**ANNEXURE B:**

# FIXED TELEPHONY COMMUNICATION ENTERPRISE (FTC) SOLUTION SERVICES SPECIFICATION

**For**

# Transnet

# Table of Contents

## List of Figures and Tables

# 1.0 Overview and Objectives

## 1.1 Introduction

Transnet requires a Fixed Telephony Communication (FTC) PBX-based solution that will replace or take over the current HPBX solution, while ensuring that the existing FTC devices already purchased are retained and fully utilized.

The purpose of this RFP is to obtain proposals for the implementation, support, and maintenance of a Hosted PBX FTC solution (N-PBX) for a contract period of five (5) years, currently managed by Vodacom.

Looking ahead, Transnet's Future Mode of Operations (FMO) is the ubiquitous deployment of Microsoft Teams-based calling for FTC, which will be internally managed by Transnet. Under this model, it is anticipated that less than 5% of FTC devices will remain on the N-PBX solution, with the majority of telephony traffic transitioning to Microsoft Teams.

Transnet's future mode of operations (FMO) will be the ubiquitous deployment of Microsoft Teams-based calling (to be internally managed by Transnet) for FTC, with less than 5% of FTC devices remaining on the N-PBX solution.

To achieve this, aim the FTC programme will be executed in 3 phases:

- Phase 1: migration from the current Hosted PBX (Vodacom One Business) to the new proposed FTC HPBX Platform (N-HPBX) supplied by Newco Service Provider (**the scope of this RFP**)
- Phase 2: Gradual migration (over 5 years) of FTC users from the new HPBX platform to the MS Teams platform.
- Phase 3: Future Mode of Operations (on conclusion of 5-year contract): completion of migration of bulk of FTC from Newco FTC Platform to MS Teams with the balance (i.e. where Teams cannot meet all requirements) **remaining** with the N-PBX platform.

The details of the phases are provided in the following sections:

## 1.2 Current Mode of Operations (CMO)

Transnet has made a large investment in both PSTN (Public Switched Telephone Network) and VOIP (Voice over IP) technology, i.e.:

- VOIP: Microsoft teams (via inter alia E5 licensing and shared device licensing) is used for providing Voice over IP services to Transnet employees.
- Hosted PBX solution provided by Vodacom (on One Business platform): temporary solution until new HPBX implemented.
- Yealink devices procured via Vodacom.

## 1.3 Newco Mode of Operations

- Transnet is required to migrate from the current Vodacom HPBX solution due to the contract being a limited-term agreement.
- The objective of this RFP is to appoint a service provider to deliver a Hosted Fixed Telephony Communication (FTC) solution (N-PBX) for a period of five (5) years, in line with the volumes specified in the Dimensioning Section.
- A Build-Operate-Transfer (BOT) model will be adopted, whereby at the end of the contract period, the hosted telephony platform and all associated/dependent devices will be transferred to Transnet.
- In alignment with Transnet's Future Mode of Operations (FMO), the majority of telephony services will be migrated to Microsoft Teams-based calling, which will be internally managed by Transnet. However, a niche group of devices and functions (<5%) that cannot be accommodated by Microsoft Teams will remain on the N-HPBX solution.
- The New FTC solution must provide a robust and reliable fixed telephony infrastructure that supports all business-critical applications and communications essential to Transnet's operations, while ensuring a seamless transition from the current environment.

## 1.4 Future Mode of Operations (FMO)

Transnet's Future Mode of Operations (FMO) will be the ubiquitous deployment of Microsoft Teams-based calling for Fixed Telephony Communications (FTC). PSTN capability will only be retained in niche scenarios via the N-HPBX, including but not limited to:

- Advanced executive phones
- Reception/attendant phones
- Call centres
- On-train communication

To achieve the FMO, the following key enablers are required:

- Network Capacity: Adequate bandwidth and resilience must be deployed at all remote sites.
- WAN Transformation: Completion of the migration from MPLS to SD-WAN to support scalable, cost-efficient connectivity.
- Session Border Controllers (SBCs): Implementation of sufficient SBC capacity with high availability and geographic redundancy.
- Device Support: Transnet is transitioning into an advanced maturity Microsoft Teams environment. For the duration of this 5-year contract, the Service Provider (SP) is required to support existing Yealink devices. In the event of device failure, the SP must propose a suitable alternative device, ensuring compatibility with both the HPBX platform and Microsoft Teams.
- Regulatory Compliance: The primary contracting Service Provider must hold a valid and current ICASA ECNS license. The license must be in the name of the contracting entity. Licenses held by subsidiaries, partners, or affiliates will only be acceptable with documented proof of ICASA approval.

