Questions	Answers
1.Kindly indicate how much APN data is required for the APN services. Could you please advise on the amount of data to be required for this solution?	1.The current Trend is +- 7-10 TB mainly due to COVID-19 and people working from Home. As indicated in the briefing session cost is a big factor for the APN services so we also encourage more cost effective solutions (if available).
2. How does the current LAN network accommodate the requirement for converged telephony, is there a LAN requirement for this solution?	2. No
3. Would be able to recommend a different product for the backup and restore component of the solution?	3. Yes, however we prefer RED-STORE. If another product is proposed please ensure migration costs are included in your proposal and make sure the specifications are met.
4. Is the number of Hosts 30 or does this requirements refer to the VM's (Could you provide us with a server list)	4. The requirement in the production environment is 30 VM's
5. What storage type is required for all the hosting environments (Production, Dev, UAT, DR) must it be SSD, NL-SAS, SAS.	5. As this is a hosted solution production would require High performance but test and dev can be of lower performance. DR must be an exact replica of Production.
6. Please can you define integration to Microsoft Teams: o Is this for Direct Trunking to Microsoft Teams as a stand-alone application?	6. Yes
7. Does this need to work in conjunction with a Hosted PBX desktop Extension	7. Yes
8. Do you require transfer facilities between Microsoft Teams and the hosted PBX	8. Yes
9. Do you require hunting facilities on the PBX that include Microsoft Teams extensions	9. Yes Please note however that we currently use Microsoft Teams as our telephony solution. We make and receive calls from Microsoft Teams.
10. What is the breakdown of handsets required? o Executive handsets o Normal user handsets o Portable handsets? o Voice recording? o Operator stations for higher traffic receptions o Please can I have a site user quantity breakdown o Do you require mobile applications for cell phones? If so how many? Does it need to be accessible from the internet?	10. The handsets are mainly used for receptionist and we have a Teams Certified Handset for 11 boardrooms. Voice recording is done via Microsoft Teams for meetings. No operator stations required. At this stage we can work on +- 20 users per site. Our head Office is the biggest with +- 140 users. This will however change in the near future as ome users will be relocated to the regions. Unfortunately this number is not finalized yet. There is not a requirement for mobile applications for cellphones as part of this tender.

11. Geographic number portability This ties together with Porting, please explain the requirement behind this.	At this stage we can work on +- 20 users per site. Our head Office is the biggest with +- 140 users. This will however change in the near future as more users will be relocated to the regions. Unfortunately this number is not finalized yet.
12. Please advise what equipment is need for this request. o Do you require monitors, if so, how many? o Do monitors need to be wall mounted or on mobile stands? o How many Video Conference facilities are required and will they all contain the same equipment? o What size boardrooms is the equipment to be installed in?	12. No monitors required In general Microsoft Teams is currently used for Video conferencing or Zoom. The boardrooms (11) are mostly to accommodate 10 – 20 people, with 3 boardrooms that are more than 20 people.
13. Please advise the functionality required from the conferencing bridge * Please advise the maximum teleconference size * Porting of Telkom telephone numbers to VOIP	13. As mentioned Microsoft Teams is our Telephony solution so teleconferencing should be taken care through this. Maximum number of numbers to be ported is 400.
14. As per the Tender specifications * Will this be for laptops or both laptops and desktop PC's?	14. 99% laptops
15. Provision, setup and configuration of Teams Compatible Boardroom and receptionist Handsets	15. The handset supplied must be Microsoft Teams Certified/Compatible.
16. Teams compatible Boardroom, is this via the Video conferencing equipment? * Please elaborate on Teams Compatible Reception handset. * Specifications * Number of users is 400, however handset and headset counts total 160, please advise what devices the other 240 users are using.	16. Hand and head sets must be comptable and/or certfifed with Microsoft Teams.
17. VoIP Handsets Is there a classification of the devices required, i.e. Standard vs. High-End devices? If so what is the split?	17.Teams Compatible but standard devices.
18. With regards to the MS Dynamic Maintenance and Support, will we only be supporting, or do we need to install as well?	18. The solution is currently installed. We might require setup of other dev/testing environments.
19. I would like to know as a service provider do I need to respond to all the pillars mentioned I the tender document or I can respond to those pillars I am have strong capabilities on.	19, We are looking for a single supplier offering all services.
20. DR and BCP: What are the customer's recovery point and recovery time objectives (RPO/RTO	20. As mentioned in the briefing session replication through to the DR site needs to happen. We can work on 1 hour for now to compare apples with apples.
21. Backup What is the retention period required? How often must the data be backed up?	21. Data must be backed up daily. The retention periods can vary from 30 days to 7 years.

22. Load Balancing How many load balancers should be catered for?	22. We don't have a need for it now, but as mentioned in the briefing session we need to cater for future requests in order to keep the contract flexible. For now we have 2 client facings systems that are both web server. For purposes of pricing we can work on loadbalancers for 2 servers per web server.
23. Firewall Confirm if indeed the number of concurrent sessions is 55 Million?	23. Yes. At time of contracting or implementation we see that this number is not correct we can always scale down. Please note that all vendors are quoting on the same minimum specifications.
24. IT Infrastructure Managed Service Document, Page 35, Section 5.5 Telephony Services, Point 6 This section makes mention of Video Conferencing, Will it be possible to please confirm if this will fall within the scope of this RFP response?	24. Video conferencing forms part of the RFP. Please note that by using Teams we currently use this as our video conferencing.
25. IT Infrastructure Managed Service Document, Page 36, Section 5.5 Telephony Services, Point 10 his section makes mention of Receptionist Handsets. Will it be possible to please indicate how many Receptionist Handsets will be required? And how many Receptionists will be provisioned?	25. The number of receptionist handsets is 11.