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Effective date:	27 May 2026
Revision:	01
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TENDER CLARIFICATIONS



TENDER NAME: EOI NO.2 OF 2026/2027- Telephone Management System

DATE: 01/06/2026

REFERENCE: No:002/002

ENQUIRY	EHB RESPONSE
<p>1. Could EHB confirm the approximate number of users and/or extensions anticipated for the Telephone Management System?</p>	<p>EHB currently has approximately 60 Microsoft 365 users and 60 active mobile contracts, which are expected to form the initial user base for the proposed solution. Not all mobile users are currently MS365-enabled. These numbers are expected to increase, and the proposed solution should therefore be scalable and flexible to accommodate growth.</p>
<p>2. Could EHB confirm the number and locations of offices/sites to be covered under this initiative?</p>	<p>EHB operates across three primary sites:</p> <ol style="list-style-type: none"> 1. Head Office: 5th Floor, Sibekelo Building, Mbabane Office Park 2. Mbabane Maintenance Office: Jojo Street, Mbabane 3. Matsapha Maintenance Office: Police College Road, Matsapha <p>In addition, a significant portion of operations is mobile and remote, and the proposed solution should therefore support seamless communication across all current and future locations within Eswatini.</p>

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<p>3. Could EHB advise on the current telephony environment in place (e.g. existing PABX or telephone system), and whether the intended solution is a replacement or integration with the current platform?</p>	<p>EHB currently utilizes traditional landline and PABX-based telephony services. At this stage, the EOI is intended to explore market solutions, and EHB is open to both replacement and integration approaches, depending on what best meets operational and value-for-money requirements.</p>
<p>4. Could EHB clarify whether existing telephone numbers/extensions will need to be retained and ported to the proposed solution?</p>	<p>Service providers should indicate their capability to retain and port existing numbers, where required. Detailed number porting requirements will be confirmed at a later stage, should the procurement proceed.</p>
<p>5. With reference to "integration with business systems", could EHB indicate which existing systems the proposed solution is expected to integrate with?</p>	<p>The proposed solution is expected to align with EHB's Microsoft 365 environment, including user identity and communication tools.</p>
<p>6. Could EHB indicate whether there is a preferred deployment model for the solution (cloud-hosted, on premise or hybrid)?</p>	<p>EHB's current preference is towards a cloud-based deployment model, given its alignment with the organization's mobile operating environment and cost-optimization objectives. Vendors proposing alternative models should clearly demonstrate comparable advantages in flexibility, scalability, and total cost of ownership.</p>