## 2.0 Scope of Work

This document, **Annexure B**, goes into more detail on the requirements given in **Annexure A** Scope of Work. The FTC solution will be dependent on the Sip (Session Initiation Protocol) Trunking design and infrastructure of the Sip Trunking system. The solution should include the ability to work seamlessly with a switchboard call management system; and it should closely integrate with network and information security infrastructure. It is expected that less than 5% of Transnet's employees will eventually require advanced PSTN capability (to continue to be provided by the N-PBX), the balance will be Microsoft Teams-based.

The FTC solution should provide the fixed telephony infrastructure, including MS Teams handsets and maintaining the current Devices and Licenses, for all business applications and communications that are essential to Transnet operations. It shall be based on a Hosted PBX architecture matching at a minimum the current functionality provided by the VC HPBX being replaced.

- **The scope of this solution will cover:**
    - Hosted PBX services to support voice communication across all Transnet sites.
    - Contact Centres
    - SIP (Session Initiation Protocol) links,
    - Hosted PABX VoIP solution (for NOC, port controls, receptionists and reception area, CTC's)
    - Hosted Call Recording (with training of 1000 admins and 2000 numbers)
    - Usage and Telephone Management Service (TMS)
    - Gateways for analogue lines used by TPL
    - Managed service support desk,
    - AudioCodes SBC's Professional services and Support for integration with existing platforms (such as MS Teams).
    - Disaster recovery and business continuity capabilities.
    - 24/7 field service support and SLAs. (2 x Field Service Engineers per province across all 9 provinces)
    - Scalability to accommodate business growth.
    - MS Teams Devices and Headsets for ALL OD's

### 2.1 Summary

In summary, the Bidders are required to provide the following proposal:

a) A proposal(s) for an enterprise-grade FTC solution that will take over the current As-Is Vodacom solution (Hosted Telephony solution and PSTN) "like-for- like"

b) The migration from the VC HPBX to the new HPBX solution

c) At minimum, the Bidders must propose a new FTC solution that can meet the functionality and device requirements that the current Vodacom PBX Telephony solution provides.

d) The FTC will serve a solution until all targeted (as per pricing workbook volumes) FTC services have been migrated to Teams.

e) The interim FTC solution will be based on a Hosted Telephony service architecture that should support the current Yealink devices.

f) A Build Operate Transfer model will be utilised where at the end of the contract period the remaining FTC devices will be transferred to MS Teams to be (internally managed by Transnet).
g) Be responsible for the transfer of the call recordings and the transfer of the call recordings from their environment to Transnet environment on a 3months intervals and Provide training on the archiving of the recordings from their environment to Transnet environment.
h) The bidder will be expected to deliver equipment / devices to the specified Transnet site. (See Annexure E Transnet site list)

The proposals for the N-PBX should include as minimum (where applicable): designs, list of equipment/infrastructure required, development effort requirement, telephone number porting, migration effort required (both at initiation and termination), etc. as per the volumes provided in the Dimensioning section below.

