



The Bank of Khyber

Bidding Document

PROVISION, INSTALLATION, COMMISSIONING OF VOICE OVER IP PHONE EQUIPMENT FOR VOICE RECORDING

Last Date for Submission:	09th August, 2018 at 3:00 P.M.
Tender Opening Date:	09th August, 2018 at 3:30 P.M.

Description of Work

1.1 INTRODUCTION

The Bank of Khyber (BoK) intends to deploy Voice recording facility via Voice over IP Phones and IP PABX at BCP office Karachi and IP Phones in Peshawar office and invites sealed proposals i.e. Technical and Financial on **Single Stage Two Envelope Procedure** for the Provision, Installation and Commissioning of Voice recording via VoIP.

1.2 SCOPE OF WORK

The Bank of Khyber (BoK) requires Provision, Installation and Commissioning of the following equipment: -

SNO	ITEM	QUANTITY
1	IP PBX	01
2	IP GATEWAY	01
3	IP PHONE (OPERATOR PHONE / PA) WITH EXTENSION DETAILS	10
4	IP PHONE (NORMAL USERS – SIP PHONE)	15

Along-with the equipment, following services are also required: -

- External Recording for Calls** (Solution is required for recording of calls and to be saved on targeted systems externally).
- Resident Engineer** is required to be deployed at BoK premises.

1.3 REQUIRED TECHNICAL SPECIFICATIONS

#	ITEMS	TECHNICAL REQUIREMENT SPECIFICATION	Comply
			Yes / No
1	IP PBX	DESIRED FEATURES:	
	Approval	Approval from Pakistan Telecom Authority (Mandatory)	
		Extensions: 2000	
		Concurrent Calls: 200	
		Conference attendees: 64	
		Built-in Recording: 32 GB	
		Management and Configuration: Web base	
		Peripheral Ports: USB, SD	
		Call recording: USB, SD	
		Built-in Call detail record (CDR) for tracking Phone usage.	
		Multi-language auto attendant	
		Call queue	
		Media Encryption: SRTP, TLS and HTTPS	
		Support Voice mail and Fax forwarding to email	
		Conference Bridges: 32 simultaneous PSTN or IP Participants.	
		PRI/FXO/FXS Ports	

		1 integrated T1/E1/J1 interface, 2PSTN trunk FXO port, 02 analog Telephone/Fax FXS ports with lifeline capacity	
		VOICE AND FAX CODECS:	
		G.711 A-law/U-law, G.722, G.723. 15.3K/6.3K, G.726, G.729A/B, iLBC, GSM, AAL2-G.726-32, ADPCM, T.38	
		VIDEO CODECS:	
		H.264, H.263, H.263+	
		NETWORK PROTOCOL	
		TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS, DDNS, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, SIP (RFC3261), STUN, SRTP, TLS, LDAP	
		CALL FEATURE:	
		Call park, Call forward, Call transfer, DND, ring / hunt group, Paging/ intercom etc.	
		NETWORK PROTOCOL	
		TFTP/HTTP/HTTPS, auto discovery & auto-provisioning, Zero config (DHCP option 66 Multicast SIP Subscribe mDNS), event list between local and remote trunk	
		Caller ID	
		Bellcore/Telcordia, ETSI-FSK, ETSI-DTMF, SIN 227-BT	
2	IP Gateway – Telephone Interface		
		8 RJ11 FXO Ports	
		Network interface	
		10/100/1000 Mbps, Dual RJ45	
		Voice Compression	
		G.711, G.723, G.726 (40/32/24/16), G.729A/B/E, G.728, iLBC	
		QoS	
		Diffserve, TOS, 802.1P/Q VLAN tagging	
		IP Signaling	
		SIP (RFC 3261)	
		Control	
		TLS/SIPS	
		Management	
		Syslog support, HTTPS, telnet, remote management using web browser	
3	Telephone PA (SIP Phone) with Extension details		
	Approval	Approval from Pakistan Telecom Authority (Mandatory)	
	Gigabit Ethernet Switch	Dual switched auto-sensing 10/100/1000Mbps network ports, Wi-Fi (802.11b/g/n), PoE+	
	IEEE 802.3af PoE	Supports IEEE 802.3af PoE	
	SIP Account	4 SIP accounts, 5-way audio conference	
	Multi-purpose Key	40 Busy Lamp Field Keys	
	Voice Codec	Support for G.711µ/a, G.722 (wide-band), G.726-32, iLBC, Opus (pending), in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO)	
	Telephone Feature	Hold, transfer, forward (unconditional/no-answer/busy), call park/pickup, 6-way audio conference, shared-call-appearance (SCA) / bridged-line-appearance (BLA), virtual MPK, downloadable phone book (XML, LDAP), call waiting, call history, boss-secretary virtual button, flexible dial plan, hot desking, personalized music ringtones, server redundancy & fail-over	
	QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS	
	Security	User and administrator level access control, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control	
4	Normal Users (SIP Phones)		
	Approval	Approval from Pakistan Telecom Authority (Mandatory)	

