

# CLARIFICATIONS

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27/11/2024

**1. Could please clarify if you are using a Fax over IP connection via SIP line or using ATA:**

We currently have fax over ATA, but willing to migrate to SIP trunk with our telephony provider.

**2. Is there existing PABX system or will this be a fresh installation?**

We are currently having 2 alcatel PABX Omni vista 8770

**3. Number of desk phones required for basic, advanced and full featured types**

We are implementing a converged communications solution in which desk phones will not be provisioned to end-users by default. Should a user require a physical phone, they may submit a request accompanied by a justified business need, subject to managerial approval. If approved, the physical phone will be procured from the internal catalogue, with costs allocated to the requesting department's budget.

An exception to this policy may be granted for the receptionist or operator responsible for managing incoming, unrouted calls. In such cases, a dedicated receptionist device may be provided, which could be a physical phone, a specialized software solution, or a combination of both.

The desk phones categories for the end users have been detailed in the RFP at TR.07

For the 2 main sites Noumea and Fiji we might consider buying some phones in advance to cover some of the potential initial needs. Probably around 15 Basic, 10 Advanced and 5 Full featured.

**4. Does Client has an existing internal network connecting these locations?**

We have site-to-site VPN between SPC locations except for Solomon Islands

**5. Does Client needs the proposed solution to be hosted on cloud or on-premises?**

Both would be an advantage.

SPC can pay for Cloud storage.

SPC has 2 virtualised environments in Noumea (New Caledonia) and Suva (Fiji).

**6. Is there a small contact center in each site where a defined n° of agents need the features of digital receptionists, call recording, call queue management, call flow management?**

Sites contact center can be found here: <https://www.spc.int/about-us/contact-us>

Noumea: 574 users



Fiji: 465 users  
Vanuatu: 7 users  
FSM: 22 users  
Tonga: 4 users

7. **Please confirm of our offer can be considered if we skip the Fax to mail /mail to Fax feature?**

Yes