## 2.2 Pricing guidance

Firm Pricing is requested as part of this RFP for (to be included in the price workbook (**Annexure C**):

a) All items, functionality, software, servers, storage, tools, management/monitoring systems, integration services, architecture services, security or equipment that are not included in the price shall be indicated as optional with the pricing indicated in the pricing workbook.
b) All functionality and/or features that will only be available as a future release shall be clearly indicated as a roadmap item with indicative pricing (if available) in the pricing workbook.
c) All costs for transitioning from the Vodacom PSTN and Hosted Telephony solution to the proposed FTC solution
d) All costs for transitioning from the N-PBX solution to the Microsoft Teams-based solution (staged in line with pricing workbook volumes) shall be provided.
e) All costs for transitioning the remaining N-PBX solution and all devices to Transnet at the conclusion of the contract.
f) The integration, configuration, management and support of Transnet-owned devices need to be maintained by the new solution.
*g)* The handsets/devices provided shall be **fully compatible with the Microsoft Teams-based** solution, i.e., users using the handsets/devices should not experience any service/functionality degradation due to the migration to the Microsoft Teams-based solution.
    - *14 546 x MS Teams devices fully compatible with the Microsoft Teams-based for normal users and Personal assistance, Receptions, security gates and Noc.*
    - *159 x MS Teams devices fully compatible with the Microsoft Teams-based for executives*
    - *64 x MS Teams boardrooms devices fully compatible with the Microsoft Teams-based for boardrooms*

*h)* 5 944 x HEADSET Focus 2 UC MS Teams UC Certified over the head stereo device that connects with a Bluetooth Class 3 USB dongle, Plug-and-play connectivity to computer, connect two Bluetooth enabled devices at the same time, including mobile device and computer, 3 LEVELS OF HYBRID ACTIVE NOISE CANCELLATION, Experience acoustic excellence others can't touch. Loud and distracting background is just gone with 3-levels of advanced digital hybrid ANC. With this headset, you're ready to have the most critical conversations with confidence., Stereo Speaker, up to 25 hours battery life, Integrated busy light acting as a 'do not disturb' sign and protecting your focus, Easy charging and docking comes with an optional charging stand to eliminate battery concerns. The Headset provided shall be **fully compatible with the Microsoft Teams-based** solution.

i) All maintenance, professional services and support services for the N-PBX.

j) The current telephone numbers active and spare numbers need to be maintained and ported over to the new solution.

k) 2 X SBC (AudioCodes) 1 currently housed in Terraco Isando, 1 in Durban Queens warehouse and 1 x New SBC to be housed in Terraco Cape Town to be maintained, supported and professional services to be included.

l) The Contact Centres must be omnichannel and to integrate with back office.

m) Pin dialling and budget barring is very crucial.

n) The current 9 built breakout points by Vodacom with 2 Links per breakout point must be absorbed and maintained. That is in

| **Site Name** | **Bandwidth** | **Primary Access** | **Secondary Access** | **SLA** |
|---|---|---|---|---|
| East London | 100MB | Fibre | Microwave | 99.72% |
| Germiston | 300MB | Fibre | Fibre | 99.72% |
| Pretoria (NZASM building) | 200MB | Fibre | Fibre | 99.72% |
| Nelspruit | 100MB | Fibre | Microwave | 99.72% |
| Durban (queens' warehouse) | 250MB | Fibre | Fibre | 99.72% |
| Port Elizabeth (North-end) | 100MB | Fibre | Microwave | 99.72% |
| Cape Town (Bellville) | 200MB | Fibre | Microwave | 99.72% |
| Bloemfontein | 100MB | Fibre | Microwave | 99.72% |
| Richards Bay | 100MB | Fibre | Microwave | 99.72% |

## 3.0 Dimensioning

The Service Provider shall clearly indicate the traffic dimensioning assumptions used and clearly indicated the requirements from Transnet e.g., Layer1-3 connectivity (including SIP links), firewalls, systems, staff, Data Centre space and design, HVAC requirements, security, etc

The Bidder shall provide pricing for all the equipment/hardware (MS Teams phones, servers, Sip servers, AudioCodes, call cabinet, routers, etc), software, licenses, professional services etc – and the development and migration work that will be required: to be included in the pricing workbook.
The solution needs to be designed to handle at least the following functionality and volumes. Pricing to be clearly indicated in the pricing workbook.

