



# ELIAS MOTSOALEDI

## LOCAL MUNICIPALITY

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**Our Ref:**  
**Ons Verw:** 8/1/5 - Tender Erratum

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### TENDER ERRATUM NO: 05

### **EMLM 30/2026: PROVISION OF SOFTPHONE AND DESK PHONE SUPPORT (VoIP / CALLING / MESSAGING) INCLUDING IMPLEMENTATION, TRAINING, SUPPORT AND MAINTENANCE FOR THIRTY-SIX (36) MONTHS**

Notice is hereby given that the tender description for: **TENDER NO: EMLM 30/2026:** that was advertised on the municipal website on the 16 April 2026– has the following corrections:

#### **ADVERTISED as in the SCOPE OF WORK:**

- **Provide one switchboard facility at main building:**
  1. **Screen with high-resolution color displays makes viewing easy.**
  2. **Status of available staff with Busy Lamp Field (BLF) support.**
  3. **View both voice message and missed call counts on the display.**

#### **AMENDMENT / CORRECTION**

- **The service provider shall supply and install four (4) switchboard telephone facilities at the main building, with the following minimum specifications:**
  1. **High-Resolution Display**
    - a. **Each switchboard unit must be equipped with a high-resolution colour screen to ensure clear visibility and ease of use for operators.**
  2. **Busy Lamp Field (BLF) Functionality**
    - a. **The system must support Busy Lamp Field (BLF), enabling operators to view the real-time status of staff (e.g., available, busy, or ringing) to facilitate efficient call handling and transfer.**
  3. **Call and Message Indicators**
    - a. **The display must provide clear visibility of both voice message notifications and missed call counts to assist in effective call management and follow-up.**
  4. **Contact Directory Integration**
    - a. **All relevant municipal contact lists must be preloaded and accessible on the telephone switchboard, allowing operators to quickly search, view, and dial internal and external contacts.**

Municipality apologizes for inconvenience caused

**Ms. N.R MAKGATA Pr Tech Eng.**  
**MUNICIPAL MANAGER**  
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