

**RFP Number: T01/01/25**

**Description: REQUEST FOR PROPOSAL (RFP) FORCLOUD CONTACT CENTRE SOLUTION FOR A PERIOD OF FIVE (5) YEARS**

**Question and Answers Version 2**

No.	Question	Type	Answer
1	With the solution being a public cloud solution agents and supervisors will connect to and consume the services from the public cloud and will have connectivity requirements associated with it. Must respondents to the tender include any connectivity elements or will this be furnished by the IDC.	Technical	The IDC will provide the connectivity. The IDC is looking for a service provider that has an existing contact centre solution in the cloud with multiple existing tenants that have already been onboarded. The IDC will just be an additional tenant on that system.
2	Will there be any VLA requirements, if needed, how many years?	Technical	The IDC requires license subscriptions for 20 agents and 4 supervisors
3	Are session border controller professional services needed?	Technical	The IDC will not require any session border controller professional.