



Request for Proposal

Cloud-Hosted Telephone System (PABX System)

Technical Specifications

1. DOCUMENT CONTROL

Author: Munetsi Chiunda

1.1 Document History

Version No.	Issue Date	Status	Reason for Change
1.0	15 September 2026	First Draft	

Table 1: Document History

Acronyms

PE – Provider Edge

VC – Video Conference

QoS – Quality of Service

DID – Direct Inward Dialing

ISP – Internet Service Provider

IVR - Interactive Voice Response

WAN – Wide Area Network

SLA – Service Level Agreement

SD-WAN – Software Defined Wide Area Network

2. INTRODUCTION

2.1 General Information

SACAP is a statutory body, established in terms of the Architectural Profession Act No.44 of 2000 which is mandated to serving and protecting the public.

SACAP achieve its mandate by regulating the Architectural profession in the Republic of South Africa in aspects pertaining to registration, education and training, professional conduct and ethical behaviour, ensuring continuing professional development, and fostering compliance with architectural standards.

2.2 Background

The SACAP Office is located in Rivonia. SACAP's current network infrastructure includes a high availability cluster, LAN and satellite wires broadband technology. SACAP works on a hybrid rotation mode, whereby some employees work from home and some from the office on a weekly rotational basis. As such the employees working from Home should be able to receive and call using the SACAP line 011 479 5000 or follow me feature. Below is the current environment infrastructure.

2.2.1 On-premise office PABX infrastructure and Hosting

- a. Snom D785 IP Phone, Gig PoE, 12 SIP, USB, excl PSU50 extensions
- b. Snom A170 Wireless Headsets
- c. Snom C520-WiMi IP Conference Phone, Incl Wireless MicCall Rating Services
- d. Snom 8 Line Professional IPPhone, POE, Gigabit port, USB, 5
- e. Snom D713 4-line, Entry level Colour screen, 2 x Gigabit port
- f. Snom A100 Duo Headset Passive Noise Cancelling
- g. 50 Snom handset extensions and 1 switchboard.

2.2.2 High Availability Cluster Server Infrastructure

- a. 60 AD users
- b. 12 VMs
- c. Zoom for all users

2.2.3 Network infrastructure

- a. Local Area Network
 - i. Managed internally.

- ii. LAN will remain the responsibility of SACAP.
- iii. Fibre line 50Gig and satellite wireless broadband with curved 10Gig VoIP VLAN.
- iv. Cisco Switches and Firewall SOHO Full Guard Managed by Dimension Data

3. TECHNICAL REQUIREMENT SPECIFICATION

SACAP hereby invites suitably qualified suppliers to bid for the provision of a Clouded Hosted IP Telephony for a period of three (3) years. All services and products must be quoted on Operational Expenditure. The hosted PBX system shall be provided for and owned by the service provider and securely hosted at their premises at no additional cost to SACAPs except for the monthly subscription fee, per account, to provide the following services for a period of 36 months.

3.1 Scope of Requirement Specification

This section details the requirements for the required solution:

- 3.1.1** On-premise office PABX infrastructure and Hosting or Cloud Based Telephone System consisting of an Ethernet-based network transport system comprising of the following components:
 - a) On-premise or Cloud Based IP Telephony System
 - b) Voicemail
 - c) Call recording System
 - d) Telephone Management System (Billing)
 - e) Supplementary Equipment and Systems
 - f) SIP Trunking (specified under section 3.1.17 below)
 - g) Mobile-to-Fixed Convergence
 - h) Mobility (calls to follow the user from desk phone to mobile phone or laptop)
 - i) Client application on mobile devices, smartphones iOS or Android
 - j) Call Rating System
- 3.1.2** Provide all equipment and materials required for the planning, design, provisioning, delivery, configuration, installation, documentation, testing and training of a complete Unified Communication System as described in the subsequent section and all related sections.
- 3.1.3** **Calling Features**

