



OFFICE OF THE CHIEF REGISTRAR OF DEEDS

Directorate: Supply Chain and Facilities Management Services
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QUESTIONS AND ANSWERS

BID NUMBER AND DESCRIPTION: OVG (03) 2019/20 - APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL, CONFIGURE AND MAINTAIN A TELEPHONE MANAGEMENT AND SWITCHBOARD SYSTEM FOR THE OFFICE OF THE VALUER-GENERAL ON A LEASE BASIS FOR A PERIOD OF 36 MONTHS

No.	Question	Answer
1.	Are bidders allowed to propose a cloud hosted solution or the solution should only be hosted at the OVG premises?	The required system must be in the OVG premises.
2.	Will the appointed service provider be responsible for ordering the lines from Telkom on behalf of the OVG or the service provider is only required for the commissioning into the PABX?	Commissioning
3.	What types of trunking will be used, will it be PRI, ISDN or analogy and please clarify the number of channels?	ISDN, based on the number of extensions as per specification in the TORs service provider should be able to work out channel quantities. Be it BRI, PRI, SIP etc.
4.	Must fax to email be 3 as well?	Yes
5.	Is it permissible to propose two solutions, say traditional type and something else with two different prices?	Any type of solution can be proposed but not traditionally, refer to the answer for question number 8. Bidders are required to propose the solution that fully meet the requirements as specified in the bid specifications. Bidders are discouraged to submit two or more bid prices
6.	Are there any existing numbers that the office are using?	Currently the office is making use of the cell phones there are no existing telephone numbers
7..	What solution does the office require?	The OVG requires VoIP PABX physically installed at the OVG premises, not cloud solutions hosted outside
8.	Are there any systems in place at the OVG that we are going to connect to?	There is no any systems currently
9.	Please clarify the telephone instruments required per level?	Provide standard VoIP telephony instruments
10.	Please advise if the LAN will be able to provide power to the handset?	Yes. Network points are already existing

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11.	How are the users going to be billed, will it be a monthly billing or what?	Yes, it should be noted that the TMS should provide for billing of users on monthly basis however the cost for telephone usage will be paid to the relevant provider directly by the OVG
12.	Will the voice billing be separate from this tender?	Yes, The recommended service provider will only be responsible for the installation of the system and ensuring that it is working and also for the support and maintenance. The recommended bidder will not be responsible for the voice side billing
13.	Will the office be having a third party service provider who will provide voice calls and traffic as the service provider will not be required to provide connectivity in terms of this bid?	Yes
14.	Must the phones deny officials to make phone calls when their airtime is finished?	Yes
15.	Do you need to save and store the voice records as indicated on paragraph 4.1.1 item number 8?	There's nowhere in the bid document where the voice recording of calls is required. Paragraph 4.1.1 outline the functions of the Telephone Management System
16.	Do we have to provide wireless access points for cordless phones?	Provide DECT phones
17.	Is your LAN backup HP or Cisco?	Main component is HP
18.	Is everything HP?	Yes
19.	In future will the OVG have multiple branches or the current situation will remain as is i.e. only the main office?	The OVG will continue operating from the main branch only but the number of staff shall increase in the near future
20.	Will the recommended service provider be required to supply the operators with PC or the OVG will provide and the service provider be required to supply the software?	The OVG shall provide the PC
21.	Will it be possible that by the time you send the questions and answer you also include the floor plan in all areas that need coverage?	Yes, the floor plan will be sent together with questions and answers
22.	Are there any networks installed at the basement?	At the basement there is nothing
23.	Should network points also be catered for as part of the bid proposal?	No, that will be OVG project; however the appointed service provider shall advice the OVG of the number of network points required for the proposed solution
24.	Are black owned Qualifying Small Business Enterprises (QSEs) allowed to bid?	Yes, the bid is open for any entity wishing to submit proposal provided they meet the requirements stated on the bidding documents