

CLARIFICATIONS RFP 24-6792

19/12/2024

1. **Identification of operators by geographical site (Islands / Countries)**

- **Vanuatu:** Vodafone
- **FSM:** FSMTC
- **Solomon:** Solomon Telekom Co (Data Bundle and Hello Bundle)
- **Fiji:** Telecom Fiji Limited
- **Tonga Office:** Bill paid by the Government of Tonga under a Host Country Agreement
- **Noumea:** OPT

2. **Operator connectivity by geographical site / PBX**

- a. Numéris PRI / BRI
 - b. SIP
 - Vanuatu : 1 landline
 - FSM : 1 land line
 - Solomon : Hello Bundle 40 (unclear)
 - Fiji: ISDN PRI 20channels
 - Tonga: N/A
 - Noumea : 2 primary access, 2 DID
- Currently no sites have SIP connection

3. **Number of channels per geographical site / PBX**

- Fiji : ISDN 20 channels
- Noumea : 2 primary accesses, 2 SDA

4. **Migration to SIP Trunk planned before the telephony project or during the project?**

To be completed during the project
Domain: spc.int

5. **Autocom Mapping:**

- **Existence of one or more call centers? If so, which site and how many agents?**
None, except for telephone switchboard
- **Number of PBX and geographical site:**
2 PABX located in Noumea and Suva
- **Total number of operator positions across all sites**
4 in Noumea and 4 in Fiji
- **Number of physical positions requested buy site and type?**
With this RFP, we are implementing a converged communications solution in which desk phones will not be provided 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 catalog, with costs allocated to the requesting department's budget.

6. Telephony ecosystem:

- Alarm server: Currently not connected, but could and should be in the future
- Intercom: One for Noumea at the gate (SIP compatible), none for Fiji but planned
- Analog telephony (elevator, alarm, remote management ...): 1 elevator in Noumea; its communication system is currently separate but could and should be integrated in the future.
- Audio conference: Only via Microsoft Teams
- Existing fax over IP server solution: Currently using fax over ATA but planning to migrate to SIP trunk with the telephony provider.
- DETC and mobility: There is an existing SIP trunk between Noumea and Fiji

7. WAN mapping:

- SPC sites connection (MPLS, SDWan ...): Sites are interconnected via VPNs.
- Centralised internet breakout or on each site: Each country has its own internet connection via ADSL or fiber. Fiji sites are interconnected via VPN, with a single internet breakout.