- a) Caller ID/On Call Waiting: Know who is calling before you answer.
- b) Call Forwarding: Redirect calls to your mobile/other numbers or softphone so you do not miss any calls.
- c) Follow Me: Have one of your office numbers/extensions rings for some time and if unanswered forward to a second number and then a third and so forth OR all ring the call concurrently.
- d) Caller ID Based Forwarding: Follow Me Based on the number called and calling party.
- e) Inbound Number Tagging: Tag an inbound caller ID for easy reception management for multiple companies.
- f) Call Hold: Easily put a call on hold while you answer another call.
- g) Call Transfer: Attended Transfer (The caller is typically placed on hold while the transferor consults with the recipient) & Blind Transfer (transfer the call directly).
- h) Call Conferencing: Join a conference room by dialing a feature code or get transferred in.
- i) Call Waiting: Be notified when someone else is trying to call if you are already on a call.
- j) Do Not Disturb: Callers go directly to voicemail or call forward when you do not want to be disturbed.
- k) Call Logs: Access detailed call records by extension or account.
- l) Bring or port your own numbers from Telkom or the provider to the new provider.

3.1.4 VOICEMAIL FEATURES

- a) Password Protected Voicemail: Prevent unauthorized access to voicemail.
- b) Voicemail Greeting Options: Unavailable / Personal Message.
- c) Digital receptionist – Interactive Voice Response (IVR).
- d) Multi-level IVR menu management.
- e) Manage multiple IVR menus for different Inbound DID's.
- f) Day and Night Mode Schedule: Create different greetings according to the time of day and day of the week.
- g) Custom Greetings: Upload third-party professional greetings to use as

Digital Receptionist greetings.

3.1.5 Ring Groups/Hunt Lists

- a) Ring groups: Simultaneously ring a set of phones based on a DID.
- b) Hunt lists: Set a linear line of ring groups (1 extension or many) for a period, before transferring to a second and third ring group etc.

3.1.6 Call Restrictions

- a) Block outgoing calls to specified numbers.
- b) Pin Code phone access. Operator Panel

3.1.7 Configuration of Operation Panel

- a) PC soft-based soft phone console for the receptionist(s).
- b) Ability to load Reception Operator Panel on at least 2 machines / Reception reliever.

3.1.8 Queue Manager

- a) Ability to view call queues on a portal.
- b) Ability to view missed calls, dropped calls and unanswered calls

3.1.9 Media management

- a) Custom Music-on-Hold.
- b) Custom voicemail messages.

3.1.10 Call Recording

- a) Ad hoc call recording.
- b) Secure call recording storage.
- c) Archiving call recordings and call history.

3.1.11 Report Management

- a) Real-time inbound and outbound call details records.
- b) Outbound call source listed by extension.
- c) Outbound call source lists for virtual extensions
- d) Ability to view reports of the entire organization per department/division missed calls, dropped calls and unanswered calls.
- e) Both, summary and detailed call history

3.1.12 Extension Manager

- a) Access, search and download call recordings.
- b) Personal profile editing.
- c) Detailed call analytics.

3.1.13 Online Portal and Telephone Management System

- a) Online Management Portal for reporting, administration, and management of the On-premise or Cloud Hosted PABX system.
- b) Ability to create users on the portal with specific security access to certain aspects of the system such as reporting and administration of specific areas/divisions/regions.
- c) Manage and record voice prompts.
- d) Create and customize IVRs
- e) Set and change working hours
- f) Control hunt groups and call queues
- g) View incoming and outgoing detailed call records
- h) Download and analyse call records
- i) See at a glance which users are online and using the phone (Operator Panel)
- j) Manage user access levels
- k) Call Forwarding and Call restricting

3.1.14 Sip Peering

- a) Peer-to-peer SIP

3.1.15 Call Rating System

- a) After every call, the customer should be able to be redirected to a rate the services.
- b) Ability to generate a report monthly.
- c) SACAP will provide the voice-over and the questions for the call rating service.

3.1.16 End user devices and terminals (the Service Provider may make use of the existing phones).

End users must be able to access all telephony services using any device, from anywhere provided they have an Internet connection. Headset and handset as described on 2.2.1 may be used as they are currently on hand. If the service provider proposes a solution that does not include the existing phones, the following are the required quantity and specification of the handset.

