for floor plan at this stage because there are no new lines. The successful bidder will have to take measurements as and when a new line is requested.

7. Where will the Certified Session Border Control (SBC) be positioned?

**Answer:** It will be positioned in the server room at Umalusi.

8. Would it be downstream or upstream? i.e. would the 45:45 trunks terminate on the SBC (upstream) or terminate on the Yeastar and we would expect some form of routing of some numbers to the SBC to be delivered to TEAMS...

**Answer:** Umalusi recently migrated to Microsoft 365 and would like to implement Microsoft Enterprise Voice in the near future. Umalusi would expect some form of routing of some numbers to the SBC to be delivered to TEAMS. The bidder will provide the Session Border Control as per the Terms of Reference, Umalusi will implement Microsoft Enterprise Voice.

9. Do they envision that this TEAMS/Direct Routing solution would be an extension of their Calling Plan or do we need to fork the calls for both the environments?

**Answer:** All calls must go directly to Teams.

10. What is the roadmap for Teams Direct Routing?

**Answer:** Make use of SBC for incoming and outgoing calls.

11. Are they aware of TEAMS Direct Routing requirements? Can they give us a list of their understood requirements?

**Answer:** Cloud SBC gateway, Online Voice routing, Telephone trunk.

12. Do they need a TMS solution that encompasses both?

**Answer:** Ideally the TMS solution will cater for both as Umalusi have definite plans to include Microsoft Enterprise Voice in the future.

13. Do they need Call Barring?

**Answer:** Yes.

14. We are assuming that the Billing Module on the Yeastar is not part of the TMS yet: are we correct in making that assumption?

**Answer:** That is correct.

15. Could they give more information around their trunking

**Answer:** Umalusi currently have the following through Vox Telecoms:

- Vox Fiber to the Business (FTTB) service
- 20 Mbps Internet
- Uncapped calling plan
- 15 x outbound and 15 x inbound channels
- IT Authentication account/SIP Trunk
- Quentin Gateway.

16. TDM can't be split in 45:45 – they mostly come in 30's. We suspect that they have SIP? Are we correct in making those assumptions?

**Answer:** Yes, Umalusi have a SIP-account.

17. Do they need Phone System licenses; audio conferencing licenses?

**Answer:** The successful bidder will have to manage and provide the licensing. Umalusi do not currently have the need for audio conferencing licenses.

18. What does the current licensing SKU look like? E3 or E5?

**Answer:** Umalusi have a combination, we currently have M365 E3 (35) and E5 (95) – 140 in total.

19. Please provide the serial no. of the Yeastar S300 VoIP PBX for the warranty and maintenance thereof for 5years.

**Answer:** The serial number for the Yeastar S300 VoIP PBX is 369484146305.

20. Please provide an indication of the modules that are installed on the Yeastar S300 VoIP PBX.

**Answer:**

- Billing module
- SIP 40 Expansion Module
- EXP40 Expansion module x 2

21. Please provide an indication of the exact quantities of the Yealink T40P, T465 and T485 devices for warranty and maintenance thereof for 5 years.

**Answer:** Umalusi currently have Yealink T40P (160), T465 (14) and T485 (1) devices but this might increase during the duration of the contract.

22. How the Yeastar is currently connected to the current Session Border Controller? Is it PRI or SIP? Can you provide an overview diagram of the current setup?

**Answer:** Umalusi currently do not have a Session Border Controller. This is a new service to Umalusi. Umalusi has been making use of a SIP account.

23. Apart from the Guest Wi-Fi internet access and VoIP requirement, does Umalusi require general Internet Breakout connection? If so what size Internet bandwidth is required?

**Answer:** The internet breakout will be required for the Guest Wi-Fi as well as for obtaining patches and firmware for the equipment including the PBX. The size of the bandwidth is 20 Mbps or higher.

24. What model/s Aruba Wi-Fi access points are installed at Umalusi for the warranty and maintenance thereof for 5 years.

**Answer:** HPE Aruba Instant IAP-305 (RW) Radio Access Point JX945A

25. Please advise what analog fax devices are in use? Is the analogue fax machine a physical device or a software platform?

**Answer:** Konica Minolta Bizhub 20

26. Kindly provide clarity if switches are required?

**Answer:** The current connection to the PBX is operational and sufficient switches are in place for the number of lines currently. If extra lines need to be added in the future a need for additional switches may arise.

27. Can we please have floor plans and sitting plans for planning purposes?

**Answer:** There is currently no need for floor plan at this stage because there are no new lines required. The successful bidder will have to take measurements as and when a new line is requested.

28. Provide number ranges to be ported per site.

**Answer:** Umalusi have only one site consisting of two buildings and the following numbers are in use:

- Main number: (012) 349-1510
- Main fax number: (012) 349-1511

- DID-numbers: (012) 030-0700 to (012) 030-0999.

29. Please confirm the number of users per site.

**Answer:** Umalusi have only one site consisting of two buildings and have 150 users, but this number might grow to a maximum of 200 users over the 5-year contract duration.