## 3.1 Devices

The following FTC devices have been procured by Transnet and will form part of the Maintenance, professional Service and Support scope of this RFP.

| | |
|---|---|
| **Yealink T43U** | 9750 |
| **Yealink CP965 ONB Standard** | 504 |
| **Yealink EXP43** | 350 |
| **Yealink T46U** | 480 |
| **Yealink W73P** | 970 |
| **Total** | 12054 |
| **Cisco Routers** | 18 Cisco 4331 ( 9 sites X 2 routers per site) |
| **AudioCodes SBC** | 2 existing and 1 New |

**Table 1. Transnet owned devices**

The following devices to be procured by the successful bidder and will form part of the Maintenance and Support scope of this RFP.

a) **14 546 x MS Teams devices** fully compatible with the Microsoft Teams-based for **normal users** and Personal assistance, Receptions, security gates and Noc.

b) **159 x MS Teams devices** fully compatible with the Microsoft Teams-based for **executives**

c) **5 944 x MS Teams Certified Headsets** fully compatible with the Microsoft Teams-based. MS Teams UC Certified Stereo over the head band Device with stereo speakers deliver sound from independent channels on both left and right sides, creating a richer sound and a better experience, the device must be dustproof and water-resistant, and should connect to the end users PC with a Bluetooth Class 3 and above USB dongle.

d) **64 x MS Teams boardrooms devices fully compatible** with the Microsoft Teams-based for boardrooms

e) **1 x SBC** MS-Teams Compatible New to be installed in Cape Town Datacentre.

### 3.2 FTC volumes

The following table provides guidance on the FTC numbers that need to be migrated over time between the VC-HPBX, N-HPBX and MS Teams platforms.
*Linear interpolation (Between the CMO, IMO and FMO points) shall be used to calculate FTC volumes at different points in time*.

| | **Current Mode of Operations (12 m extension period)** | **Interim Mode of Operations (5 year contract)** | **Future Mode of Operations (insourcing)** |
|---|---|---|---|
| Period | Current- April 2026 | May 2026 – April 2031 | > May 2031 - |
| Architecture/model | VC HPBX | New HPBX | Teams-based |
| **Volumes** | | | |
| Date | April 2026 (pre-transition to new RFP) | April 2031 (post transition to new RFP) | April 2031 (post transition to insourcing)) |
| Geographical breakouts point with 2 Links on each site for Primary and secondary link (different Service providers) | 9 | 9 | 9 |
| Gateways currently running TPL Analogues | 10 | 10 | 10 |
| LTE's currently deployed with 300Gbyte data | 98 | 0 | 0 |
| Call Centers | 10 | 10 | 0 |
| Analogues Volume | 2000 | 500 | 200 |
| Vodacom HPBX | Apr. 2026: 26 274 | Apr. 2031: 0 | NA |
| New HPBX (this RFP) | NA | Apr. 26: 27 872<br>Apr. 29: 1 675 | Apr. 2031: 1675 |
| MS Teams | Apr. 2026: 7 599 | Apr. 2026: 7 599<br>Apr. 2031: 34106 | Apr 2031: 34 106 |
| Total | 36 000 | 36 000 | 36 000 |

**Table 2. FTC volumes**

## 3.3 Licences

The following licenses are owned by Transnet

| Handset type | Baseline Quantity |
|---|---|
| Basic Analogue | 500 |
| VoIP | 27 872 |
| Spare numbers | +-100 000 |
| 5 years AudioCodes OVOC License with Future upgrades | 1 |

**Table 3. Licenses**

### 3.4 Voice trunks

| Voice Trunk type | Baseline Quantity |
|---|---|
| 1Gbyte SIP Trunks (360 Channels x 2 per SIP trunk per DC) primary and secondary | 1 x Terraco Isando<br>1 x Durban Queens warehouse<br>1 x Terraco Cape Town |

**Table 4. SIP trunks**

### 3.5 Call volumes

| | |
|---|---|
| On-net per calls second (to be zero-rated) | 202,915,970 |
| Off-net calls per second (National Average Landline) | 136,347,512 |
| Off-net calls per second (To Cellular networks) | 201,305,524 |

