

Punjab Skills Development Fund

Tender Document

Hybrid PABX Solution and its Complete Commissioning

January, 2018



Submission Date for Sealed Bids: February 22, 2018

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1- Background: -

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 in partnership with Department for International Development (DFID) UK. Punjab Skills Development Fund is governed by an independent Board of Directors. PSDF vision is to improve income generation opportunities for the poor and the vulnerable population of Punjab by enabling skills development through promotion of a competitive skills training market

2- Invitation to bids: -

Sealed bids/proposals are invited from Hybrid PABX Solution and its complete commissioning providing companies (hereafter called as bidders) for the supply of Hybrid PABX Solution and its complete commissioning for PSDF official use specified in **annexure F**. All interested and eligible bidders are requested to go through this Tender and provide required information along with supporting documents mentioned in the Bid document.

3- Instructions to bidders: -

The selection of Hybrid PABX Solution and its complete commissioning providing companies will base on **Quality and Cost through Single Stage Two Envelopes** bidding procedure.

- a) The bid shall be a single package consisting of two separate envelopes, containing separately financial and technical proposals. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal”.
- b) 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. PSDF shall evaluate Technical Proposal in a manner prescribed in section - 9 given in the document, without reference to the price and condition shall reject any proposal which does not conform to specified requirements.
- c) During the technical evaluation no amendments in Technical Proposal shall be permitted.
- d) 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.
- e) The financial bids found technically non-responsive shall be returned un-opened to the respective bidders.
- f) The Technical and Financial Proposal will be evaluated based on PSDF evaluation criteria as provided in section - 9 and 10 of this document.
- g) This document has different sections carrying information of eligibility, technical evaluation and terms of references, conditions of tender etc. to assist potential contractors to develop their Technical Proposals.
- h) Bidders those found eligible and qualify in technical evaluation will be short-listed for financial bid opening.

- i) Contract shall be awarded on quality and cost-based method with combined evaluation of the Technical and Financial Proposals. **The weightage of quality shall be 80% and 20 % weightage shall be given to cost.**
- j) Company/organization information shall be submitted as specified in annexure A.

4- Conditions for eligibility: -

The successful bidder, fulfilling the following criteria, will only be considered as eligible bidder for the bidding process of Hybrid PABX Solution and its complete commissioning.

- a) Authorization letter from principle to participate in the bid, only authorized Implementation partner can participate in the bid (authorization letter required)
- b) Minimum five (05) years of experience of providing Hybrid PABX Solution and its complete commissioning. (Documentary proof (copies of POs or contract by clients) should be furnished).
- c) Evidence of company's registration / incorporation. (Copy required).
- d) Affidavit on stamp paper, declaring that company is not black listed by any Govt. agency / authority/autonomous bodies/multinationals (Original required).
- e) Provide National Tax Number (NTN), GST, PST (if applicable) in the name of organization.
- f) PTA type approved exchange & sets will only be considered for this tender (please attach PTA type approval as evidence).

Any, company fail to provide information as per the aforementioned, "Eligibility Criteria Checklist" (**annexure D**) shall be dis-qualified from the Tender.

5- Scope of Job/Work: -

- a) Complete Installation and configurations of all items mentioned in the ANNEX F and ANNEX G
- b) UAT of complete infrastructure installed
- c) Training of Technical Staff on backend and set configuration
- If required, 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 Annex F sr. 7,8,9 only. 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.

6- Type of Contract and Terms

- Successful bidder shall be agreed on following terms of references to provide the Goods/Services.

- The duration of the contract is anticipated for a period of 3 years. If PSDF chooses to cancel the contract during the contract period, a notice period of 1 month will apply.
- All taxes will be deducted in accordance with the applicable laws.
- Successful company will sign a contract and will provide the agreed goods/services within the stipulated agreed time of issuance of the Purchase/Service Order. While delay in providing goods/services, a penalty at the uniform rate of 5% of contract value on each day delay will be charged in case of delay.
- If the Company completely fails to provide the services within prescribed period of service delivery and doesn't comply with the reminders, company may be put to relevant authorities to declare the Firm as "Black Listed".
- In case of any dispute regarding good/services the decision of the PSDF shall be final & binding.
- The competent authority 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, the grounds for its rejection of all bids or proposals but shall not be required to justify those grounds.
- The PSDF undertakes to pay the valid invoice within thirty (30) days after the delivery/installation & commissioning of goods/services and submission of invoice.
- The payments shall be made based on specified deliverables as and when produced and accepted as per the mutually agreed contract clauses.
- The bid shall remain valid for the period of 120 days from the date of opening.
- Successful firm will submit a performance guarantee 2% of contract value at the time of signing the contract which will be returned after completion of contract.

