



PUNJAB SKILLS DEVELOPMENT FUND

Tender Document Provision of the Hybrid PABX Solution with Complete Commissioning

December , 2018

Submission Date for Sealed Bids: 19th of December 2018, by 03:00 PM

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1- Invitation to Bids

Punjab Skills Development Fund (PSDF) is a section 42, not-for-profit Company set up under the Companies Ordinance 1984 by the Government of the Punjab. Sealed bids/proposals will be invited from established firms/companies for - Provision of the Hybrid PABX Solution and its Complete Commissioning (hereafter called as bidders) to PSDF. All interested and eligible bidders are requested to go through the Tender document and provide relevant information along with supporting documents mentioned in this tender document.

2- Instruction to Bidders

The selection of Goods will be based on **Least Cost Selection Method** through **Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be a single package consisting of two separate envelopes, containing separately Technical and Financial proposals. The envelopes shall be marked as **(Provision of the Hybrid PABX Solution with its Complete Commissioning to PSDF)** "Technical Proposal" and "Financial Proposal"
- b) The bidders shall submit complete standard documentation appended as Annexures along with any specific documents required by PSDF.
- c) In the first instance, the "Technical Proposal" shall be opened and envelope marked as "Financial Proposal" shall be retained unopened in the custody of PSDF.
- d) PSDF shall evaluate Technical Proposal in a manner prescribed in the document, without reference to the price and condition shall be entitled to reject any proposal which does not conform to specified requirements. During the technical evaluation, no amendments in Technical Proposal shall be permitted.
- e) After the evaluation and approval of technical proposals, PSDF shall open financial proposals of the technically accepted bids, publicly at a time, date and venue announced and communicated to the bidders in advance, within the bid validity period.
- f) The financial bids of the organizations found technically non-responsive shall be returned un-opened to the respective bidders. The technical and financial proposal will be evaluated based on PSDF evaluation criteria as provided in this document.
- g) This document has different sections carrying information of eligibility, technical evaluation and terms of references, conditions of tender, type of contract etc. to assist potential contractors to develop their technical proposals.
- h) Financial bids will only be opened for bids that have been technically accepted at the predetermined time, venue and date communicated to the bidders.
- i) Minimum passing marks are 65, a bidder who shall obtain minimum 65 marks or more shall be marked as technically qualified and shall be considered for financial bid opening.
- j) Technical evaluation shall be done for pass and fail purpose only and no weightage shall be given even, if the bidder scores 65 or more than 65 marks in the technical evaluation.
- k) A joint venture of any kind is not allowed to participate in the bid. (Please provide a declaration on letterhead)

3- Conditions for Eligibility

The successful bidder, fulfilling the following criteria, will be considered as an eligible bidder for the evaluation process;

- a) The Firm/Company must be regular tax-payer (Last year tax return, 16-17 or 17-18)
- b) Provide NTN, GST/PST details, if applicable. (Copy of Registration is required)
- c) Evidence of the firm/company's registration/incorporation is required. (Copy of certificate required)
- d) Must not be blacklisted by any government or bi-lateral/multi-lateral financial institution/any organizations (Declaration on stamp paper)
- e) PTA type approved exchange & sets will only be considered for this tender (please attach PTA type approval as evidence)
- f) Bidding Vendor must be Tier 1 Partner of the Principle (Must present the latest letter of ranking from Principle)

Any, failure to provide information as per the above mentioned or fulfillment under the requirement of, "Eligibility Criteria Checklist" (**Annexure B**) shall be deemed to be or declared ineligible for the bidding process and its technical evaluation will not be carried out.

Please mark/flag the supporting documents for Eligibility Criteria Checklist.

4- Terms of Reference/Scope of Work

1. The scope of work is attached in **Annex-E**
2. PSDF technical department shall inspect and check the Hybrid PABX Solution and its Complete Commissioning supplied at the time of the delivery. PSDF shall sign off User Acceptance Certificates of all Hybrid PABX Solution and its Complete Commissioning, thereafter, payment shall be released.
3. The bidder will submit complete specifications of required Hybrid PABX Solution and its Complete Commissioning with pictures in the technical proposal for approval of PSDF.
4. UAT and its signoff of complete infrastructure installed from PSDF technical department.
5. Training of Technical Staff on the backend and Exchange and Handset configuration and its Usage
6. If required, the bidder may request time to visit the site at least 3 days before the submission of bids for the estimation of passive work mentioned in Annexure-E. Request for the site visit can only be made through email at procurement@psdf.org.pk, after submission of bids no site visit will be entertained.
7. The total quantity of Hybrid PABX Solution and its Complete Commissioning required mentioned in Annexure-E, however, PSDF can increase or decrease the quantity of required Hybrid PABX Solution and its Complete Commissioning at the time of signing the contract.
8. **Compliance to the following SLA (signed and stamped on letter head is required):**
 - a. **All parts replacement or issue rectification will be made within 24 hours of issue notification.**
 - b. **It is mandatory for the bidding organization to keep all the items in their backup inventory for rectification within 24 hours of issue reporting.**