Ethernet Switch	Dual switched auto-sensing 10/100 Mbps network ports, Wi-Fi (802.11b/g/n), PoE+	
IEEE 802.3af PoE	Supports IEEE 802.3af PoE	
SIP Account	2 line with up to 1 SIP accounts, 3-way audio conference	
Voice Codec	Support for G.711µ/a, G.722 (wide-band), G.726-32, iLBC, Opus (pending), in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO)	
Telephone Feature	Hold, transfer, forward (unconditional/no-answer/busy), call park/pickup, 3-way audio conference, shared-call-appearance (SCA) / bridged-line-appearance (BLA), virtual MPK, downloadable phone book (XML, LDAP), call waiting, call history, boss-secretary virtual button, flexible dial plan, hot desking, personalized music ringtones, server redundancy & fail-over	
QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS	
Security	User and administrator level access control, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control	

2. Proposal Response Format

Bidder is required to submit two separate sealed proposals i.e. Technical and Financial. The proposals must be submitted in the following format:

2.1 Format of Technical Proposal

The technical proposal should be concisely presented and structured in the form of chapters to include, but not necessarily be limited to, the following information. Support material should not be part of the main proposal but should be placed at Appendixes.

2.1.1 General

The responding organization (Bidder) should provide the following:-

1. Name of the participating organization or participating organizations (if more than one) in the responding consortium, including their scope of involvement and Agreement.
2. Number of years of incorporation of the participating organization or participating organizations (if more than one).

2.1.2 Mandatory Requirements

Bidder is required to submit its Technical Proposal in accordance with the **Mandatory Requirements** as mentioned below. Failing to which the proposal will not be considered.

#	Mandatory Requirements	Vendor Response
1	Bidder should have Pakistan Telecom Authority License for the provision of services	
2	Bidder should have Pakistan Telecom Authority License of the quoted equipment	
3	Bidder must provide evidence of company's registration / incorporation certificate and its NTN / FBR Registration Certificate. Must be registered with FBR for at-least last 5 years'	
4	The bidder should be an Active Tax Payer and must provide KPRA (Khyber Pakhtunkhwa Revenue Authority) Registration Certificate	
5	The bidder should not have been blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan and must provide Undertaking on stamp papers that it is not being blacklisted. Also must provide List of arbitration/legal suits/unsettled disputes with organizations/clients (if any) in last five years	

6	The bidder must submit Annual Audited Report for the last 03 Financial years. Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last three (3) audited years should be submitted	
7	Bidder must provide Purchase Orders/Agreements of at least 5 deployments of similar equipment/product with relevant client references and valid proof	
8	The bidder must have legal presence in Pakistan and should submit list of Offices across Pakistan	
9	List of HR and Technical team to be provided	
10	Bidder must comply with all the Technical Specifications of the required equipment along-with its Installation/commissioning and deployment.	

2.1.3 Technical Evaluation Criteria is as follows: -

The Bidders complying with the Mandatory Requirements and required Technical Specifications will be considered Qualified and will be considered for Financial Opening.

While the firms will be disqualified and will not be considered for further Financial Evaluation if: -

- The firm fails to submit the valid relevant evidence of the required Mandatory Requirements, or
- The firm fails to Comply with Technical Specifications of the required equipment.

