

RFP 029/06

### **ADSL Self Install and Desktop Support Solution**

Closing date & Time: 2006/08/21 @ 11:00  
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Document Fee : R 200

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#### **Scope:**

**Telkom wish to invite proposals for the supply and demonstration of an ADSL Self Install and Desktop Support Tool. The solution will allow for the self provisioning of ADSL broadband to customers, while also providing desktop support for common problems.**

The Bidders are to comply with the following critical criteria:

#### ***Technical:***

This will be used during a short listing process to select the bidders to be invited for Technical Demonstrations:

<b>Specification Sections</b>	<b>Critical Requirement</b>
4.1 The Self Install Application (Component 1)	4.1.4 a.) Configure the access point and PC for WLAN connectivity 4.1.10 b.vi.) In addition the report shall be stored locally and remotely in a customer information database to aid in the Help Desk support function
4.3 Remote Customer Support (Component 1)	4.3.1 b.) The CSR must be able to remotely view the customer desktop
5 Future Releases and Additional Information	5.3 a.ii) The vendor must supply a categorised installation base, with at least its 3 largest client companies and the products purchased. The accumulated number of licenses shall be greater than 50 000.

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