

Sasria SOC Limited

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| Registration No. | 1979/000287/30 |
| Document Type | REQUEST FOR INFORMATION |
| RFI Number | 2026/18 |
| Version | V0.1 |
| Release Date | 2026 |

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REQUEST FOR INFORMATION (RFI)

June 2026

To: Prospective Service Providers

Ref: RFI/2026/18

Sasria invites suitably qualified and experienced service providers with demonstrated expertise in IP telephony, unified communications and, where applicable, contact centre solutions to provide information on available technologies, deployment models, capabilities and implementation approaches. The insights received through this RFI will inform Sasria's understanding of market offerings, interoperability considerations, migration options, support models, commercial structures, and leading practices. Sasria seeks to understand solution capabilities, deployment options, implementation approaches, integration considerations, support models, migration considerations, and indicative commercial structures to proceed with a Request for Proposal (RFP), Request for Quotation (RFQ).

1. BACKGROUND

Sasria currently operates an Avaya-based voice and unified communications environment, with a recently implemented ACCS call centre capability. Sasria is issuing this RFI to better understand the range of IP telephony and contact centre solutions available in the market, including deployment models, functional capabilities, integration options, migration approaches, and support arrangements. The information received will assist Sasria in evaluating available solution options and shaping any future procurement strategy.

Sasria requires a modern, resilient and secure IP telephony and unified communications environment that supports enterprise voice services, collaboration needs, mobility, and customer engagement capabilities. The organisation seeks to assess available market solutions that can replace or enhance its current telephony landscape while supporting business continuity, operational efficiency, and an improved user experience across office-based, hybrid and remote working models.

2. OBJECTIVE OF THIS REQUEST FOR INFORMATION (RFI)

Sasria is reviewing its current voice and unified communications environment to determine the most appropriate future-state solution for enterprise telephony, collaboration, and customer interaction requirements. As business communication needs evolve, the organisation requires a solution that is flexible, scalable and secure, and that can support office-based users, mobile users, remote workers and customer-facing teams through a single, integrated communications capability.

The objective of this RFI is to obtain information on IP telephony and unified communications solutions that can enable Sasria to modernise its voice services and associated communication

capabilities. Specifically, Sasria seeks to understand solutions that are scalable, intuitive and suitable for enterprise use, and that can enable the organisation to:

- Provide reliable enterprise voice services for internal and external communication across multiple locations and user profiles.
- Support unified communications capabilities such as voicemail, presence, instant messaging, mobility, softphones, conferencing and collaboration where required.
- Enable customer contact centre functionality, intelligent call routing, reporting and service management capabilities where applicable.
- Improve resilience, business continuity and security of voice communications through modern architecture and support arrangements.
- Support phased migration from the current environment with minimal disruption to business operations and end users.

Through this RFI, Sasria aims to identify solutions that align with its operational, technology and service delivery objectives. The desired solution should support a future-ready communications environment by integrating telephony, collaboration, mobility and, where applicable, contact centre capabilities in a manner that is secure, manageable and scalable. Sasria also seeks insight into deployment options, interoperability with existing systems, implementation effort, licensing models and total cost considerations.

Ultimately, the information obtained through this RFI should assist Sasria in understanding current market capabilities and determining the most appropriate approach to acquiring and implementing an IP telephony or unified telecommunications solution that meets its current and future business requirements.

3. BUSINESS REQUIREMENTS

NB: Bidders to provide proposals based on the below points:

| No | Requirements |
|----|---|
| 1 | Describe your understanding of Sasria's requirements, including how your proposed IP telephony or unified communications solution will support enterprise telephony, user mobility, operational efficiency, customer interaction requirements, and future growth. |
| 2 | Explain your proposed solution architecture and deployment model, including whether the solution is available as on-premises, cloud or hybrid, and describe the advantages, dependencies and constraints of each applicable option. |
| 3 | Describe the core telephony capabilities of your solution, including extension management, inbound and outbound calling, hunt groups, auto attendant, |