Device Type	Description	Quantity
Headsets	Headset with wireless and USB capability	10
Handset (Desk phones)	Handset for Executives	4
Handset (desk phones) Headset for the Receptionist x 1	Handsets for Receptionists – Switchboard	1 Headset for the Receptionist x 1
Handset (desk phones)	Entry-level phones for each employee office's	44
Handset (desk phone)	Conference phone for the boardroom	1

3.1.17 SIP Trunking and Existing Numbers

- a) The provider will be required to port existing numbers
- b) Numbers should remain the property of SACAP in the event that SACAP chooses to change SIP providers in the future
- c) Each site will require a dedicated number as currently allocated to the site
- d) Users will require a dedicated DID number. DID numbers exist for National Office users and should remain unchanged
- e) Will leverage on the existing LAN for Internet connection
- f) WAN service provider will be responsible for LAN availability and redundancy

4. GOVERNANCE DELIVERABLES

- 4.1 Detailed Project Plan including milestones and project phases.
- 4.2 Risk Management Plan that will address risks associated with scope, quality, schedule and cost.
- 4.3 Project Resource Plan that describes the key resources who will be assigned to the project including the Project Manager.
- 4.4 A Service Transition Plan to ensure that there are no major disruptions during the changeover phase between service providers.

5. Technical Evaluation Process:

See the evaluation criteria on functionality or the technical aspect below:

All proposals will be evaluated against the below technical evaluation criteria, failure to meet the minimum points of 70 points will result in disqualification.

					For Office Use	
Focus Area	Max Points	Criteria	Point Allocation	Tick	Verification	
Company Experience	15	Company profile provided spanning more than twenty (20) years of experience in telecommunications services	15			
		Company profile provided spanning more than ten (10) to nineteen (19) years of experience in telecommunications services	8			
		Company profile provided spanning less than ten (10) years of experience in telecommunications services	2			
Written references	15	>10 positive reference letters attached	15			
		5 - 9 positive reference letters attached	8			
		1 - 4 positive reference letters attached	2			

					For Office Use	
Focus Area	Max Points	Criteria	Point Allocation	Tick	Verification	
Quality of project	15	Certified Project Leader with ND or Degree in IT (Related field) with >10 years' experience in similar projects	15			
		Certified Project Leader with ND or Degree in IT (Related field) with <10 years' experience in similar projects	8			
Quality of project technical team	10	>5 certified technical team members with more than five (5) years' experience on similar projects	10			
		4 - 5 certified technical team members with more than five (5) years' experience on similar projects	8			
		2 - 3 certified technical team members with more than five (5) years' experience on similar projects	4			
		<2 certified technical team members with less than five (5) years of experience on similar projects	2			
Partner	10	Vendor certified partner Certificate	10			

					For Office Use	
Focus Area	Max Points	Criteria	Point Allocation	Tick	Verification	
		Not certified by vendor	0			
Project Implementation Plan	10	Implementation plan must include the following: - Detailed project execution plan - Work Breakdown Structure - Transition plan - Risk management plan - Change the management plan	10			
		No implementation plan presented or does not include any of the above	0			

Focus Area	Max Points	Criteria	Point Allocation	Tick	Verification	
Proposed Solution	25	The proposed solution to be configured on the existing phones and includes all key technical components of the required solution: - Scope of Requirement Specification – Section 3.1 - Governance Deliverables – Section 4	20			
		The proposed solution did not consider one or more of the key components of the required solution but includes Call Rating Services	5			
		The proposed solution did not consider any of the key components of	0			

		the required solution				
Total	100		Total			

Mandatory Requirements:

- a) The service provider must submit their Tax Compliance Status Pin.
- b) Beneficial Ownership Certificate
- c) SACAP may verify the validity of the above information with the respective accreditation bodies.

Proposals and enquiries are to be addressed only via email to: Elelwani.ndou@sacapsa.com

Closing Date: 30 September 2026