

ADDENDUM BID DOCUMENTS – NLC /2024-009

FOR THE APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISIONING OF AN INTEGRATED CLOUD BASED CONTACT CENTRE SOLUTION AND AN END-TO-END CLOUD TELEPHONY SOLUTION FOR THE NLC FOR A PERIOD OF FIVE YEARS.

NLC/2024-009

Extended Closing date: 4 October 2024

Closing Time: 11:00

Bidders are notified of the following amendments and corrections

1. The initial closing date of the bid submission was **26 September 2024 at 11h00**. The extended closing date of bid submission is **4 October 2024 at 11h00**.

2. Below table address/respond to queries raised during the briefing

No	Questions	Responses
1	Firewall brand used at NLC	The NLC makes use of a hosted firewall, the brand is Fortigate.
2	What is the quantity of Microsoft Teams licences for softphone telephony?	300
	What is the quantity of contact centre agents licences for softphone telephony?	50
3	Does NLC make use of Terraco datacentres specifically for MPLS/SD-WAN services?	No.
4	What is the retention period required for storage of voice recordings generated by contact centre agents	30 days with possibility of NLC to download the data for archiving processes.
5	What is the retention period required for backup for business data generated by the system (eg call records etc)?	30 days with possibility of NLC to download the data for archiving processes.
6	Should the proposed telephony solution include a CRM module?	No. However, the telephony solution should allow for integration with an ERP system, for data exchange via standard protocols like APIs.

7	How many other no-contact centre agents will require licences for the built-in CRM module	None, as NLC only requires integration of the telephony system into an ERP
8	Should the solution include headsets for the 300 users?	No.
9	Is there a shiftwork arrangement for contact center agents?	No.
10	Which of the ISO standards are compulsory?	Certified ISO 9001.2015 - Current Certificate
11	Text to speech?	Voice announcements to be recorded professionally
12	New number?	Telephone number ranges will be retained by the incumbent PSTN service provider
13	Contact centre inbound call volumes	Between 2500 to 3000 calls per Month