2.1.4 Warranty Period

The bidder shall give (1) One year comprehensive after completion warranty for Hardware specific under company strategy , certifying that the goods/services supplied confirm exactly to the specifications laid down in the contract and are secured and that in the event any material being found defective or not conforming to specifications/particulars governing the supply for the warranty period from the date of supply the supplier will be held responsible for all losses and that the unacceptable items shall be substituted with the acceptable items at bidder expense and cost.

2.1.5 Training Capabilities

Bidder should indicate its training capabilities to provide relevant training to the concerned BoK staff. Bidder should also provide a detailed training schedule and necessary equipment will be arranged by the bidder.

2.1.6 Resident Engineer

Bidder should deploy Resident Engineer at BoK premises.

2.2 Format of Financial Proposal

Bidder must submit its financial proposal in accordance with the following format: -

SNO	ITEM	QTY	UNIT PRICE	GST	TOTAL AMOUNT
1	IP PBX	01			
2	IP GATEWAY	01			
3	IP PHONE (OPERATOR PHONE / PA) WITH EXTENSION DETAILS	10			
4	IP PHONE (NORMAL USERS – SIP PHONE)	15			
TOTAL AMOUNT (in Rs.)					

2.2.1 Currency

All currency in the proposal shall be quoted in Pakistan Rupees (PKR).

2.2.2 Withholding Tax, Sales Tax and other Taxes

Bidder is hereby informed that the Bank shall deduct tax at the rate prescribed under the tax laws of Pakistan, from all payments rendered by any bidder who signs a contract with the Bank. Bidder will be responsible for all taxes on transactions and/or income, which may be levied by government.

2.2.3 Governing Law

This bidding document and any contract executed pursuant to this document shall be governed by and construed in accordance with the laws of Pakistan. The Government of Pakistan and all bidders responding to this bidding document and parties to any contract executed pursuant to this document shall submit to the exclusive jurisdiction to Courts.

2.2.4 Acceptance of Proposals

The Bank of Khyber reserves the right not to accept the lowest or any proposal and to annul the bidding process as per KPPRA rules.

The acceptance criteria is as follows:

1. Bidder must technically comply with mentioned Mandatory Requirements and Technical Specifications as per Technical Evaluation Criteria mentioned in 2.1.3.
2. Bidder must comply with all the Terms & Conditions mentioned in the bidding document.
3. Bidder quoted the lowest price among the qualified bidders.

TERMS & CONDITIONS

1. The Procurement shall be conducted in accordance with the Khyber Pakhtunkhwa Procurement Rules 2014 on **Single Stage Two Envelope Procedure**.
2. The Bank of Khyber invites two separate sealed envelopes, one for Technical Proposal and One for Financial proposal from bidder having Manufacturer's Authorized Certificate and having legal presence in Pakistan for delivery/deployment/configuration/commissioning and support of the required equipment.
3. Bidders are required to submit both sealed proposals to the office of the **Head Procurement Division, The Bank of Khyber** on or before Thursday, **09thAugust, 2018 at 3:00PM**. Tender Opening Date is Thursday, **09thAugust, 2018 and Time is 3:30 PM** at The Bank of Khyber, Head Office.
4. Bidder must be registered with FBR and KPRA.
5. Company should sign and stamp BoK bidding document and must attach with its proposal.
6. The Technical bid should clearly mention Make, Model and Brand, (Specification of bid) without quoting the price and must mention the warranty period.
7. Company seal / stamp must be fixed on both Technical Proposal and Financial Proposal.
8. All the firms applied for the Tender must provide documents in line with the Mandatory requirements and should qualify the Technical Evaluation Criteria. **If any firm fails to qualify the Technical Evaluation Criteria, then Financial Proposal of the same will not be opened.**
9. **Any bid submitted after due date and time will not be entertained.**
10. Call Deposit of two percent (2%) of the total bid amount must be attached with financial proposal in separate sealed envelope in favor of Head IT Division, The Bank of Khyber.
11. All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
12. The prices quoted shall remain valid for 120 days, after the date of opening the tender.
13. Delivery of all items must be made within **(3 – 4)** weeks of issuance of purchase order.
14. Failure to supply items within **(3 – 4)** weeks' time period will invoke. In addition to that, two percent (2%) Call Deposit (CDR) amount will be forfeited.
15. The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
16. **No negotiations and revised bids will be allowed.**

***Head Procurement, Head office,
The Bank of Khyber, State Life Building, Peshawar.
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