5- General or Special Conditions of Contract

- a) PSDF reserves the right to award or not to award the contract and Bidders who fail to complete and attach all the relevant documents shall deem to be or declared to be ineligible.
- b) No tender document shall be accepted, if not **properly sealed, marked, signed and stamped.**
- c) Bidders to ensure that their bid documents are submitted before the closing time and date of the tender. **Bids received after the closing time and date will NOT be accepted.**
- d) All documents and information received by PSDF from applicants will be treated in strictest confidence. Documents submitted to PSDF will not be returned.
- e) All expenses related to participation in this bidding document shall be borne by the bidder.
- f) Documents shall be submitted in hard copies in a sealed envelope marked as "PROPOSAL" as a hard copy in a sealed envelope for "Provision of the Hybrid PABX Solution and its Complete Commissioning to PSDF." The envelope containing hard copies of the technical proposal and financial proposal shall be received on the postal address given below.
Procurement Department: -
Punjab Skills Development Fund, 21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore
E-mail: Procurement@psdf.org.pk Phone: +92-42-35752408-10, Fax: +92-42-35752190.
- g) PSDF also reserves the right to verify any information provided by the applicants or may visit business premises to verify the information shared in tender documents.
- h) Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.
- i) Questions about this technical proposal can be made only in writing: a letter or an e-mail and must be asked by or before Date 10-Dec-2018. For any other related information please contact the undersigned.

- j) PSDF shall enter into a formal contract with the successful Bidder only and reserves the right to terminate the contract if the performance of Bidder is unsatisfactory.

*** Although adequate thought has been given in the drafting of this document, errors such as typos may occur without any responsibility on PSDF's part.

6- Form of Contract

- a) The successful bidder shall sign and execute the standard contract of PSDF including any general conditions on the terms and conditions specified therein. Any amendment to the standard contract shall be made with the mutual consent of both parties.
- b) The duration of the contract shall be three years, if PSDF chooses to cancel the contract during the contract period, a notice period of one month will apply.
- c) The successful company will sign a contract and shall provide the agreed services within the stipulated agreed time of issuance of the Purchase Order.
- d) The penalty shall be imposed to the successful bidder if he fails to deliver the goods on agreed terms & conditions mentioned in the bidding document and contract.
- e) In case of any dispute regarding goods/services, the decision of the PSDF shall be final & binding.
- f) The PSDF may reject all bids or proposals at any time prior to the acceptance of a bid or proposal. PSDF shall upon request communicate to any Firm/Company, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- g) The PSDF undertakes to pay the valid and complete invoice based on the successful performance of the successful bidders within thirty (30) days after the delivery of goods.
- h) All taxes will be deducted in accordance with applicable laws.
- i) The bid shall remain valid for the period of **150 days** from the date of opening.

7- Form of Bid

The Bidders shall follow the Form of Bid specified in **Annexure F**.

8- Delivery Timelines

Unless agreed otherwise, Hybrid PABX Solution and its Complete Commissioning shall be provided from 6-8 weeks from the date of execution of the contract/PO issuance.

9- Completion Date

Hybrid PABX Solution and its Complete Commissioning within 4-6 weeks after delivery.

10- Performance Security

- a) The successful bidder will submit a performance guarantee (or any other form of performance security acceptable to PSDF) of 2% of contract value at the time of signing the contract which will be returned after completion of the contract.
- b) Any delay in delivery of Goods/Services as per agreed time frame will be subject to a penalty of @1% per day, up to a maximum 10% of the total contract value.

11- Technical Evaluation Criteria

This document is governed by the procedure approved by PSDF management and PSDF, Procurement Rule, 2016. The technical proposal of eligible organizations will be evaluated against requirements specified in the in "Annexure – D".

12- Financial Evaluation Criteria

The Financial Proposals of only eligible bidders with technically qualified specifications will be opened in the presence of all the bidders. All bids shall be opened publicly in the presence of bidders or their representatives who may choose to be present, at the time and place announced prior to the bidding and person designated for PSDF shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening. All bidders shall sign an attendance sheet at the time of bid opening. Please provide information regarding Financials in Annexure – F".