**Table 1: N-PBX Call volumes**

### 3.6 Voice Mailbox services

| | Baseline Quantity |
|---|---|
| Voice Mailbox & Service Standard | 1.500 |

**Table 2: N-PBX Mailboxes**

## 3.7 Inbound Contact Centre Services

| Advanced Service (with Multimedia) | Baseline Quantity |
|---|---|
| IVR | 10 |
| Agents | 200 |

**Table 3: N-PBX Contact Centre Services**

## 3.8 Voice Switchboards

| Voice Switchboard | Baseline Quantity |
|---|---|
| VIP (Master) | 1 |
| Operator | 6 |

**Table 4: N-PBX Voice Switchboards**

## 3.9 Special services

| | Baseline Quantity |
|---|---|
| All CTC, NOC, Port Controls and Call Centers must be recorded via voice logger | 2000 |
| Geographical number ranges | 200 |
| Flat rate billing for unmetered voice sites | 106 |
| Telkom 0800 and associated PRIs | 15 |
| Sip Server: co-located with the SBCs. | 3 |
| Sip Trunks (360 channels x 2 per SIP trunk | 3 |
| 2 X SBC (Transnet owned: Isando Terraco, Durban: Queens WH)<br>1 X SBC: MS-Teams Compatible to be provided by N-PBX SP (Cape Town: location) | 2 existing SBC MS-Teams Compatible (AudioCodes M1K) and 1 New |
| AudioCodes Professional Services (to support the entire Transnet AudioCodes environment)<br>Not limited to 6 hours a month if not used, hours to be carried over in contract duration. | 360 hours for 5 years |

**Table 5: Special services**

### 3.10 New PBX iMacs

| | Baseline Quantity |
|---|---|
| Qty of Installs | 1,000 |
| Qty of Moves | 100 |
| Qty of Adds | 50 |
| Qty of Changes | 1000 |
| Qty of Disposals | 500 |
| Qty of Faults | 118 |

**Table 6: N-PBX Monthly IMACDs**

## 4.0 Functional requirements

### 4.1 Overview

The Service Provider will own, provision, and operate/maintain the N-PBX platform infrastructure.

The following are the minimum functional requirements for a proposed new FTC Call Management Capability

a) Soft and Hard Phone Capability
b) Telephony software and hardware (including phones, servers, etc.)
c) FTC Infrastructure based on a Hosted Telephony architecture (including routers, switches, etc.)
d) Integration with a SIP (Session Initiation Protocol) Trunking solution with 360 Channels concurrent calls.
    - JHB Isando (Terraco) = 1Gbyte
    - Durban (queens' warehouse) =1Gbyte
    - CapeTown Terraco =1Gbyte
e) Must include Switchboard Management functionality where required (refer to pricing workbook for volumes)
f) Monitoring and Analysis tools/systems
g) Migration from Vodacom Hosted PABX infrastructure to the N-PBX.
h) Field Support, Maintenance and professional services.
i) Disaster Recovery (Durban and CPT) and High Availability Isando.
j) Leased cost routing to be implemented on ALL SBC and Load balancing.
k) Contact center and Voice storage functionality is required, 60 sites with **10 000 hours per site** for every 12 months, increase storage as in when required.
l) Shall be capable of running on **an SD-WAN** based network

m) Provide geographic fiber interconnection points at the following locations:

| Site Name | Bandwidth | Primary Access | Secondary Access | SLA |
|---|---|---|---|---|
| East London | 100MB | Fibre | Microwave | 99.72% |
| Germiston | 300MB | Fibre | Fibre | 99.72% |
| Pretoria (NZASM building) | 200MB | Fibre | Fibre | 99.72% |
| Nelspruit | 100MB | Fibre | Microwave | 99.72% |
| Durban (queens' warehouse) | 250MB | Fibre | Fibre | 99.72% |
| Port Elizabeth (North-end) | 100MB | Fibre | Microwave | 99.72% |
| Cape Town (Bellville) | 200MB | Fibre | Microwave | 99.72% |
| Bloemfontein | 100MB | Fibre | Microwave | 99.72% |
| Richards Bay | 100MB | Fibre | Microwave | 99.72% |

## 4.2 Detailed Requirements

The Service Provider will own, provision, and operate the FTC infrastructure as per below requirements. All requirements shall be priced for in the pricing workbook.

