

MEETING MINUTES

Briefing Session: Provision of Hosted PBX Nationally for a Period of Five (5) Years

RFP: Provision of Hosted PBX Nationally for a Period of Five (5) Years

Date: 15 September 2026

Time: 12:30

Venue: Microsoft Teams (Virtual Briefing Session)

Chairperson: Neo Sekwati (Transnet)

Minutes Prepared By: Neo Sekwati

1. Attendance

Transnet Representatives

- Neo Sekwati – Project Administrator
- Barbara Msomi – Category Manager
- Sidney Matukane – Group ICT Requester
- Louis Nel – Network Advisor
- Vuyokazi Nkwagatse – Supplier Development Specialist
- Kate Masondo – ICT Vendor Manager

Attendees

Representatives from various prospective bidders including:

- Vodacom
 - MTN
 - BCX
 - Liquid C2
 - Other interested bidders and stakeholders
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2. Opening and Welcome

Neo Sekwati welcomed all attendees and outlined the purpose of the briefing session.

Key Disclaimers

- The briefing session serves as a supporting forum and does not supersede or amend the RFP documentation.
 - In the event of any discrepancy, the RFP and its annexures will take precedence.
 - Technical questions should preferably be submitted in writing to allow detailed responses from the technical team.
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3. Procurement Process and Administrative Information

3.1 Clarification Process

- Clarification requests must be submitted using the prescribed Clarification Request Form.
- Original clarification deadline of 24 September was amended due to a public holiday.

- New clarification deadline: **25 September 2026 at 12h00.**
- Responses to clarification requests will be published through:
 - National Treasury eTender Portal
 - TDPS Platform

3.2 Bid Submission

- Closing date: **06 October 2026 at 17h00**
- Bid validity period: **180 days**
- All returnable documents must be fully completed, signed, stamped and dated.
- Submissions must be uploaded through the Transnet Digital Procurement System (TDPS).
- Bidders are encouraged to upload responses early to avoid system congestion.

3.3 Joint Ventures and Consortiums

- JV/Consortium arrangements must be declared within the submission.
- Signed agreements must be submitted indicating:
 - Percentage participation
 - Roles and responsibilities of each party

3.4 TDPS Submission Guidance

- Annexure S (TDPS Submission Guide) would be uploaded following the briefing session.
 - Weekly supplier training on TDPS is conducted every Thursday.
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4. Technical Presentation

Presented by:

- Louis Nel
 - Sidney Matukane
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4.1 Scope of the RFP

The RFP relates exclusively to:

Included

- Hosted PBX solution
- Fixed Telephony Communication (FTC)
- Migration services
- Support and maintenance
- Transition to Microsoft Teams over a five-year period

Excluded

- Mobile voice services
 - Mobile data services
 - MPLS/SD-WAN management
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4.2 Strategic Objective

Transnet's long-term vision is to transition telephony services to a Microsoft Teams-based environment.

Current Environment

- Vodacom Hosted PBX
- Microsoft Teams users approximately 8,000
- Existing Yealink devices
- Existing SBC infrastructure

Future State

- Approximately 30,000 Teams users
 - Internal management by Transnet
 - Standardised telephony platform
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4.3 Migration Strategy

Phase 1

Migration from current Vodacom Hosted PBX to successful bidder's solution.

Phase 2

Gradual migration from Hosted PBX users to Microsoft Teams.

Phase 3

Final transition to internally managed Microsoft Teams environment.

Migration Principle

- Linear reduction in PBX users across the five-year contract period.
 - Approximately 95% of users expected to migrate to Teams by contract expiry.
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4.4 Existing Infrastructure

Current Environment Includes

- 26,000+ voice users
- 8,000 Teams users
- 10 Contact Centres
- 9 National Breakout Points
- Existing SBC Infrastructure

SBC Environment

Current SBC locations:

- Queens Warehouse
- Teraco Isando

New SBC required:

- Cape Town

Requirements:

- Procurement of third SBC
 - Maintenance and support for all SBCs
 - Professional services support
 - Patching and software maintenance
 - 24/7 support
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4.5 Number Portability

Successful bidder must:

- Port existing Transnet numbers from Vodacom.
 - Manage:
 - Active numbers
 - Spare numbers
 - Call centre numbers
 - Ensure number continuity across all sites.
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5. Technical Evaluation Criteria

Presented by Louis Nel.

Major evaluation categories include:

Delivery Capability (20%)

Assessment of:

- Large-scale Voice-over-IP implementations.
- Previous project experience.
- Project values and successful execution history.

