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**29th November 2023**

**ADDENDUM ONE**

**PROCUREMENT OF CALL CENTRE LICENCES AND UPGRADE OF THE IP TELEPHONY SYSTEM AND BRANCH NETWORK SWITCHES**

**TENDER NO. EACC/T/10/2023-2024**

**IFMIS NO: 1373324**

Reference is made to the above-cited procurement, EACC Hereby issues Addendum One

**INVITATION TO TENDER**

**THE CLOSING DATE EXTENDED TO: 14th December, 2023 AT 10.00 AM**

**SECTION III - EVALUATION AND QUALIFICATION CRITERIA**

**LOT 1**

**Technical Evaluation Criteria**

This section (Technical Evaluation) the bidders MUST comply to all the requirements of Technical Evaluation that equates to 100%

**LICENSING REQUIREMENTS FOR CUCM SERVERS AND CONTACT CENTRE**

## **8. CUCM Licenses**

|  |  |  |
| --- | --- | --- |
| **Description** | **Minimum Specifications/Requirements**  | **Bidder’s Response**  |
| **Flex** | A-flex 3.0 licensing model |  |
| **Model** | On premise Enterprise agreement model  |  |
| **Professional** | 300 licenses |  |
| **Enhanced** | 140 licenses |  |
| **Access** | 80 licenses |  |
| **Voicemail** | 300 licenses |  |
| **CUBE** | 90 enhanced licenses |  |
| **Cloud device registration** | 300 licenses |  |
| **Telepresence room** | 1 license |  |
| **Rich media session** | 50 licenses |  |
| **Expressways licensing** | Required  |  |
| **Subscription and OEM Support**  | **Solution support - 1 year**  |  |

## **9.**  **Contact center Licenses**

|  |  |  |
| --- | --- | --- |
| **Description** | **Minimum Specifications/Requirements**  | **Bidder’s Response**  |
| **Flex** | A-flex 3.0 licensing model |  |
| **Type** | On premise UCCX |  |
| **Premium** | 2 licenses  |  |
| **Standard agents** | 8 licenses |  |
| **Call recording** | 10 licenses |  |
| **Subscription and OEM Support**  | **Solution support - 1 year**  |  |

**Bidders must meet all the Technical Criteria to proceed to the Next Stage of Evaluation**

**Acknowledgement of Addendum No 1**

We, the undersigned hereby certify that the addendum is an integral part of the document and the alterations set out in addendum have been incorporated in the tender document.

Tenderer:…………………………………………………………………………….

Signed:……………………………………………………………………………….

Dated:………………………………………………………………………………..

Stamp:……………………………………………………………………………………