



THE NATIONAL ECONOMIC DEVELOPMENT & LABOUR COUNCIL
14A Jellicoe Avenue, NEDLAC House, Rosebank
PO Box 1775, Saxonwold, 2132

Terms of Reference Hosted PBX & APN

1. Background

1.1. NEDLAC current telephone infrastructure is hosted on premises and limited capabilities to connect with the latest technology to cater for the new way of doing business. The current ShoreTel PBX was acquired 2014, and its maintenance support has expired with only one on-site Rosebank Johannesburg. The voice usage is carried out supplied by Voxtelcom.

1.2. Staff count 37, on-premise current PBX ShoreTel with conference bridge

2. Contract Period

2.1. 12 months

3. Objective

3.1. The specific objective is to supply Voice services, provide cost-effective hosted PBX, the system must be able to connect NEDLAC's stakeholder with free data at the cost to NEDLAC to connect to virtual meetings and conference calls, the solution must support O365 data hosting services and other.

4. Scope of Work

4.1. The Service Provider must implement the cloud security strategies, and monitor and assess effectiveness thereof.

4.2. The solution must provide self-protection mechanisms to counter Denial of Service attacks IP Phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation.

4.3. The bidder must ensure that the hosted VOIP PABX solution is configured in a highly available fashion and supports failover to a secondary solution or data centre in the event of an outage. The solution must be able to integrate with other sip devices without additional licenses.

4.4. The system must be able to create connect with cell phones as an extension when working remotely

4.5. External stake holders must be able to connect to Nedlac at the cost of Nedlac to attend virtual meetings through their cell or private APN.

4.6. Communications Manager Subscription



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4.7. Mobility and Unified communications

5. Functionality

5.1. Plug and Play with IP Phones, Gateways & SIP Trunks

5.2. No per extension licensing

5.3. Allow NEDLAC the option to choose our choice of SIP Trunk

5.4. Ability to Virtualize with VMware, Hyper-V or KVM

5.5. Allow NEDLAC the option to run a MiniPC PBX appliance

5.6. Capability to Self-host on Google Cloud, Amazon Lightsail, Microsoft Azure & more

5.7. Allowance for NEDLAC to easily move our hosted PBX between cloud providers with inbuilt backup & restore

5.8. Unified Communication Capability

5.9. Web Conferencing

5.10. Cloud PABX

6. Technical Specification:

- 6.1.1. Extensions
- 6.1.2. Import / Export Extensions via CSV
- 6.1.3. SIP Trunks / Gateways Support
- 6.1.4. Call Routing by DID & CID (DDI)
- 6.1.5. Extensive Codec Support
- 6.1.6. Receive Voice Mail via Email
- 6.1.7. Calling Line Identification Presentation (CLIP)
- 6.1.8. Call Transfers (Blind & Attendant)
- 6.1.9. Calling Line Identification Restriction (CLIR)
- 6.1.10. Call Forward on Busy (CFB)
- 6.1.11. Call Forward on No Answer (CFU)
- 6.1.12. Hold (CW) incl. Custom Music on Hold
- 6.1.13. Intercom / Paging
- 6.1.14. Call Parking / Pickup
- 6.1.15. Busy Lamp Field (BLF)
- 6.1.16. Real Time System Status
- 6.1.17. Easy Backup and Restore (incl. Scheduled Backup)
- 6.1.18. VMware / Hyper-V / KVM Compatibility
- 6.1.19. Amazon, Google Cloud, Microsoft Azure
- 6.1.20. Voicemail
- 6.1.21. Voicemail Transcription
- 6.1.22. Custom FQDN
- 6.1.23. Custom SMTP Server



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7. Required Services:

Private APN

- 7.1. Private APN or Similar technology to allow external stakeholder to access Nedlac's meetings and conference calls anywhere via a mobile connection, which ensures that external stakeholders' mobile team is always connected.
- 7.2. The Private APN package or similar technology should contribute to a more secure connection, monitoring of connections, and controlling who have access to the network, and offers the business:
 - 7.2.1. The ability to connect from anywhere
 - 7.2.2. The ability to connect via mobile devices
 - 7.2.3. Access to Nedlac's MS Teams or Zooms platforms
 - 7.2.4. Specific access via MPLS
 - 7.2.5. Itemised billing reports
 - 7.2.6. Data budget notifications
 - 7.2.7. Unlimited users
 - 7.2.8. Unique AP name

8. Contact technical person Benedict Mokgothu 0781200577

9. Hardware & Quantity

- | | |
|---------------------------|----|
| 9.1. Wireless Headset | 1 |
| 9.2. Executive Phones | 7 |
| 9.3. Standard User Phones | 33 |

10. Closing date 26 March 2021