



**MINUTES: COMPULSORY BRIEFING SESSION FOR VOIP AT PSIRA HEAD OFFICE
HELD ON 19 SEPTEMBER 2017 AT 11h:00 Training BOARDROOM, BLOCK B ECO GLADES 2, PRIVATE SECURITY INDUSTRY REGULATORY AUTHORITY (PSIRA)**

No	Items	Discussions
1.	Opening & welcoming	<p>Ms Lesego Mashiane (SCM: Manager) opened and welcomed all bidders who attended the briefing session and asked PSIRA Team to introduce themselves. Enthesised to Bidders that it's a compulsory Briefing, She informed the Bidders that attendance register is been circulated and to be completed and signed by all members.</p> <p>After the introduction of the PSiRA Team members she handed over to BIT (Mr. Kaylin Govender) to present the Terms of Reference to the Bidders</p>
2.	Attendance	<ul style="list-style-type: none"> • Mr Kaylin Govender – Senior System Engineer :Information Technology • Ms Tsakani Maluleke - Bid Administration Officer : SCM • Ms Boitumelo Njovu-Secretariat-IT • Ms Nomathemba Mendu - Team Leader -SCM • Ms Nkhuliseni Tshilimandila – Admin Assistant:Bid Administration- SCM • Ms Lesego Mashiane-Manager-SCM • Mr Hofney Moepi- Senior Manager-BIT • Mr Ipeleng Tlhagale-Intern SCM
3.	Opening remarks	<p>Ms Mashiane appealed to the bidders to note that there was another compulsory brifing session held on 08 September 2017 due to the error on the dates of briefing session and closing date published on government tender bulletin, however an erratum was issued on the 08th September 2017 to correct that on the Government Tender Bulletin</p> <p>Mr Govender presented the terms of reference and informed the Bidders on what was expected on the advertised Tender. Changes were made from the terms of reference (on page 16 of 26) 3.6 point 4. Non- firm prices will not be</p>

		<p>considered, evaluation criteria page 18 of 26 (the sentence for next business day must be removed).</p> <p>Ms Mendu explained the functionality criteria and compliance to the Bidders . Bidders were informed to complete the Standard Bidding Documents , General Condition of Contract and were explained in details. The Evaluation Criteria for price & preference for this Bid will be 80/20 .All questions were taken and noted down . BIT Team was given an opportunity to respond to Bidders</p>
<p>4.</p>	<p>Discussion and Questions</p>	<p>Below are questions and answers raised by the Bidders</p> <p>Q1. Do you need 20 licenses or should only 10 (ten) licences be quoted ?</p> <p>Ans :You quote on the 10 licenses then when required you will then quote on additional 10 licenses</p> <p>Q2. What is the nature of the concept?</p> <p>Ans: The solution can either be hosted or on premise</p> <p>Q3. You mentioned Concurrent calls on the Terms of reference ?</p> <p>Ans: Calls to be re-rooted to the correct people when they received</p> <p>Q4 On the Telephone Management System (TMS) do you prefer calls to be cut or transferred ?</p> <p>Ans: Users should still be able to dial out once limit is reached but they need to be able to distinguish and mark between private and business calls</p> <p>Q5 Costing components to the solution is the preferred place where to host the solution?</p> <p>Ans: Hosted</p> <p>Q6 Are you willing to provide site where to provide solution?</p>

		<p>Ans:- If the solution is hosted the bidder will host the solution. If the solution is on premise the hardware will site at head office data center</p> <p>Q7 High availability on the call centre page 9 (what is 98%)</p> <p>Ans:-With regards to number of lines provided and up time of the call center system</p> <p>Q8. Will cables be provided by PSIRA?</p> <p>Ans: Yes</p> <p>Q9. Which language must be used for voice prompts or guides?</p> <p>Ans English only</p> <p>Q10.Will the system be internet based?</p> <p>Ans Yes it will use a private cloud because if you go public cloud there are complications with popi act</p> <p>Q11.Is the last mile supplied by PSIRA or the supplier?</p> <p>The supplier is the one who is supposed to supply to the last mile</p> <p>Q12. Page 8 .This should include testing of the hosted VOIP PABX and Call Centre Management Systems and full working order of the systems.</p> <p>The overall target compliance of each agent must be 98% and the turnaround time should be 4 hours</p> <p>Q13.Will you be supplying your own CRM?</p> <p>Yes we are currently using compiere but want to move to SAP in the future , and the system must intergrate with future CRM system .</p>
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		<p>within 24 hours-48 hours.</p> <p>Q30. If the supplier determine that the equipment was intentionally damaged, will that be on the cost of the supplier or PSiRA?</p> <p>Ans : It will be at PSiRA cost</p> <p>Q31. Which documents is required for Consortium of JV</p> <p>Ans: Provide a consolidated B-BBEE Certificate and/or any other authentic document that indicate that you are a Joint Venture</p> <p>Q32. With reference to the completion of SBD 6.1, will the letter from SANAS indicating that the bidder is in the process to be reviewed, be acceptable</p> <p>Ans :The information completed on SBD 6.1 should be supported by a valid B-BBEE Certificate. Originals or certified copies will be accepted. Affidavits will be considered</p> <p>NB.</p> <p>On page 18 of 26 with next business day resolution was removed</p> <p>On page 21 of 26 of Terms of reference paragraph 6 “PSiRA is not bound to disclose the ground for rejection of the RFP :”is been withdrawn</p> <ul style="list-style-type: none"> ▪ Amended TOR will be uploaded on e-tender ▪ Bidders are advised to send through their questions atleast 5 days before the closing date, however this does not mean that we will not be taking questions. ▪ Bidders must ensure that their bids arrived at PSiRA premises on or before the closing date and time of bid ▪ No Late bids will be accepted under any circumstances ▪
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		BIT Team Informed the Bidders that PSiRA technicians will do level 1 support . Users will not log a call with the recommended service provider . Bidders mentioned rectification on the Terms of Reference Mr.Hofney promised to made amended Terms of reference to be available on the website
5.	Closure	The Chairperson adjourned the meeting at 12:22