



NATIONAL CONSUMER COMMISSION

**BID NOTIFICATION**

**BIDDERS ARE HEREBY INVITED TO SUBMIT BIDS IN RESPECT OF THE FOLLOWING SERVICE: THE UPGRADE OF THE EXISTING ATOS UNIFY OPENScape CALL CENTRE SYSTEM TO A CLOUD VOICE SOLUTION, CONFIGURATION, IMPLEMENTATION OF THE OFFICE VOICE SOLUTION INTEGRATED TO THE CONTACT CENTRE SYSTEM, ISSUING OF THE NATIONAL TELEPHONE NUMBERS TO THE NCC, SUPPORT AND MAINTENANCE. 36-MONTH CONTRACT WITH IMPLEMENTATION IN TWO PHASES.**

BID NUMBER	DESCRIPTION	COMPULSORY BRIEFING SESSION (MS TEAMS ONLY)	CONTACT DETAILS	CLOSING DATE AND TIME
NCC/04/2023/2024	THE UPGRADE OF THE EXISTING ATOS UNIFY OPENScape CALL CENTRE SYSTEM TO A CLOUD VOICE SOLUTION, CONFIGURATION, IMPLEMENTATION OF THE OFFICE VOICE SOLUTION INTEGRATED TO THE CONTACT CENTRE SYSTEM, ISSUING OF THE NATIONAL TELEPHONE NUMBERS TO THE NCC, SUPPORT AND MAINTENANCE. 36-MONTH CONTRACT WITH IMPLEMENTATION IN TWO PHASES.	BRIEFING SESSION WILL BE HELD AS FOLLOWS:  DATE: 23 January 2024 @ 11am.  Please rsvp on the following email: <b>M.Moropene@thenc.org.za</b> By no later than 19 January 2024 @ 17h00	TECHNICAL: Mr. Lindani Ngema - (012) 428 7745 OR <a href="mailto:L.Ngema@thenc.org.za">L.Ngema@thenc.org.za</a>  SCM: Ms.Margery Mouton- (012) 428 7730 OR <a href="mailto:M.mouton@thenc.org.za">M.mouton@thenc.org.za</a>	12 February 2024 @ 11am.