



The Bank of Khyber

Information Technology Division

TENDER

The Bank of Khyber invites two separate sealed envelopes, One for Technical Proposal and One for Financial proposal of the following branded items as per the following specifications:

Lot 1 VOIP

S #	DESCRIPTION	REQUIREMENT	COMPLIANCE
			YES / NO
IP PBX			
HEAD OFFICE			
1	Approval	Pakistan Telecom Authority - Mandatory	
2	Network Interface	Dual Gigabit RJ45 ports with integrated PoE Plus (IEEE 802.3at-2009)	
3	NAT Router	Router mode and Switch mode	
4	QoS	Layer 3 QoS, Layer 2 QoS	
5	Media Encryption	SRTP, TLS, HTTPS, SSH	
6	DASH board	PBX Status, Configuration Partition, Data Partition, Recourse usage, Disk capacity, Interface Status, Trunk	
7	Provisioning Protocol & Plug-and-Play	TFTP/HTTP/HTTPS, auto-discovery & auto-provisioning IP end points via Zero-Config, event list between local and remote trunk	
8	Network Protocols	TCP/UDP/IP, RTP/RTCP, ICMP, ARP, DNS, DHCP, NTP,TFTP,SSH,HTTP/HTTPS, PPPoE, SIP(RFC3261), STUN, SRTP, TLS, LDAP	
9	SIP Device Registration	Supports up to 800 registered SIP device/Users	
10	Analog Telephone	2 Port (FXS Port), 08 Port (FXO Port)	
11	SIP Trunk	50 SIP trunk	
12	Video codecs	H.264, H.263, H.263+	
13	Voice and Fax Codec	G.711 A-Law/U-Law, G.722, G.723.1 5.3K/6.3K, G.726A/B, iLBC, GSM, AAL2-G.726-32, ADPCM: T.38	
14	Call Feature	Call park, Call forward (Busy, No answer and Unconditional), Call Transfer, DND, Ring/Hunt group. Paging/intercom	
15	Outbound and inbound calls	Internal/Local/Nationwide/International	
16	Maximum Call Capacity	Concurrent SIP Calls: 100 or 66% performance if calls are SRTP encrypted	
17	Universal Power supply	Output: 12 VDC, 1.5A , Input: 100~240 VAC, 50~ 60 Hz	
18	Conference calls	8 way conference, conference Schedule , Google calendar integration, Google service setting	
19	Voice mail	Voice mail	
20	Call Recording	USB, SD card	

21	Call Detail Record	CDR, Download setting (All record, Search, Automatic download), CDR statistic, API Configuration	
22	Call Center	Multiple configurable, call queues, automatic call distribution (ACD) based on agent Skills/availability/busy level, in-queue announcement	
IP PHONE			
High Management Phone (Video Phone)			
1	Approval	Pakistan Telecom authority (Mandatory)	
2	Screen Size	7" (1024×600) capacitive (5 points) touch screen TFT LCD, mega pixel CMOS sensor camera with privacy shutter	
3	Gigabit Ethernet Switch	Dual switched auto-sensing 10/100/1000Mbps network ports, Wi-Fi (802.11b/g/n), POE+	
4	IEEE 802.3af PoE	Supports IEEE 802.3af POE	
5	SIP Account	6 lines with up to 6 SIP accounts including up to 6-way audio conference and 3-way video conference, phonebook with up to 1000 contacts, call history with up to 1000 record	
6	Multipurpose Key	Speed dial, BLF key ,	
7	Multiplatform Integration	Offers a multi-platform video conferencing solution (Skype, Microsoft Lync, Skype for Business and more)	
8	Video Codec	H.264 BP/MP/HP, video resolution up to 720p HD, frame rate up to 30 fps, bitrate up to 2Mbps, 3-way video conference, anti-flickering, auto focus and auto exposure, PIP (Picture-in-Picture), on-screen-display, camera block, still picture capture/store, video recording, visual voice message indicator	
9	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)	
10	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	
11	QoS	Layer 2 QOS (802.1Q, 802.1p) and Layer 3 (TOS, DiffServ, MPLS) QOS	
12	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	
Telephone Operator / PA (SIP Phone) with Extension details			
1	Approval	Pakistan Telecom authority	
2	Gigabit Ethernet Switch	Dual switched auto-sensing 10/100/1000Mbps network ports, Wi-Fi (802.11b/g/n), POE+	
3	IEEE 802.3af PoE	Supports IEEE 802.3af POE	
4	SIP Account	4 SIP accounts, 5-way audio conference	
5	Multipurpose Key	40 Busy Lamp Field Keys	
6	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)	

7	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	
8	QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS	
9	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	
Normal Users (SIP Phone)			
1	Approval	Pakistan Telecom authority	
2	Ethernet Switch	Dual switched auto-sensing 10/100 Mbps network ports, Wi-Fi (802.11b/g/n), PoE+	
3	IEEE 802.3af PoE	Supports IEEE 802.3af PoE	
4	SIP Account	2 line with up to 1 SIP accounts, 3-way audio conference	
5	Voice Codec	Support for G.711 μ /a, G.722 (wide-band), G.726-32, iLBC, Opus (pending), in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO)	
6	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	
7	QoS	Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS	
8	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	
	Warranty	one year	

Installation and Provision of IP Telephonic Equipment

S #	Equipment	Qty. Approx.
A	IP PBX (Head Office)	1
D	IP Phone (Higher Management - Video Phone)	15
G	IP Phone (Normal Users - SIP Phone)	60
H	IP Phone (Operator Phone / PA) with Extensions detail Model	1

Lot 2 Voice Recording Machine

Specifications Details

Voice Recording Machine of 8 channels.
Infinity Voice (Voice Logging System).
8 Channel Analog Voice Board.

Including:

Voice Trapping Board.
Voice IP Recording License.
Voice Software.

Machine for Infinity Voice.

Specification:

Intel Core i7, 2GB Ram minimum, 500GB SATA Hard Drive minimum, DVD-Writer, 19" LED Screen and USB Keyboard/Mouse.

Installation + Training

Warranty 1 year

Lot 3 UPS Batteries

Specifications

Details

3kva/6kva UPS Batteries

12v 5Ah, 12v 7Ah, 12v 12Ah, 12v
17Ah, 12v 18Ah, 12v 24Ah, 12v
38Ah, 12v 40Ah, 12v 44Ah,
12v 65Ah, 12v 70Ah, 12v 100Ah.

Warranty of Batteries

1 Year.

Installation and delivery Charges should be included in prices with all Govt Taxes. The prices will be lockdown for one Year.

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 authorized dealers for the supply, delivery and installation.
3. The Technical bid should clearly mention Make, Model and Brand, (Specification of bid) without quoting the price and must mention the warranty period.
4. The bidder can apply for the whole Tender or for any one specific **LOT** as per his expertise.
5. Company seal / stamp must be fixed on Technical Specification and Financial Proposal.
6. **If any firm fails to qualify the Technical Evaluation Criteria based upon Mandatory Requirements, then financial bid of the same will not be opened.**
7. **Mandatory Requirements are as follows:-**
 - a. The bidder should provide the item manufacture's authorization certificate.
 - b. Approval from Pakistan Telecom Authority for VOIP telephone system
 - c. The bidder should provide **KPRA** registration Certificate with Technical Proposal.
 - d. The bidder should provide **FBR** registration certificate with Technical Proposal.
 - e. The bidder should provide an **undertaking** on stamp paper that it is not blacklisted by any of the Provincial / Federal Government or organization of the state / Federal Government in Pakistan.
 - f. The bidder must submit **Annual Audited Report** for the last three years.
 - g. The firm preferably has office in Peshawar and must submit a **List of Offices** across Pakistan.
 - h. The bidder shall give at least **Five Relevant References** (Purchase Order) of similar equipment delivery / installation by their firm.
 - i. The bidder shall have at least **Five Year Relevant Experience** for the supply of similar equipment.
 - j. **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 Procurement Division, The Bank of Khyber **on or before 10:00 AM, 26-2-2018.**
8. **Tender bid opening will be held on Monday, 26-2-2018 at 11:00AM at BOK Head Office.**
9. **Any bid submitted after due date and time will not be entertained.**
10. 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.
11. **Prices for Lot 1 and Lot 2 should remain valid for 120 days while for Lot 3 the price should remain valid for One Year Only.**
12. Delivery of items in Lot 1 and Lot 2 must be made within **(4 – 6)** weeks of issuance of purchase order while for Lot 3 item should be delivered immediately after issuance of purchase order.
13. All prices quoted must be inclusive of all Taxes applicable, such as GST, Income Tax, etc.
14. Rate should be quoted in words and figures.
15. **In case of failure to supply the item under specified time. The work order should be awarded to second lowest.**
16. Failure to supply items within specified time period will invoke. In addition to that, two percent (2%) Call Deposit (CDR) amount will be forfeited.
17. Bidders must submit at least one bid that matches or is better than the required specifications and are free to quote more options each clearly marked as option 1, option 2 in separate envelopes.
18. **No negotiations and revised bids will be allowed.**

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