Real-time Employee Listening Solution

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| | interactive voice response, voicemail, call forwarding, call transfer, call pickup, call queues, conferencing and directory services. |
| 4 | <p>Explain how your solution supports unified communications capabilities, including:</p> <ul style="list-style-type: none"> • softphone functionality across desktop and mobile devices, • presence, messaging and collaboration features where applicable, • voicemail to email and unified messaging capabilities, • mobility and support for hybrid or remote work environments. |
| 5 | <p>Indicate the types of end-user devices supported by your solution, including IP handsets, conference phones, analogue device support, softphones, mobile clients and any bring-your-own-device considerations. Describe device provisioning, lifecycle management and compatibility with standard SIP-based endpoints where relevant.</p> |
| 6 | <p>Describe the contact centre capabilities of your solution where applicable, including automatic call distribution, skills-based routing, interactive voice response, call recording, quality management, supervisor functionality, wallboards, historical and real-time reporting, workforce optimisation and omnichannel capabilities if available.</p> |
| 7 | <p>Explain the integration capabilities of your solution with third-party or enterprise platforms such as Microsoft 365, Microsoft Teams, Active Directory, Microsoft Dynamics 365 CRM/ any CRM platforms, service management tools, SIP trunk providers, session border controllers and reporting or analytics platforms. Include available APIs, connectors and integration prerequisites.</p> |
| 8 | <p>Describe the security, compliance and governance capabilities of your solution, including encryption, identity and access controls, audit logging, role-based administration, fraud prevention, SBC requirements, data residency options, backup and recovery, and any relevant certifications or compliance standards supported by the platform.</p> |
| 9 | <p>Explain how your solution supports resilience, availability, and business continuity, including architecture for redundancy, failover, disaster recovery, survivability for branch or remote sites, service monitoring and service level commitments.</p> |
| 10 | <p>Describe the implementation and migration approach, including discovery and assessment, design, number porting, integration setup, testing, training, cutover, and post-implementation support. Explain how you would manage migration from an existing Avaya-based environment with minimal disruption.</p> |

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| 11 | Indicate whether the solution supports phased implementation or modular adoption and describe the training, change management, enablement and knowledge transfer that will be provided to administrators, support teams, supervisors, agents and general end users. |
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NB: Please provide an indication of the costing of the system

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4. METHOD DELIVERY

The closing date and time for the submission of bids is **22 July at 12:00 PM** Information .
Bidders

should click on this link <https://procurement.sasria.co.za/> to be able to register on the Sasria' Online Tender Portal on or before the closing date and time in order to submit their proposals. Bidders should follow the system prompts and submit all schedules to the Online Tender Portal. All correspondence will be done via the Online Tender Portal. Should bidders not be able to register, they should send the email to Procurement@sasria.co.za for assistance. It is the bidder's responsibility to familiarise themselves with our Online Tender Portal well before the tender close.

It is also the bidder's responsibility to ensure that the bid is submitted as directed above and that the submission is received by Sasria before the closing date and time. Therefore, bidders are advised to allow adequate time for submission of bids through Sasria Online Tender Portal to mitigate against any possible technical challenges, which may result in delays in submission of bid responses.

Please note that Sasria Online Tender Portal is configured to receive electronic documents of maximum size of 4MB per file and each Schedule is limited to 30MB. The bidder will not be able to submit a bid unless all four (4) Schedules are completed.

Sasria will not enter into any negotiations regarding bids that could not be submitted on time through the Sasria Online Tender Portal. Sasria will take no responsibility for failure by the bidder to submit their bid response on time due to technical challenges of any sort.

5. CORRECTNESS

While every effort has been made to provide comprehensive and accurate background information, requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements set out in this RFI.

6. CONTRACTUAL COMMITMENT

No commitment of any kind, contractual or otherwise shall exist and no formal written agreement will be executed by or on behalf of Sasria. Any notification of preferred service provider status by Sasria shall not give rise to any enforceable rights by the service provider. Sasria may cancel this RFI any time.

Sasria reserves the right at its sole discretion, and at any time, to amend, deviate from, postpone, discontinue or terminate the transaction/procurement process without incurring any liability whatsoever to any other party.

7. DOCUMENTATION REQUIRED

The request for information shall also include:

- Proof of registration on the National Treasury Centralized Supplier Database (CSD) - report.
- Company Profile of the bidder indicating how their system can meet Sasria's requirements above.
- Pricing Schedule – to allow Sasria to understand the costing elements of the system.

8. SUBMISSION FORMAT

The Request for Information documentation and all written material and attachments must be submitted in English. All price values must be stated in South African Rand values (VAT Excl.).

9. QUERIES AND CLARIFICATIONS

Any additional information required which is not clarified in the specifications must be addressed in writing to procurement@sasria.co.za by **17 July 2026**. Additional information may be provided at Sasria's discretion, who reserves the right to provide the same information to all other interested parties, should this enhance the submission.

10. PROPOSAL COSTS

All costs and expenses incurred by the Service Provider relating to their participation in, and preparation of this request for information process shall be borne by the Service Provider exclusively.

IMPORTANT NOTES

- Please note that this enquiry is a **Request for Information** only and does not constitute a guarantee of business, or an agreement.
- This RFI is a stand-alone information gathering and market-testing exercise, intended only to inform and assist Sasria's further decisions.
- Sasria reserves the right not to proceed with any further engagement on the requirements presented.

We look forward to receipt of your response.

Yours Faithfully

Procurement Department