Operational Coverage

Assessment of:

- National support footprint.
- Ability to support remote Transnet sites.

Resources and Skills

Evaluation of:

- Technical personnel
- Project management personnel
- Service management personnel

References

Evaluation based on:

- Similar Hosted PBX projects
- OEM-specific implementations
- Service management capability

Compliance Requirements

- ECS Licensing
 - ECNS Licensing (where applicable)
 - OEM Accreditation
 - ISO 27001 Certification
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6. Evaluation Methodology

Stage 1: Pre-Qualification

Mandatory requirements include:

- Valid ICASA certification
- Valid ECS license
- ECNS license (where applicable)
- 24/7 enterprise support
- OEM certification
- ISO 27001 certification
- Demonstrated interoperability with existing devices

Important Clarification

Where bidders utilize subsidiary or subcontractor licenses:

- ICASA approval must accompany submission.
 - Proof that approval is pending will not be accepted.
 - Failure to provide ICASA approval results in disqualification.
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Stage 2: Administrative Compliance

Verification of:

- Signed bid documents
 - Mandatory returnable
 - Pricing submission
 - Valid supporting documentation
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Stage 3: Technical Evaluation, Price and Specific Goals

Evaluation consists of:

- Technical functionality
 - Price
 - Specific goals
 - Commercial negotiations
 - Award recommendation
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7. Specific Goals Presentation

Presented by Vuyokazi Nkwagatse.

Preference Point System

80/20 System

- 80 points: Price
- 20 points: Specific goals

90/10 System

- 90 points: Price
 - 10 points: Specific goals
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Specific Goals Applicable

BBBEE

Points awarded for:

- Level 1 Contributors
- Level 2 Contributors

Subcontracting

Additional points where minimum:

- 30% subcontracting to designated groups
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Key BBBEE Requirements

Generic Enterprises

Must submit:

- SANAS-accredited BBBEE Certificate

QSEs

Must submit:

- BBBEE Certificate OR
- Sworn Affidavit

EMEs

Must submit:

- Valid Sworn Affidavit

Joint Ventures

Must submit:

- Consolidated BBBEE Certificate
 - Signed JV Agreement
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8. Pricing Workbook

Presented by Kate Masondo.

Pricing Tabs Include:

1. FTC Transition
2. Recurring Charges
3. Breakout Points
4. Disengagement Costs
5. Cape Town SBC Site
6. Additional Resources

Key Instructions

- Populate only blue fields.
- Read instructions carefully.
- Summary tab totals must be used for TDPS submission.

Important

Pricing workbook must be:

- Completed and uploaded as mandatory returnable.
 - Captured electronically on TDPS.
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9. Questions and Responses

Key Clarifications Provided

Number Portability

- All existing numbers currently reside with Vodacom.
- Detailed number blocks can be shared if required.

Hosted PBX Location

- Solution may be hosted within bidder's cloud environment.

SBC Requirements

- AudioCodes SBC architecture is mandatory.
- Operator Connect alternatives will not be accepted.
- Transnet requires ownership of SBC environment.

WAN and SD-WAN

- SD-WAN is already operational and managed separately.
- Not included in this RFP scope.

Contact Centres

Current Contact Centres include:

- TPT Operations
- National NOC
- Blue Train
- Property Management

Requirements:

- Voice only
- Inbound and outbound calling
- Future migration to Teams

Recording Requirements

- Call recordings must be retained for five years.
- Recordings must be transferable to Transnet on contract termination.

Existing Infrastructure

Additional information to be provided:

- SBC serial numbers
 - Number blocks
 - Site information
 - Equipment details where requested
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10. Action Items

Action Item	Owner	Due Date
Upload Annexure S (TDPS Submission Guide)	Neo Sekwati	Immediate
Share SBC serial numbers and numbering information	Sidney Matukane	With clarification responses
Provide written responses to bidder questions	Technical Team	Prior to tender closure
Share TDPS training link	Vuyokazi Nkwagatse	Immediate
Bidders to submit formal extension requests if required	Interested Bidders	Before tender closing
Bidders to submit all clarification questions via email	All Bidders	25 September 2026

11. Closing

The Chairperson thanked all attendees for their participation and encouraged bidders to:

- Submit clarification requests in writing.
- Attend TDPS training sessions where needed.
- Submit bids well before the closing date to avoid technical challenges.

Meeting adjourned at approximately 14:37.



Signature

Date:15/09/2026