13- Submission of Bids (Technical and Financial Proposal): -

A complete bid containing Technical and Financial proposal along with Bid Security, all required information and documentary evidence must be submitted before closing dated i.e.-**DEC 19, 2018 at 3:00 PM**-. Technical proposals will be publicly opened on the same day **DEC 19, 2018, at 3:30 PM**--in the presence of bidder's representatives who wish to attend it. Bid Security of disqualified bidders will be returned after awarding the business to the successful bidder.

a. Bid Security

Bid Security of Rs. 5,000 (Five Thousand) in the form of pay order or demand draft favoring Punjab Skills Development Fund shall be submitted along with the proposal. The Bid Security should be valid for a period not less than 6 months and must be enclosed with the financial bid.

b. Cover Letter for the Submission of Technical Proposal

A cover letter as specified in Annexure I shall be submitted with the proposal.

Annexures

Annex – A Organizational Information

Organization Information			
Sr. #	Required Information	Response	
1	Legal name of the organization		
2	Year of Registration / Establishment of the Organisation		
3	National Tax Number		
	General / Punjab Sales Tax Number		
5	What is the legal status of your organization? Tick the relevant box (one box only). (Attach Copy/Copies of Registration Certificate/s)	Public Sector Organisation	
		Section 42 Company	
		Public Ltd. Company	
		Private Ltd. Company	
		Private Partnership Firm	
	Others (Please specify)		
6	Name and designation of 'Head of Organization'		
7	Mobile:		
	Phone/s:		
	Email:		
	Fax:		
	Address of organization:		

	Website address:	
8	Name and designation of 'Contact Person':	
	Phone/s:	
	Mobile:	
	Email:	
	Fax:	

Annex – B Eligibility Response Checklist

Eligibility Check List				
Sr. No	Eligibility Criteria Details	Response/Elaboration/Proof Required	Attached Supporting Documents/Proof and mark Yes/No	
			Yes	No
1	The Firm/Company must be regular tax-payer	(Last year tax return, 16-17 or 17-18)	<input type="checkbox"/>	<input type="checkbox"/>
2	Provide NTN, GST/PST details, if applicable.	(Copy of Registration is required)	<input type="checkbox"/>	<input type="checkbox"/>
3	Evidence of the firm/company's registration/incorporation is required.	(Copy of certificate required)	<input type="checkbox"/>	<input type="checkbox"/>
4	Must not be blacklisted by any government or bi-lateral/multi-lateral financial institution/any organizations (Declaration on stamp paper)	(Declaration on stamp paper)	<input type="checkbox"/>	<input type="checkbox"/>
5	PTA type approved exchange & sets will only be considered for this tender (please attach PTA type approval as evidence)	Proof required on the letterhead	<input type="checkbox"/>	<input type="checkbox"/>
6	Bidding Vendor must be Tier 1 Partner of the Principle (Must present the latest letter of ranking from Principle)	Letter by the principal is required	<input type="checkbox"/>	<input type="checkbox"/>

Annex – C Relevant Experience

Relevant Experience		
Sr. #	Required Information	Response (Please provide exact information with organization name, location/s, and duration) Provide data in the sequence given below
1	Name of Organizations with addresses	i.
		ii.
		iii.
		iv.
2	Start and end dates of providing Goods/Services (For example – Jan 2009 to September 2017)	i.
		ii.
		iii.
		iv.
3	Goods/Services provided to Number of firms/companies	i.
		ii.
		iii.
		iv.

Annex – D Technical Evaluation Criteria

Technical Evaluation Criteria				
S. No.	Descriptions	Total Points	Categorized Points	Remarks (Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Client Portfolio	20		Documentary proof (copies of the contractor work order or contact details of clients) should be furnished.
	Worked with above 15 local/international, Telecom, MNC clients, government and semi government /autonomous bodies.		20	
	Currently working with more than 10 but less than or equal to 15 locals/international, Telecom and/or MNC clients, government and semi government /autonomous bodies.		15	
	Currently working with 5 but less than or equal to 10 locals /international, Telecom, MNCs' clients, government and semi government /autonomous bodies.		10	
2	Relevant Experience	25		Documentary proof (copies of the contract or purchase orders) should be furnished.
	Providing Hybrid PABX Solution and its Complete Commissioning for more than 7 years		25	
	Providing Hybrid PABX Solution and its Complete Commissioning for more than 5 years but less than or equal to 7 years		15	
3	Financial Capability	20		Copy of last financial audit report done by ICAP/SBP registered auditing Firm/Company or tax return of last year
	Annual revenue/turnover of the company should be greater than Rs. 20 million		20	
	If annual revenue/turnover is less than or equal to Rs. 20 million but greater than 15 million		15	
	If annual revenue/turnover is less than or equal to Rs.15 million but greater than 10 million		10	
4	Workshop for Repair & Maintenance	25		Documentary details of workshop including repair & maintenance service on company letterhead
	Details of workshop including repair & maintenance in Lahore		25	
	Details of workshop including repair & maintenance anywhere in Pakistan.		15	
5	The Firm/Company Local Office presence	10		Documentary details of the office in lahore should be provided
	Local Office in Lahore.		10	
		100		

Note: Please mark/flag the supporting documents for Technical Evaluation Criteria.

