

REQUEST FOR QUOTATION

TELKOM NUMBER PORTING TO SIP TRUNKS

1. Project Overview

Technology Innovation Agency is seeking proposals from qualified telecommunications providers and systems integrators for a voice migration and integration project. The scope encompasses porting our legacy Telkom PRI and BRI telephone numbers across two office locations to new SIP Trunks, terminating on our existing AudioCodes Mediant 800 Session Border Controller (SBC) in our datacenter.

The vendor will configure the SBC for hybrid call routing between our ShoreTel PBX and Microsoft Teams Direct Routing.

2. Technical & Licensing Scope of Work

- **Number Porting & SIP Trunks:** Execute geographic number porting from Telkom to new, highly available SIP trunks.
Office A: PRI – 300 DID Numbers (30 Numbers in use) **Make provision for additional 10 numbers totaling 40 SIP Extensions.**
Office B: BRI – 30 DID Numbers (20 Numbers in use) **Make provision for additional 10 numbers totaling 30 SIP Extensions.**
- **SBC Configuration:** Program the existing AudioCodes Mediant 800 SBC with required SIP normalization rules, dial plans, security policies, and routing tables to bridge the SIP trunks, ShoreTel PBX, and Microsoft Teams.
- **Microsoft Teams Direct Routing:** Implement certified Direct Routing on the SBC, configure voice policies within the Microsoft 365 tenant, and set up failover routing to the ShoreTel PBX.
- **Cutover & Validation:** Conduct a cutover, end-to-end testing, and supply complete as-built documentation.
- **SBC Upstream:** Existing Fiber upstream connectivity on SBC connected to Internet.
(1 Gbps)

3. Commercial Proposal & Pricing Structure

Vendors must submit an itemized pricing breakdown formatted as follows:

Item Category	Description	Payment Structure
Porting & Activation	Telkom number porting admin fees & SIP trunk setup charges	One-time
Professional Services	Engineering labor for AudioCodes SBC setup, ShoreTel integration, Teams Direct Routing, and cutover	One-time
SBC Session Licensing	Any mandatory AudioCodes SBC software or session licenses	One-time / Maintenance
Microsoft 365 Licensing	30 x Teams Phone Standard Licenses (Pro-rated/Termed from activation to 30 June 2028)	100% Upfront Single Payment
SIP Monthly Recurring	Ongoing monthly SIP channel rentals and call rates	Monthly Recurring

4. Mandatory Requirement

- **Regulatory Licensing:** Must hold a valid ICASA Individual or Class Electronic Communications Services (ECS) license (or a verified licensed reseller agreement) authorizing number porting and voice services.
- **AudioCodes OEM Partnership:** Proof of active AudioCodes Certification/Partnership status (e.g., Certified Systems Integrator) with at least one AudioCodes Certified Associate/Professional engineer assigned to this project.
- **Case Studies:** Submission of two signed client reference letters detailing completed projects involving Telkom number porting, AudioCodes SBC configurations, and Teams Direct Routing within the last 36 months.

Please Note: failure to comply with all of the stipulated mandatory requirements will result in the service provider being disqualified and will not be considered for further evaluation.