FTC services are the activities required to provision and support local, national, international, toll-free inbound services, and PBX service, to Transnet subscribers from Transnet's facilities. The below services will be transitioned towards the

1. The N-PBX solution (the scope of this RFP) where the underlying network infrastructure is not ready (refer to pricing workbook for volumes)
2. From the N-PBX solution to the Teams platform as per pricing workbook volumes as determined by the underlying network readiness

### 4.2.1 FTC Connectivity and Interconnect

The Service Provider will ensure that the N-PBX platform has sufficient links interconnecting to other networks (PSTN's, MNO's), which will cater for the current egress and ingress calls with an additional (buffer) capacity of at least 10%, on the main traffic routes.

a) **PSTN Operators -** Transnet subscribers' access PSTN operators via their local Service Provider PBX. Subscribers have access to the dial numbers on the PSTN

networks both locally and nationally, depending on the class of restriction allocated to the subscriber.

b) **Mobile Network Operators -** Transnet subscribers access the mobile networks via their local Service Provider PBX. Subscribers have access to dial mobile numbers depending on the class of restriction allocated to the subscriber. In the event the direct Service Provider mobile route being unavailable these calls are automatically routed via the PSTN networks.

c) **International Gateway -** Transnet subscribers access international destinations via their local Service Provider PBX. Subscribers have access to dial numbers with international destinations depending on the class of restriction allocated to the subscriber. In the event the direct Service Provider international route being unavailable these calls are automatically routed via the PSTN Networks.

d) **Short Code dialling -** Transnet subscribers normally use abbreviated phone numbers, usually 4 to 6 digits, to quickly reach specific services, extensions, or internal departments.

### 4.2.2 PBX Services

The Service Provider to provide PBX services that will allow Transnet access to a set of features that are not usually available on public telephone lines. Subscribers have access to PBX functions and features depending on the class of restriction allocated to the subscriber.

### 4.2.3 Customer *Premise Peripheral Equipment*

Transnet will move to a model where all the *basic customer premise phone equipment* is maintained and supported by the Service Provider including *specialised instruments.*

- All *Peripherals* utilised on the FTC Network shall be **ICASA approved.**
- Transnet will select appropriate instruments from a Service Provider published list of pre-approved equipment.
- From the switches (PBX's) to peripherals, the Service Provider must ensure that the FTC Network switches can support the following types of connections to these peripherals:
  a) Analogue
  b) VoIP
  c) Switchboard
  d) Soft phones
  e) Headsets
  f) MS Team phones
  g) Both BRI and PRI connections (ISDN): only if requested
  h) IP Phones
  i) UC compatible feature phones and software clients
  j) Fax lines/ IP fax (write fax)
  k) Fireproof Phones (currently using gateways to run)
  l) Sip Servers
  m) Allow call recordings

n) All peripherals shall be compatible with Transnet's Future Mode of Operations for Voice, i.e., a Teams-based VOIP solution. Any special integration requirements, optional items and exclusions shall be clearly indicated, including in the pricing workbook.

### 4.2.4 Numbering Scheme

The Service Provider must maintain an open numbering plan in line with the **legislated ICASA requirements**. Short code dialling for emergency services and within the same location/PBX is a requirement.

The Service Provider will endeavour to maintain the current Transnet numbering plan; however, the Service Provider will not be able to guarantee that this status quo remains if there are economic, legislative or regulatory changes. The existing numbering plan allocated to Transnet by ICASA must remain intact and must be considered independent from the Voice Network connectivity.

Transnet is to retain the existing numbers for incoming calls, as this will prevent re-advertising. Outgoing calls may be routed via any network to ensure the least cost routing benefit for Transnet. The Service Provider will on request provide new blocks of numbers as per Transnet business requirements.

### 4.2.5 Contact Centres

The Service provider will own and operate the contact centre infrastructure, (PBX's), (Automatic Call Distributors: ACDs) and value-added products as required by Transnet that include toll-free call processing and call flow with integrated ACD, IVR, CMS, CTI, Switchboard, Wall boards and Voice logging.

### 4.2.6 ISDN connectivity

Where requested provide ISDN based PRI and BRI connectivity in support of legacy studio type video conferencing equipment. The Service Provider can provide this connectivity service via any method be it by contracting third parties or using gateways.

### 4.2.7 Voice Network Security Services

Security Services are the activities associated with maintaining physical and logical (including cyber) security of the voice service infrastructure (hardware and software) access protection and other Security Services in compliance with Transnet Security requirements and all applicable regulatory requirements. This shall include Fraud prevention.

## 5.0 SERVICE TRANSITIONING

## 5.1 Overview

Service Transitioning involves the migration of all Transnet's FTC services from the Vodacom Platform to the N-PBX system. This process should create minimal or no disruptions to the operations of Transnet.

## 5.2 Due Diligence

Before the Transition start a Due Diligence shall be performed on the CMO (Current Mode of Operation) FTC platform to understand the following:

a) State of Vodacom Hosted PABX and Teams Infrastructure.
b) State of FTC handsets and devices.
c) State of network connectivity supporting FTC platform.
d) Do a Gap Analysis (what is needed for the FTC platform), e.g., network, hosting environment, spares holding, etc.
e) Provide a Bill of Quantities (BoQ) to develop the proposed FTC in line with Pricing workbook volumes.
f) Provide requirements for all Databases, Servers, storage, connectivity (including SIP links), Data centre hosting, HVAC, devices, handsets (including DMDB and support tools) that will be required to efficiently run the FTC services.
g) Provide integration activities.
h) Develop an Architecture for the N-PBX platform with key interfaces, systems and dependencies clearly indicated.
i) Provide the security systems required to ensure the robustness of Transnet's FTC infrastructure.

## 5.3 Transition plan

The service provider's response must include a well-designed and detailed migration plan with all required N-PBX elements. milestones, dependencies, and timelines for the Service Transitioning that clearly articulates tasks, time frames, expected results and responsibilities of the different role players (incumbent, new Service Provider, Transnet, etc),

## 5.4 Timeline

Transnet anticipate the Transition period of no longer than 3 Months for the FTC services from the Vodacom Hosted PABX platform to the N-PBX platform. The transitioning from the N-PBX platform to the Transnet FMO Voice platform (Microsoft Teams-based) shall be staged according to the pricing workbook volumes.

# 6.0 DISENGAGEMENT SERVICES

## 6.1 Overview

Disengagement services entail the migration of FTC services from the H-PBX platform to the Transnet Team's based platform throughout the term of the contract in line with the volume guidance provided in section 3 (Dimensioning) of this specification.

## 6.2 Requirements

Upon termination or expiration of this agreement the service provider shall have completed the Disengagement services for the FTC services in full cooperation with Transnet, its Affiliates and/or third parties including as the case may be, any replacement provider(s) that may be designated by Transnet (the "Replacement Provider").

Disengagement services should be provided without causing any unnecessary interruption or causing any unnecessary adverse impact on Transnet's FTC Service.

The service provider shall provide for the prompt and orderly conclusion of all work, as Transnet may direct, including completion or partial completion of Projects as per the associated project plan. All FTC devices*/handsets* shall transfer to Transnet upon termination.

## 6.3 Disengagement plan

Furthermore, a disengagement plan with all key elements and dates for disengaging from the N-PBX platform to Transnet's Team's based FMO solution shall be provided in line with the volumes and timing provided in section 3 (Dimensioning).

The plan shall include the final transfer to Transnet or its designated replacement provider(s) of the remaining FTC subscribers and other services, i.e., not migrated to Transnet's Teams platform as per the volumes in section 3 (Dimensioning).

## 6.4 Service charges

All scope exclusions shall be clearly indicated in the pricing workbook and all services to be charged for shall be indicated in the relevant year tab in the pricing workbook.

## 6.5 Timeline

The final disengagement at the end of the contract shall not be longer than 3 months for all services: this does not apply to the migration of FTC subscribers throughout the term of the contract.

## 7.0 Service Management

### 7.1 Objectives

The following are the SLAs that will be required for Transnet's FTC environment. All deliverables required to meet the SLAs need to be included in the pricing workbook. Any exclusions from the pricing workbook to be clearly indicated.

### 7.2 Service Level Requirements (SLRs)

The following minimum service levels are required at the end of the Transition Period. Service Provider must consistently meet or exceed these SLRs.

**Table 5. N-PBX Service Availability SLR**

| | | |
|---|---|---|
| **DEFINITION** | Availability is defined as the percentage Scheduled Uptime (accessibility and proper functioning) of the services Back Office (Hosted Collaboration Services, ACD, IVR, interconnections, Management and billing systems.) infrastructure.<br>Availability will be based on the per service actual hours available within the selected service. | |
| **PRE-SCHEDULED DOWNTIME REQUIREMENTS** | All pre-scheduled Service downtime (i.e., maintenance), unless otherwise agreed upon in advance by Transnet shall be performed based on Transnet's Change Management policy. | |
| **FTC Service Availability** | **Service Level Performance** | |
| | **Service Measure** | **Performance Target** |
| FTC Network Availability - Hosted Collaboration Services and network interconnections. | Overall availability of each service | 99.90% |
| | | |

**Table 6. N-PBX Service Build and Change (IMACD) SLR**

| | | | |
|---|---|---|---|
| **DEFINITION** | Physical installation, dismantlement, relocation of hardware, and hardware or software installation, in accordance with Change Management policies from the time of receiving an official service request. IMACDs are usually planned and scheduled in advance.<br>IMACD Projects - Transnet may request that the IMACDs be classified as a project where:<br>• Bulk IMACDs (> 20 customer peripheral devices)<br>• Complex requirements e.g., cabling trenching, PBX installation | | |
| **Installation, Move & Dismantlement Metrics** | **Service Level Performance** | | |
| | **Service Measure** | **Service Quality** | **Performance Target** |

| | | | |
|---|---|---|---|
| Quotation Period (if required) | IMAC Quotation Delivery Time including site visits if required. | Complete and accurate quoting | ≤ 5 business days |
| **Install, Move, Dismantle** Transnet Standard Customer Premise Peripherals Equipment | Time installs, move or dismantle service | < 0% recall of all completed installations, moves and dismantlement | ≤ 3 business days |
| **Adds and Changes, Metrics** | **Service Level Performance** | | |
| | **Service Measure** | **Service Quality** | **Performance Target** |
| Quotation Period (if required) | Quotation Delivery Time including site visits if required. | Complete and accurate quoting | ≤ 5 business days |
| Configuration changes to existing services requiring a site visit | Change configuration time | < 0% recall of all completed adds or changes | ≤ 3 business days |
| Remote configuration changes (soft IMAC) | | | ≤ 2 business days |

**Table 7. N-HPBX Service Maintenance and Repair**

| **DEFINITION** | Maintenance and repair services are the activities associated with the maintenance and repair of the FTC network service elements (e.g., peripherals, cabling, PBX, call centre infrastructure etc.) To include "Break/Fix" (hardware, software) and diagnostic services. **All costing (logistics, insurance, resources, field service support across the country, etc) for collecting and delivering spares shall be included in the pricing workbook.** | | |
|---|---|---|---|
| **FTC Service Maintenance and Repair** | **Service Level Performance** | | |
| | **Service Measure** | **Service Quality** | **Performance Target** |
| **FTC Network** Service Elements - Hosted Collaboration Solution and Interconnections | Time to Repair | ≤ 0% repeat faults within the measurement period | ≤ 4 hours |
| **Contact Centre** Voice logger, ACD, CMS, IVR, agent | Time to Repair | | ≤ 4 hours |

| | | | |
|---|---|---|---|
| console, supervisor console and wall boards (including programming faults) | | | |
| **Customer Premise Peripheral Equipment**<br>Telephone instruments | Time to Repair | ≤ 0 repeat faults within the measurement period | **Standard Services**<br>≤ Next Business Day<br>**Critical/VIP Service**<br>≤ 4 hours |

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