Annex- E Specification of Hybrid PABX Solution and its Complete Commissioning

A) Hybrid IP-PBX Exchange:

(All functionalities mentioned below should at least be met by the product offered or may exceed our required feature set)

PTA Type Approved Exchange (attach approval) (no exception or status pending approval with PTA is allowed)

Offered System should be internationally renowned and based on state-of-the-art technology that supports Analog/Digital and IP users simultaneously. Offered System should be covered under Three-year warranty for hardware/software support having the following function and feature.

Trunk Lines

Able to simultaneously connect 8 PTCL trunk lines or more

Flexible Expandable Scalable

Offered system should have the provision of a combination minimum of 300 Analog, digital, and IP telephones without replacing existing chassis but simply adding additional hardware/licenses only), with the ability to connect Analog & Digital trunks i.e., H.323, SIP, BRI, PRI E1, T1/SIP.

Multi-Site Networking

Minimum of 300 users (Network-wide) Minimum number of 10 sites (PABX systems connected in network anywhere in Pakistan) Offered system should have provision a range of messaging, auto-attendant capabilities.

Phone Types Supported

Analog Phones, Digital Phones, IP Phones (Soft) and IP hard phones

Messaging

Up to 25 hours of message storage (can avail more message recording if more storage is added)

Call Forwarding

Functionality that enables the user to immediately forward calls (Calls are forwarded to a defined extension or a mobile number or any external trunk)

Connect Automatic Attendant/DID:

In-coming trunk call can be routed to desired extension by-passing operator.

Voice Mail System

Mail box for every user with his own greeting etc. Mail box can be accessible from remote by dialing pin code.

Music on hold

Must for External callers

Call Conference

At least 6 party call conference facility

Camp-on

Camp-on tone can be activated for a busy extension

Night Service

Fixed (Incoming calls are diverted to a defined extension)
Variable (Incoming calls are diverted to variable extensions)

Differential ringing: For internal & external calls

Code-Lock Individual
Every user has the privilege to lock his phone when required

Call Park
Calls put on hold and can be retrieved from another extension

Call Restrictions:

Variable call for service

Call-back on Busy:
Automatic call back when the extension is free

Executive/Secretary Functions

Centralized System Directory preferable integrated with existing Active Directory of PSDF

B) Console for Operator

Operator Console Features (all functionalities mentioned below should at least be met by the product offered or may exceed our required feature set)

PTA Type Approved Console for Operator (attach approval) (no exception or status of approval in the process is allowed)

Seamless connectivity with exchange mentioned in Annex F

- A. Powered from the PABX: No extra power adapter required.
 - B. Programmable Buttons: There should be buttons which be programmed for a different feature.
 - C. Firmware should be up-gradable.
 - D. Fixed Function Keys:
 - Speaker Key. To put it on/off
 - Head Set. To connect Head set
 - Volume up/down
 - Contact: To display contact and names
 - Message: To listen, transfer, rewind/forward delete etc.
 - Hold: To hold call
 - Transfer: To transfer active call
 - Volume: For volume up/Down
 - Call log: To see call logs
 - Message: To see the messages
 - Drop: to drop active call
 - Redial: To redial last dialed number or any from list
 - Conference button. To establish a conference call
 - Mute key
 - Color Black
 - Adjustable tilt Display
 - At least 4 rows and 20 or more characters
- Other feature buttons:
Voicemail Message
Message Waiting Indicator
Button Module 32 supported

Headset supported
2-way speakerphone
Contacts and Call Log
short dial key buttons (at least) 10

C) IP Phones Sets

IP Sets (all functionalities mentioned below should at least be met by the product offered or may exceed our required feature set)

PTA Type Approved IP Sets (attach approval) (no exception or status of approval in the process is allowed)

IP Sets (all functionalities mentioned below should at least be met by the product offered or may exceed our required feature set)

Seamless connectivity with exchange mentioned proposed in the solution

Features:

Set Color should be Black

Hardware:

- PTA Type Approved Set (pls also attach approval) (no exception is allowed on this)
- Backlit display — 3 inch or more
- Full-duplex wideband speakerphone
- Volume button
- Menu button
- Message button
- Mute button
- Speaker button
- Ethernet (10/100) line interface with secondary Ethernet interface
- POE 802.3af compliant class 2 device
- Support for the language: English
- Local or Centralized Electrical Power — through POE 802.3af switch, or local power supply

D) Digital Phones Sets

Digital Telephone Set (all functionalities mentioned below should at least be met by the product offered or may exceed our required feature set)

Seamless connectivity with exchange mentioned above

- DISPLAY, 2 Rows, monochrome Backlit or better
- Set Color Black should be with complete Phone Accessories and stand
- keypad Dial Type
- Speakerphone digital duplex Function Buttons
- Caller ID
- Conference, hold, mute, redial, speakerphone, transfer, ringer control functionalities
- Additional Features PIN code
- Conference Call Capability
- Speakerphone
- Voice Mail Capability

E) Technical Training for Staff

Complete Technical Training for Staff (One-Time) with the provision of soft copy of all Installation, troubleshooting & maintenance manuals.

F) Passive Work

Completion of all passive work mentioned below:

- Lines Surge protection CCT
- Woodwork for partition with Glass Door for isolation of space on ground floor where exchange and its complete equipment is deployed
- System MDF complete transfer from Old to new MDF including
- Tagging of MDF
- If any Termination and cable laying of all floors including basement required
- Proper Termination of Main MDF and its Tagging on all floors
- 27 U Rack
- UPS with Battery bank for 1-hour backup
- Inclusive of all cables required in PSDF
- Required to deploy and commissioning of entire exchange and handsets
- Replacement of any faulty faceplates with I/O if required

Form of Bid/ Financial Proposal

Sr. No.	Description	Quantity	Unit Price without Applicable Taxes PKR	Applicable Taxes PKR	Total Price with Applicable Taxes PKR
1	Hybrid PABX exchange with complete feature set mentioned in Annex E	1			
2	Operator Console with complete feature set mentioned in Annex E	2			
3	IP Phone Sets with complete feature set mentioned in Annex E	33			
4	Digital phone Sets with complete feature set mentioned in Annex E	97			
5	<ul style="list-style-type: none"> • 8 Lines Surge protection CCT • Woodwork for partition with Glass Door for isolation of space on ground floor where exchange and its complete equipment is deployed, • System MDF complete transfer from Old to new MDF including, Tagging of MDF, • If any Termination and cable laying of all floors including basement required, • Proper Termination of Main MDF and its Tagging on all floors 	Lumpsum Cost			

	<ul style="list-style-type: none"> • 27 U Rack, • UPS with Battery bank for 1-hour backup, • Inclusive of all cables required in PSDF, • Required to deploy and commissioning of entire exchange and handsets, • Replacement of any faulty faceplates with I/O if required <p>Complete passive work as mentioned in Annex E</p>				
	Total Cumulative Cost inclusive of all applicable Taxes				

Annex - G Key Management Staff

Key Management Staff of Company				
Sr #	Name of Management Staff	Designation	Area of Expertise	Number of Years with the Company
1				
2				
3				
4				

Annex- H Declaration

Declaration

Kindly provide the declaration as per format provided below at the end of the proposal.

I, _____ hereby declare that:

- all the information provided in the technical proposal is correct in all manners and respects
- and I am duly authorised by the Governing body/Board/Management to submit this proposal on behalf of "[Click here and type the name of organization]"

Name	
Designation	
Signature	
Date and Place	

Annex- I Cover Letter

Cover Letter for the Submission of Technical Proposal

[Firm/Company letterhead]

[Date]

To

Chief Executive Officer

[Address mentioned in Guide lines]

Re: Technical Proposal in respect of [Insert title of assignment]

Dear Sir,

We offer to provide the Goods for [Provision of the Hybrid PABX Solution and its Complete Commissioning] in accordance with your Tender for Proposal dated [Insert Date of Tender advertised]. We hereby submit our technical Proposal including the required documents in a sealed envelope.

We hereby declare that the proposed solution completely complies with all the requirements mentioned in the Annex E of this document and our proposed solution does not contain any end of sale or end of support item from the principal, and in case any anomaly is found we can be disqualified in any stage of the evaluation.

Further, We hereby also declare that all the information and statements made in these proposals are true and accept that any misinterpretation contained therein may lead to our disqualification. Our proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake that we will initiate the services as per the client's request if our proposal is accepted. We understand that you are not bound to accept any or all proposals you receive.

Thank you.

Yours sincerely,

Signature

Name and title of signatory: