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

DATE: 27th May 2026

REFERENCE: No:002/001

| ENQUIRY | EHB RESPONSE |
|--|--|
| 1. Number of users | <p>Current Microsoft 365 users: 60 (Not all current mobile users are MS365 enabled at this stage)</p> <p>Mobile contracts: 60 (These will need to be integrated with the proposed system to support call routing and mobility features)</p> <p>Both figures are expected to increase, and therefore proposed systems should be scalable.</p> |
| 2. Number of incoming lines/numbers | <p>This will be considered as part of vendor proposals. Providers are encouraged to propose solutions based on flexible and scalable numbering approaches.</p> |
| 3. Type of system (Analogue, SIP, PRI) | <p>EHB is open to modern, internet-based solutions and is not prescribing a specific system architecture at this stage.</p> <p>Vendors are invited to recommend the required system architecture and indicate the associated bandwidth, hardware, and infrastructure requirements necessary to support the recommended solution.</p> |

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| 4. Handsets (executive/entry level) | EHB is not prescribing specific handset requirements at this stage, as the appropriate device strategy will depend on the proposed solution. Vendors may include handset and/or softphone options where relevant to their recommended approach. |
| 5. Cordless phones | No specific requirement has been defined. Providers may include these where appropriate within their proposed solution. |

Additional Information

EHB currently operates across three primary sites:

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

In addition to site-based operations, a significant portion of EHB’s functions are mobile and remote in nature. The proposed solution should therefore support seamless mobility across all current and future locations within Eswatini, enabling users to access communication services via mobile and digital platforms, and should be scalable to accommodate future organizational growth.