7- Guidelines:

- a) All documents and information received by PSDF from applicants shall be kept confidential.
- b) Documents submitted to PSDF shall not be returned.
- c) All expenses related to participation in this bidding document shall be borne by the bidders.
- d) Documents shall be submitted in hard copies in a sealed envelope marked **as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL"** for Goods. The envelope containing hard copies of technical proposal and financial proposal shall be received on the postal address given below.

Postal Address: -

Procurement Department

Punjab Skills Development Fund
21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore

E-mail: Procurement@PSDF.org.pk

Landline: +92-42-35752408-10

Fax: +92-42-35752190

- e) The closing date and time for receipt of bidding proposal is **February 22, 2018 at 3:00 PM**.
- f) Unsealed proposals received thereafter, will not be accepted.
- g) PSDF reserves the right to request submission of additional information from applicants to clarify/further understand the aspects of Technical Proposal, if required.
- h) PSDF reserves the right to verify any information provided by the bidders.
- 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-**February 16, 2018**-. Please contact Procurement Department for any other related information, if required.

8- Condition of Tender: -

Goods of successful bidder shall be secured in accordance with the PSDF's Procurement Policy subject to the following conditions:

- a) The PSDF reserves the right to award or not to award this contract.
- b) Bidders who fail to complete and attach all relevant documents shall be disqualified. No tender document shall be accepted, if not properly sealed and marked.
- c) The PSDF shall enter into a formal contract with the successful Bidder. The PSDF reserves the right to terminate the contract, if the performance of the Bidder is unsatisfactory.
- d) The PSDF has the right to visit the business premises to verify the information provided in the tender documents.
- e) It is the responsibility of prospective bidders to ensure that their bid documents are submitted before the closing time and date of the tender. Bids received after closing time and date will NOT be considered.
- f) Although adequate thought has been given in the drafting of this document, errors such as typos may occur which the PSDF will not be responsible.
- g) Any change of information provided in the tender document that may affect delivery should be brought to the PSDF's attention as soon as possible, failure to comply may result in the contract being terminated.
- h) Bidder presenting information intentionally incorrectly or fraudulently will be disqualified.

9- Technical Evaluation Criteria: -

This document is governed by the procedure approved by PSDF management. The Technical Proposal of eligible organisations will be evaluated using the required specification of Hybrid PABX Solution and its complete commissioning attached as **annexure – F & G**. A bidder can offer more than one options matching the required Goods as given in **annexure – F & G**.

Note: Technical qualification status shall be decided based on Pass/Fail basis. The Company must score at least 65 marks out of 100 to qualify for Financial Bid opening.

10- Financial Evaluation: -

- a) The Financial Proposals of only eligible bidders with technically qualified specifications will be opened in the presence of all the bidders participated in the tender.
- b) All bids shall be opened by the evaluation committee publicly in the presence of the bidders or their representatives who may choose to be present, at the time and place announced prior to the bidding and chairperson or member of the evaluation committee shall read aloud the unit price as well as the bid amount and shall record the minutes of the bid opening.
- c) All bidders shall sign an attendance sheet at the time of bid opening.
- d) Please provide information regarding Financials in "**annexure – G**".

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

Complete bid containing Technical and Financial proposal along with CDR, all required information and documentary evidences must be submitted before closing dated i.e.-**February 22, 2018 at 03:00 PM**-. Technical proposals will be publicly opened on the same day i.e. - **February 22, 2017 at 04:00 PM** --in the presence of bidder's representatives who wish to attend it. CDRs of disqualified bidders will be returned after awarding the business to successful bidder.

11.1. Call Deposit Receipt (CDR)

CDR of Rs. 10,000 (Ten Thousand) in the form of pay order or demand draft favouring Punjab Skills Development Fund. The CDR should be valid for a period not less than 6 months and must be enclosed in financial bid.

11.2. Cover Letter for the Submission of Technical Proposal

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

Important Note: The bids should be submitted in sealed envelope clearly mentioned Hybrid PABX Solution and its complete commissioning.

Annexures

Annex – A (Organization Information)

Organization Information		
S #	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 organisation? 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 Check List)

Eligibility Response Checklist			
Sr. No.	Necessary Eligibility Information	Response/Elaboration	
1	Authorization letter from principle to participate in the bid, only authorized Implementation partner can participate in the bid (authorization letter required)		Evidence and letter attached
			Copies Not Attached
2	Minimum five (05) years of experience of providing Hybrid PABX Solution and its complete commissioning. Documentary proof (copies of POs or contract by clients) should be furnished.		Copies Attached
			Not Attached
3	Evidence of company's registration / incorporation. (Copy required).		Copies Attached
			Not Attached
4	Affidavit on stamp paper, declaring that company is not black listed by any Govt. agency/authority/autonomous bodies/multinationals (Original required).		Copies Attached
			Copies Not Attached
5	Provide National Tax Number (NTN), GST, PST (if applicable) in the name of Organization and registration evidence is required. (proof required)	National Tax Number (NTN)	
		GST/ PST Number	
6	PTA type approved exchange & sets will only be considered for this tender (please attach PTA type approval evidence).		Copies Attached
			Copies Not Attached

Annex – C (Relevant Experience)

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

List of current business with other organizations including government organizations: -

Sr. No	Name of Company/Organization	Current Business/Scope of Work	No. of Employees	Annual Contract Volume	Approximate Value of Business
1					
2					
3					
4					
5					

Annex – D (Technical Evaluation Criteria)

Technical Evaluation Criteria				
Sr. No	Descriptions	Total Points	Categorized Points	(Attachment of relevant evidence in each case is mandatory. In case of non-compliance no mark will be awarded)
1	Relevant Experience	10		Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	5 years plus of experience		10	
	2 or greater than 2 but Less than 5 years		5	
2	Current Contracts	10		Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	Worked with at least 5 clients in the current year. If fulfils completely		10	
	If two or more but less than five		5	
3	Experience with Govt. Semi Government or Autonomous bodies	10		Documentary proof (copies of contract or work order or contact details of clients) should be furnished.
	If more than 5 customers		10	
	If more than 3 customers but less than 5 customers.		7	
4	Financial Capability	15		Copy of last financial audit report done by ICAP/SBP registered auditing firm or bank statement of one year.
	Annual turnover of company should be greater than or equal to 25 million		15	
	If less than 25 million but greater than or equal 20 million		10	
	If less than 20 million but greater than or equal to 10 million		7	
5	Company Establishment	10		Share copy of registration or letter of incorporation Company profile showing the complete list of key management staff with designations and contact details
	If establishment is more than 7 years		10	
	If greater than 5 years but less than 7 years		5	
6	Number of Key Management Staff	10		Complete list key management staff with designations and contact details on company
	If 7 and above		10	

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	If 5 but less than 7		7	letter head with sign and stamp by authorities
	If 3 but less than 5		5	
7	Clients with Company	10		Company profile showing the total clients. Or detail of clients on company letter head with sign and stamp by authorities
	If total clients Are 25 and above		10	
	If total clients are 15 but less than 25		7	
	If total clients are 10 but less than 15		5	
8	Quality/ Warranty	10		Attach offered warranty period on signed company letter head
	Warranty of Hybrid PABX Solution and its complete commissioning offered by bidder, if greater than or equal to 36 months		10	
	If less than 36 months but greater than or equal to 24 months		5	
9	Workshop for O&M			
	Details of workshop including repair maintenance in Pakistan.	5	5	Provide proof of work shop including operation & maintenance services
10	Working Staff (Total number of working staff held with the company)	10		Company profile showing the number working Staff on company letter head with sign and stamp by authorities (exclusive of executive staff)
	15 and above		10	
	10 but less than 15		7	
	7 but less than 10		5	
Total Points Awarded		100		

Annex – E (Key Management Staff of the Company)

Key Management Staff of Company				
Sr. No.	Name of Management Staff	Designation	Area of Expertise	Number of Years in Company
1				
2				
3				
4				
5				

You may add more information, if applicable.

Annex – F (Specifications)

S.No.	Specification/functionality detail for Hybrid PABX	Compliance “Y” for Yes and “N” for NO
1.	<p><u>Functionalities required by Hybrid IP-PBX Exchange:</u> (all functionalities mentioned below should at least be met by the product offered or may exceed our required feature set)</p> <p>PTA Type Approved Exchange (attach approval) (no exception or status pending approval with PTA is allowed)</p> <p>Offered System should be internationally renowned and based on state-of-the-art technology that support Analog/Digital and IP users simultaneously. Offered System should be covered under Three-year warranty for hardware/software support having following function and feature.</p> <p><u>Flexible Expandable Scalable</u></p> <p>Offered system should have provision of a combination up to 1000 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.</p> <p><u>Provision of Resiliency</u></p> <p>Offered system should have provision for high-availability.</p> <p><u>Provision of Enterprise Survivability</u></p> <p>System should be capable to support distributed architecture. Customer should have option to install Media Gateways / Chassis at more than one location with survivability features.</p> <p><u>Provision of H.323</u></p> <p><u>Multi-Site Networking</u></p> <p>Maximum of 1,000 users (Network wide)</p> <p>Maximum number of 25 sites (PABX systems connected in network anywhere in Pakistan)</p> <p>Offered system should have provision a range of messaging, auto-attendant capabilities.</p> <p><u>Phone Types Supported</u></p> <p>Analog Phones, Digital Phones, IP Phones (Soft) and IP hard phones</p>	<p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p>

	<p><u>Messaging</u></p> <p>Up to 25 hours of message storage (can avail more message recording if more storage is added)</p> <p><u>Call Forwarding</u></p> <p>Functionality that enable user to immediately forward calls (Calls are forwarded to a defined extension or a mobile number or any external trunk)</p> <p>Call Forwarding After timeout: Calls are forwarded after pre-defined rings</p> <p>Busy: Calls are forwarded from busy extension</p> <p>Call forwarded: of individual trunk line to an extension</p> <p><u>Connect Automatic Attendant/DID:</u></p> <p>In-coming trunk call can be routed to desired extension by-passing operator.</p> <p><u>Voice Mail System</u></p> <p>Mail box for every user with his own greeting etc. Mail box can be accessible from remote by dialling pin code.</p> <p><u>Music on hold:</u> for both Internal & External callers</p> <p><u>Camp-on:</u></p> <p>Camp-on tone can be activated for busy extension</p> <p><u>Night Service:</u></p> <p>Fixed (Incoming calls are diverted to a defined extension)</p> <p>Variable (Incoming calls are diverted to variable extensions)</p> <p><u>Differential ringing:</u></p> <p>For internal & external calls</p> <p>Hunting Group</p> <p>Linear, Cyclic</p>	<p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p>
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	<p><u>Code Lock Individual</u></p> <p>Every user has the privilege to lock has phone when required</p> <p><u>Call Park</u></p> <p>Calls put on hold and can be retrieved from another extension</p> <p><u>Call Restrictions:</u></p> <p>Variable call for service</p> <p><u>Call-back on Busy:</u></p> <p>Automatic call back when extension is free</p> <p>Remote Maintenance</p> <p>Executive/Secretary Functions</p> <p>Dial Plan(DID)</p> <p>Hot Desking</p> <p>Private Call, Inclusion, Intrusion</p> <p>Centralized System Directory preferable integrated with existing Active Directory of PSDF</p>	<p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p> <p>[Yes/No]</p>
<p>2.</p>	<p><u>IP Sets</u> (all functionalities mentioned below should at least be met by the product offered or may exceed our required feature set)</p> <p>PTA Type Approved Exchange (attach approval) (no exception or status of approval in process is allowed)</p>	<p>[Yes/No]</p>

