



Request for Quotation
Number: QUOTE/01/2015
Project: ESF 4.221

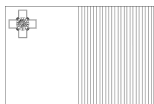
Voice of the Workers

CALL FOR QUOTATIONS

PROVISION OF CONTACT CENTRE/PABX FOR THE VOICE OF THE WORKERS PROJECT - CLARIFICATION

Closing Date: 07.01.2015 at noon CET

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Operational Programme II – Cohesion Policy 2007-2013
Empowering People for More Jobs and a Better Quality of Life
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Investing in your future



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Floriana, 13.01.15

With reference to the call for quote in caption, UHM has received the following requests for clarifications.

1. What telephone lines is the gateway going to be connected with? Analogue, ISDN BRI or GSM? Have you considered SIP connectivity. This will save you money. Not all providers give SIP connectivity. If needed I can elaborate more during a phone call or in a meeting.
2. Since you didn't specify a gateway that you need is it possible to know what Telephony service current/future that will be connected to the PABX ? (hence Analogue Lines, Type of ISDN, etc.)
3. Can you kindly give us more details on the SharePoint integration? Will the awarded company do such integration or you want a system which supports integration but the actually integration is not part of the bid.
4. CRM With Sharepoint do you need us to configure your CRM system to the IP PABX or you need to know if it is only possible to do this for now.

The following are the replies to the clarifications requested

1,2) We currently use multiple BRIs. Having said that, it is our intention that we shift towards a PRI and therefore the PBX should support such gateway. Current requirements indicate that it would be used fractionally at this stage but could be extended as business requirements evolve. However, we are more than open to discussing other types of gateways with the preferred bidder so that the most advantageous solution is found.

3,4) It is our wish to integrate the PABX solution with our Sharepoint Solution through our Office 365 subscription which is already in place. We need a system which has to capability to support such integration but the actual integration is not part of the bid. The idea is to use a multiple of databases that will integrate with the PBX through the Sharepoint Solution. At the endpoint, the user will be able to view subscription details and a knowledge database.