



The Bank of Khyber

Bidding Document

PROVISION AND INSTALLATION OF VOICE OVER IP PHONE EQUIPMENT

Last Date for Submission:	11thFeb, 2019 at 3:30 P.M.
Tender Opening Date:	11th Feb, 2019 at 4:00 P.M.

Description of Work

1.1 INTRODUCTION

The Bank of Khyber (BoK) intends to deploy Voice over IP Phone equipment for its Head Office (Peshawar/Karachi) and invites sealed proposals i.e. Technical and Financial on **Single Stage Two Envelope Procedure** for the Provision, Installation and Commissioning of Voice over IP Phone equipment.

1.2 SCOPE OF WORK

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

SNO	ITEM	QUANTITY
1	Normal Users Phone (SIP Phone)	130
2	High Management Phone (Video IP Phone)	10
3	Telephone Operator / PA (SIP Phone) with extension details	10

1.3 REQUIRED TECHNICAL SPECIFICATIONS

SNo	Item	Required Technical Specifications	Vendor Response
A	Normal Users (SIP Phones)		
1	Approval	Pakistan Telecom authority (Mandatory)	
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, 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	
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-session based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control	
9	Warranty	1 year	
B	High Management Phone (Video Phone)		
1	Approval	Pakistan Telecom authority (Mandatory)	
2	Screen Size	7" (1024x600) 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.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)	
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-session based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control	
13	Warranty	1 year	

C Telephone PA (SIP Phone) with Extension details			
1	Approval	Pakistan Telecom authority (Mandatory)	
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.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)	
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-session based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control	
10	Warranty	1 year	

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 presented in the following information: -

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 for further evaluation.

#	Mandatory Requirements	Vendor Response
1	Bidder to submit its company profile along-with proof of legal presence in Pakistan and should submit list of Offices across Pakistan	
2	Bidder should have Pakistan Telecom Authority License for provision of services	
3	Bidder should have Manufacturer Authorization Certificate and Pakistan Telecom Authority License of the quoted equipment	
4	Bidder must provide evidence of company's registration / incorporation certificate and its NTN / FBR 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 Financial year. Annual Audit Report including Balance Sheet, Income Statement and Profit & Loss accounts along with auditors' notes for the last audited year should be submitted	
7	Bidder must provide Purchase Orders/Agreements of at least three (03) deployments of similar nature equipment with relevant client references and valid proof	

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: -

- a. The firm fails to submit the valid relevant evidence of the required Mandatory Requirements, or
- b. 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 conform 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 will be responsible for all necessary arrangement required for the training.

2.2 Format of Financial Proposal

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

SNO	ITEM	QTY	UNIT PRICE	Applicable Taxes	TOTAL AMOUNT
1	Normal Users Phone (SIP Phone)	130			
2	High Management Phone (Video IP Phone)	10			
3	Telephone Operator / PA (SIP Phone) with extension details	10			
TOTAL AMOUNT (in Rs.)					

2.2.1 Payment and Taxes

All payments to be made by the BOK to the Company shall be inclusive of all withholding tax the Company is required to pay under the law furthermore all other federal, provincial & or local taxes shall be deducted by BOK from the payment made to the Company as per law rules regulations etc.

2.2.2 Governing Law

This Agreement shall be solely governed by the substantive and procedural laws of Islamic Republic of Pakistan and includes but is not limited to the directives and circulars issued from time to time by the State Bank of Pakistan and or any other Federal or Provincial Government or its agency. The exclusive place of Jurisdictions for any claim against either party is the competent in Pakistan at Peshawar.

2.2.3 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 Pakistan Telecom Authority Approval for the provision and installation of Voice Over IP 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 Monday, **11th Feb, 2019 at 3:30PM**. Tender Opening Date is Monday, **11th Feb, 2019 and Time is 4:00 PM** at The Bank of Khyber, Head Office.
4. Bidder must be registered with FBR.
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 Procurement 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 required time period will invoke. In addition to that, two percent (2%) Call Deposit 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.
Phone: 091-5279690, 5274399
UAN: 091-111-95-95-95**