	<ul style="list-style-type: none"> • Seamless connectivity with exchange mentioned in Annex F Sr.1 <hr/> <p>Features:</p> <p>Hardware:</p> <ul style="list-style-type: none"> • PTA Type Approved Set (attach approval) (no exception is allowed on this) • Backlit display — 3.8” diagonal ¼ VGA quality grayscale pixel-based with adjustable display angle • Three-line appearance buttons with LEDs —Eight additional “auxiliary” buttons used as line appearances or feature keys —one aux shift button • Full-duplex wideband speaker phone —Ergonomic wideband hearing aid compatible handset supporting TTD acoustic coupler • Two message waiting indicators • Innovative dual position flip stand • Wall mount kit available • Four-way navigation cluster button • Four contextual softkey buttons • Volume button (separate volume levels in the handset, speaker, and ringer) • Menu button (browser, options and settings access) • Message button • Telephony application (hard button) • Mute button • Speaker button • Headset button • Contacts button • Call log button (LED) • Ethernet (10/100) line interface with secondary Ethernet interface • Module interface to support add-ons • Supports one 24-button expansion module (up to three or more) • POE 802.3af compliant class 2 device 	
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	<ul style="list-style-type: none"> • Two adapter interfaces • USB interface • Wideband Headset Interface Software: • Supports 24 Call Appearances or Administrable Feature keys • 250 entry contacts application (hard button) • Call log (100-entry) with hard button and LED for missed call indication • H.323 protocol with future support for SIP <p>Standards-based G.722 wideband Codec and the following narrow band codecs: G.711, G.726 G.729A/B T.120</p> <ul style="list-style-type: none"> • Support for the language: English • Local or Centralized Electrical Power — through POE 802.3af switch, or local power supply 	
3.	<p>Ordinary IP Set (all functionalities mentioned below should at least be meet by the product offered or may exceed our required feature set)</p> <p>PTA Type Approved Exchange (attach approval) (no exception or status of approval in process is allowed)</p> <ul style="list-style-type: none"> • Seamless connectivity with exchange mentioned in Annex F Sr.1 <hr/> <p>Key Features Hardware:</p> <ul style="list-style-type: none"> • Backlit display – 3.5” diagonal, 3 rows by 24 characters • Ergonomic hearing aid compatible handset – supporting TTD acoustic coupler • 8-line appearance/feature key buttons – with dual LED’s of different colors • 2-way speakerphone • Message waiting indicator • Dual position flip stand • Four-way navigation cluster button • Three contextual softkey buttons • Volume button – (separate volume levels in the handset, headset, speaker, and ringer) 	[Yes/No]

	<ul style="list-style-type: none"> • Quick-access Voicemail Message button • Telephony application button – to return to main telephone screen • Menu button – (options and settings access) • Contacts button • Call log button • Redial button • Speaker button • Mute button • Headset button • Hold button • Conference button • Transfer button • Drop button • Ethernet (10/100) line interface with a secondary 10/100 port for collocated laptop or PC • PoE 802.3af class 2 device, also support a local power supply • Headset interface • Wall mount kit available • Contacts application – supports up to 100 entries • Call log – contains last 100 calls • H.323 protocol support • Standards-based codec support: G.711, G.726, G.729A/B • Supports the language: English • Local or centralized electrical power. through an 802.3af switch, or local power supply. 	
4.	Digital Telephone Set (all functionalities mentioned below should at least be meet by the product offered or may exceed our required feature set)	[Yes/No]

	<p>PTA Type Approved Exchange (attach approval) (no exception or status of approval in process is allowed)</p> <ul style="list-style-type: none"> • Seamless connectivity with exchange mentioned in Annex F Sr.1 • DISPLAY, 2 Rows, 128 x 25 pixels, monochrome Backlit • Set Colour Black Included Phone Accessories stand • Mounting table-top, wall-mountable • keypad Dial Type • Speakerphone digital duplex <hr/> <p>Function Buttons</p> <hr/> <ul style="list-style-type: none"> • conference button • hold button, • mute button, • redial button, • speakerphone button, • transfer button <hr/> <ul style="list-style-type: none"> • Ringer Control • Additional Features PIN code • Conference Call Capability • Speakerphone • Voice Mail Capability <p>Call Services</p> <hr/> <ul style="list-style-type: none"> • Call Hold • Call Transfer • Caller ID • Voice Mail <hr/> <ul style="list-style-type: none"> • 3 Programmable Buttons • Menu Operation • Volume Control • Indicators visual ringer light, voice message waiting indicator <hr/>	
<p>5.</p>	<p><u>Operator Console Features</u> (all functionalities mentioned below should at least be meet by the product offered or may exceed our required feature set)</p> <p>PTA Type Approved Exchange (attach approval) (no exception or status of approval in process is allowed)</p> <ul style="list-style-type: none"> • Seamless connectivity with exchange mentioned in Annex F Sr.1 <hr/>	<p>[Yes/No]</p>

	<p>A. Powered from the PABX: No extra power adopter required.</p> <p>B. Programmable Buttons: There should be number of button which be programmed for different feature.</p> <p>C. Firmware should be up-gradable.</p> <p>D. Fixed Function Keys:</p> <p>Speaker Key. To put on/off of speaker</p> <p>Head Set. To connect Head set</p> <p>Volume up/down</p> <p>Contact: to display contact and names</p> <p>Message: To listen, transfer, rewind/forward delete etc.</p> <p>Hold: To hold call</p> <p>Transfer: To transfer active call</p> <p>Volume: For volume up/Down</p> <p>Call log: To see call logs</p> <p>Message: To see the messages</p> <p>Drop: to drop active call</p> <p>Redial: To redial last dialled number or any from list</p> <p>Conference button. To establish conference call.</p> <p>Mute key.</p> <p>Colour Black</p> <p>Handset with 9-foot cord</p> <p>Stand Dual position flip</p> <p>Wall-mountable</p> <p>Adjustable tilt Display</p> <p>Graphical Display size: rows x pixels 181 x 56 pixels</p> <p># rows x characters (approximate) 4 x 26</p> <p># Chinese characters (12x12 pixels per character) 4 x 14</p>	
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	<p>Permanently-labelled feature buttons:</p> <p>Speaker, Mute, Volume, Menu, Hold, Conference, Transfer, Drop, Redial</p> <p>Permanently-labelled feature buttons: Headset, Phone, Call Log, Contacts, Voicemail Message</p> <p>Permanently-labelled Navigation Cluster (Up/Down, Left/Right)</p> <p>Message Waiting Indicator</p> <p>Contextual softkey buttons 3</p> <p>Button Module 32 supported</p> <p>Headset supported</p> <p>2-way speakerphone</p> <p>2-wired line interface</p> <p>Call Control Protocol DCP</p> <p>Codecs G711</p> <p>Contacts and Call Log</p> <p>Partner/feature/short dial key buttons 16</p>	
6	Complete Technical Training for Staff (One-Time) with provision of soft copy of all Installation & maintenance manuals.	[Yes/No]
7	Complete installation and commissioning of system including complete passive work that is required to commission the system	[Yes/No]
8	8 Lines Surge protection CCT, System MDF (complete transfer from Old to new MDF including termination and cable laying from 3 floors and basement to Main MDF, 27 U Rack (UPS with Battery bank for 1-hour backup) inclusive of all cables required to deploy and commissioning of entire exchange and handsets	[Yes/No]
9	Wood work for partition with Glass Door for isolation of space on ground floor where exchange and its complete equipment is deployed	[Yes/No]
10	Three year extended free maintenance with parts and licenses in addition to One Year free warranty maintenance services	[Yes/No]

Note: Company Stamp and Signature of complete Annex F is required

Annex – G (Financial Proposal)

Financial Proposal					
Item Number	Item Name	Quantity	Unit Price of (without Taxes)	Unit Price of with Taxes (if any, also mention tax type and percentage)	Total Price of with taxes (if any)
1	Hybrid PABX exchange with complete feature set mentioned in Annex F, Sr.1	1			
2	IP Sets with complete feature set mentioned in Annex F, Sr.2	4			
3	IP Sets with complete feature set mentioned in Annex F, Sr.3	20			
4	Digital Telephone Sets with complete feature set mentioned in Annex F, Sr.4	80			
5	Operator Console with complete feature set mentioned in Annex F, Sr.5	2			
6	Complete Technical Training for Staff (One-Time) with provision of soft copy of all Installation & maintenance manuals.	Lump sum			

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	Annex F, Sr.6				
7	Complete installation and commissioning of system including complete passive work that is required to commission the system Annex F, Sr.7	Lump sum			
8	8 Lines Surge protection CCT, System MDF (complete transfer from Old to new MDF including termination and cable laying from 3 floors and basement to Main MDF, 27 U Rack (UPS with Battery bank for 1-hour backup) inclusive of all cables required to deploy and commissioning of entire exchange and handsets Annex F, Sr.8	Lump sum			
9	Wood work for partition with Glass Door for isolation of space on ground floor where exchange and its complete equipment is deployed Annex F, Sr.9	Lump sum			
10	Three year free maintenance with parts and licenses warranty Annex F, Sr.10	Lump sum			
	Total Cumulative Cost inclusive of all applicable Taxes				

In case of a recurring License fee for any items should be provided in the financial proposal mentioned above.

Important Note: Financial bid should be provided for complete solution; partial quoted bids shall not be considered.

Annex – H (Declaration)

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: -	
Signatures: -	
Date and Place: -	

Annex – I (Cover Letter)

[Firm letterhead]

[Date]

To

Chief Executive Officer

Punjab Skills Development Fund

21-A, H-Block, Dr. Mateen Fatima Road, Gulberg-II Lahore

Re: Technical Proposal in respect of Hybrid PABX Solution and its complete commissioning

Dear Sir,

We offer to provide the Goods for 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 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 delivery of Goods 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: