

Request for Quotation (RFQ)
Installation of Cisco IP PBX Telephone System in the ILO Abuja Office

1. Overview

In order to reduce communication costs and increase efficiency, effectiveness and reliability, the ILO Abuja Office is requesting for installation of purchased Cisco PBX communication system.

The system put in place is expected to integrate the possibility of the below work scenarios for users:

- Remote users (teleworkers);
- Mobile or travelling users;

1.1. Goals

The purpose of this RFQ specification section is to provide a general framework for the installation of purchased Cisco IP PBX telephone system in the ILO Abuja Office. The system must be stable and reliable, with a general performance level of 99% availability or more.

These specifications relate to:

- The pre-installation and basic configuration of the new Cisco IP PBX on site, and it's ancillary equipment as described in this document;
- System programming (classes of services, categories of access, numbering plan, automatic routing service, etc.);
- Provision of basic training in the use of the system to the client;
- The supply of system documentation in English (user, operator and technical);
- A standard warranty on installation for a period of at least one year.

The service includes:

- Installation of hardware, software and accessories (even if not expressly mentioned in these specifications) necessary for the Cisco IP PBX to be functional and up to date when the system is put into service.
- Testing and tuning necessary to ensure that the Cisco IP PBX is in perfect working order and delivered in accordance with these specifications.
- Recommendations for preliminary operational tests before commissioning of the Cisco IP PBX.

1.2. Terms and Conditions

The Equipment to be installed is new purchased in the year 2019 & delivered in the year 2020. The contractor will ensure that he has ownership or is an authorised agent for the installation of the proposed systems. This contract may be subject to negotiations.

2. Technical specifications of the switch and additional equipment

2.1. Overview

The Cisco IP PBX is IP based. The technology used will be based on the Internet Protocol (IP). The basic capacity of the system will be at least 40 extensions (8 Cisco IP Phone 8845 and 32 Cisco IP Phone 8841 with potential to expand), to match the number of users in the office. Access to telecommunications operators will be made either through the integrated services digital network (ISDN T0 / T2) and / or the telephone gateways (GSM, VOIP, etc.), depending on the type of CO lines available to the office including legacy analogue lines if required.

The PABX must allow multi-operator access integrating the functions of routing calls at lower cost: ARS (Automatic Route Selection) / LCR (Least Cost Routing).

The system must provide an option to connect as an external link, standard analogy telephone gateways. The options of ACD (Automatic Call Distribution) and Interactive Voice Response (IVR) are also essential.

2.2. Existing Installation

To allow for the implementation of VLANs in the ILO, it is recommended that computers and IP Phones must use different data and voice points to the switch. A review of the existing telephony connection has to be carried out and minimum of category 5 cabling is acceptable but if there is need for installing new cabling, category 6 cabling is recommended. The network switches used to connect the IP PBX and IP Phones must comply with the ILO Standard Cisco switch.

2.3. Management/Charging

The IP PBX management i.e. creation, deletion, change of phone extensions, etc. will be described in order to demonstrate its operation and user-friendliness. Software and hardware costs will be dissociated and explicit. The system must allow telephone logging facility. IT staff must be trained on how to carry out these functionalities.

2.4. System Features & Specifications

The installed system must meet the following specifications;

2.4.1. PABX

The basic features required are:

- Auto Attendant;
- Music on Hold;
- Call History;
- Unified Voice Messaging;

- Cellular Phone Features;
- Native support for digital, analogue, IP, SIP desk phones to preserve phone, cabling and network investments
- Native support for DECT and wireless LAN handsets in office
- Scalable;
- Remote office connectivity;
- Possibility of connecting to SIP Providers;
- Possibility of interconnecting to other IP PBXs platforms

2.4.2. Basic IP Phones Features

- HD Voice
- Full duplex speaker phone
- 4.4 inch backlit LCD display
- Phone directory integrated
- Conference feature with at least 3 users
- Programmable function keys
- 1 GB PoE Ethernet ports

2.4.3 Call Handling Features

- Call Making features;
- Call Answering;
- Call Holding ;
- Parking and Recovery;
- Automatic Call Back on busy station;
- Call Forwarding/Do not Disturb features (all calls, busy, no answer);
- Call Waiting / Busy Station Signalling;
- Quick dialling features (Personal and System);
- Conference Calling;
- Incoming Call pickup options;
- Toll Restriction (TRS) / Call Barring (Barring)
- Incoming Call Distribution Features which includes idle extension hunting;
- Caller ID (Identification);
- Call Filtering;
- Paging;
- Voicemail;
- Forwarding calls to a cellular phone
- Call Conversations protection against intrusions and interceptions

3. Electronic Directory

The electronic directory is intended for all users. It will display the name of the internal correspondent, his first name and his telephone number on the display of the digital extensions and on the screen of the operator stations.

4. Built-in Options

4.1. Accounting and Billing

The integrated accounting and billing software must allow precise control of outgoing / incoming calls (example: outgoing traffic per extension or incoming traffic by origin).

Summary and detailed reports will be sorted according to the following criteria:

- by date;
- by services;
- by post;
- by name;
- by destination (open or closed number);
- by duration threshold, tax;
- by type (fixed, GSM);
- answered, not answered;

Statistics may be made available (e.g. number of calls received, services requested, etc.) from end users. These reports can be stored, edited on a printer or exported to the computer system.

4.2. Voice Messaging

A device will allow the transmission and reception of voice messages. It will be sized for all users of the system. The voicemail must allow the following functions:

- Dissemination of messages;
- Event Logs;
- Answering Machine

A caller can leave a voice message after hearing a voice message depending on no-answer and on busy tone. The greeting message can be easily and quickly modified by the user.

4.3. Auto Attendant / Interactive Voice Server (IVR)

- Reception of calls by a simple greeting message indicating to the caller that he/she has reached the office of ILO Abuja;
- Allows callers to be automatically transferred to an extension or service or leave a message without the intervention of an operator/receptionist.
- Allow a caller to reach a live operator by dialling a number, usually "0".

5. Implementation

5.1. Data Collection

Data collection from users of the system is the responsibility of the ILO Office who must:

- Provide the numbering plan
- Check the appropriate profile for each station;
- Fill in the collection document itself.

5.2. Configuration of the communication system

The configuration will consist of programming the IP PBX with the user data collected and all the usual settings necessary for the proper functioning of the system.

5.3. Control of the installation

A control of the installation will be systematically carried out. The various phases of the control will be as follows:

- **Qualitative and quantitative control:** To ensure good quality and conformity of the installation delivered with those envisaged in this call for tender.
- **Functional Control:** The quality control of all telephone operations will be performed when the system is running in accordance with the ILO Abuja configuration. During the entire inspection period, the bidder must be present on the site or remotely connected to the system through the remote access tools agreed with the client. These checks will ensure that the services provided by the bidder comply with the technical specifications described in this invitation to tender.
- **Post operations:** These checks will make it possible to check the functionalities prescribed in the contract;
- **Systems management:** The management system is aimed at evaluating the performance of the installed system and the conformity of the available functionalities;
- **Exploitation of the functionalities:** These verifications will ensure the good functioning of the offered functionalities and plug all loop holes to ensure the system is secure from hacking and abuse.
- **Embedded servers (voicemail, IVR, etc.):** These checks will help ensure their operation.
- **Delivery and Installation Time:** All items must be delivered as per agreed date and all configuration work must be completed and implementation made by the date specified in the contract.

6. Quantity

Installation of 8 Cisco IP Phone 8845 and 32 Cisco IP Phone 8841.

7. General Technical Evaluation Criteria

- a) The PABX must be fully digital (IP);
- b) The PABX must integrate the ARS / LCR routing functions;
- c) Access to telecommunication operators must be made either by the T0 / T2 ISDN or analogue telephone gateways depending on the situation;
- d) The power supplies of the telephones must be exclusively Power Over Ethernet;
- e) The management or administration of the IP PBX must be totally 100% Web interface;
- f) The IP PBX must have the following integrated servers: interactive voice server, voicemail, etc.)
- g) The IP PBX must be able to offer the technical features described either by default or as an added option to be turned on when required;
- h) The supplier must have at least 5 years of experience in installing and configuring IP PBXs.
- i) The supplier must provide at least one year warranty
- j) The supplier must accept ILO Terms and Conditions concerning contracts.

8. Specific criteria for technical evaluation

| Récapitulatif des formulaires d'évaluation des Propositions techniques | | Maximum Score | Company | | | | |
|--|--|---------------|---------|---|---|---|---|
| | | | A | B | C | D | E |
| 1. | General Criteria | 300 | | | | | |
| 1. | Expertise de la Société / Organisation soumissionnaire | 200 | | | | | |
| 2. | Projet de plan de Travail et d'approche | 300 | | | | | |
| 3. | Personnel | 200 | | | | | |
| Total | | 1000 | | | | | |

The evaluation forms for the technical offers appear on the following two pages. The maximum score specified for each of the evaluation criteria indicates the relative importance or the coefficient of the article in the context of the overall assessment process. The evaluation forms of the Technical Proposal are:

Form 1: General Technical Criteria

Form 2: Expertise of the Company / Bidder Organization

Form 3: Draft Work Plan and Approach

Form 4: Staff

| | | |
|--------------------------------------|--|---------|
| Technical Proposal Evaluation Form – | | Company |
|--------------------------------------|--|---------|

| Form 1 | | Maximum Score | A | B | C | D | E |
|----------------------------|--|---------------|---|---|---|---|---|
| General Technical Criteria | | | | | | | |
| 1.1 | Eliminatory criteria | | | | | | |
| | The PABX must be fully digital (IP); | | | | | | |
| | Acceptance of ILO T&Cs(attached) | | | | | | |
| 1.2 | Features | 200 | | | | | |
| | The power supplies of the telephones must be exclusively Power Over Ethernet; | 50 | | | | | |
| | The management or administration of the IP PBX must be totally 100% Web interface; | 50 | | | | | |
| | The PABX must integrate the ARS / LCR routing functions; | 25 | | | | | |
| | Access to telecommunication operators must be made either by the T0 / T2 ISDN or analogue telephone gateways depending on the situation; | 25 | | | | | |
| | The IP PBX must have the following integrated servers: interactive voice server, voicemail, etc.) | 25 | | | | | |
| | The IP PBX must be able to offer the technical features described either by default or as an added option to be turned on when required; | 25 | | | | | |
| 1.3 | Warranty | 100 | | | | | |
| | At least one year warranty | 50 | | | | | |
| | Are you a licensed Cisco installer or you are an authorised agent? (if own,50 and if authorized agent 30, otherwise 10) | 50 | | | | | |
| | | 300 | | | | | |

| Technical Proposal Evaluation Form – Form 2 | | Maximum Score | Company | | | | |
|--|--|---------------|---------|--|---|--|---|
| | | | A | | A | | A |
| Expertise of the Company / Bidder Organization | | | | | | | |
| 2.1 | General organizational capacity likely to affect implementation | 80 | | | | | |
| | - Organizational chart | 20 | | | | | |
| | - Number of years of operational existence, minimum 5 years (from 5 to 7 years, 30 points and 7 years and over, 40 points) | 40 | | | | | |
| | - Financial statements (liquidity ratio (x): $x \geq 1$, 20, $1 > x \geq 0.5$, 15 and $x < 0.5$, 0) | 20 | | | | | |
| 2.2 | Expertise in the field of IT | 60 | | | | | |
| | - General experience in the field of telephony | 30 | | | | | |
| | - Number of sites installed | 15 | | | | | |
| | - Final realization of the contracts | 15 | | | | | |
| 2.3 | Expertise in the PBX Implementation | 60 | | | | | |
| | - Projects in general | 15 | | | | | |
| | - Projects of international and governmental institutions (NGOs, international companies ...) | 30 | | | | | |
| | - United Nations Projects | 15 | | | | | |
| | | 200 | | | | | |

| Technical Proposal Evaluation Form – Form 3 | | Maximum Score | Company | | | | |
|---|--|---------------|---------|--|---|--|---|
| | | | A | | A | | A |
| Projet de plan de travail et d'approche | | | | | | | |
| 3.1 | Does the proposal show an understanding of the communication issues for the project? | 60 | | | | | |
| 3.2 | Have the important aspects of the project been treated in sufficient details? | 50 | | | | | |
| 3.3 | How well does the Bidder understand the task? | 50 | | | | | |
| 3.4 | Is the project planning well defined and does it correspond to the terms of reference? | 70 | | | | | |
| 3.5 | Is the presentation clear, and are the sequence of activities logical, realistic, and do they augur well enough for a good project implementation? | 70 | | | | | |
| | | 300 | | | | | |

| Technical Proposal Evaluation Form -- Form 4 | | Maximum Score | Company | | | | |
|---|---|------------------|---------|--|---|--|---|
| | | | A | | A | | A |
| Staff | | | | | | | |
| 4.1 | Qualification and experience of the project manager and his team: - Graduate & Certified with 5+ years of experience, 70 - Diploma & Certified with between 5 and 7 years of experience, 65 - Accredited with 7 years or more experience, 65 | 70 | | | | | |
| 4.2 | Adequacy of staff resources in relation to the magnitude of the task | 70 | | | | | |
| | - Number of approved persons in the team: 4 (10 for a person with experience between 5 and 10 years and 7 for a person with an experience of less than 5 years) | 40 | | | | | |
| | - Number of other people on the team: 6 | 30 | | | | | |
| 4.3 | Qualification and experience of the company's staff | 60 | | | | | |
| | | 200 | | | | | |

9. Documentation

9.1. Technical Documents

Documentation is to be provided in English. It will include at least the following elements:

- Synoptic diagrams of the installations mentioning the actual equipment, the cable capacity and the capacities of subsequent extensions;
- All explanatory notes associated with the diagrams defined above;
- Wiring diagrams;
- All user guides for all the components of the system including system programming, operational and telephone log guides;
- A guide explaining how the telephone logging software works and how to set it up and input current telephone tariffs.
- Maintenance manuals, especially intervention and troubleshooting procedures.
- The accompanying diagrams and explanatory notes will be provided in hard copy.
- All documentation will also be available on CD ROM.

- The documentation is part of the supply and remains in full ownership of the Client.
- No reservation will be accepted regarding its reproduction by the client for its internal use.

9.2. User Manuals

The bidder shall provide, under this invitation to tender, instructions and quick user guides, in number of copies at least equal to the number of stations in hard-wired capacity.

9.3. Training

The supplier will have to:

- provide training for operators and users
- provide training for office technical staff
- provide any training necessary for the proper use of the system.

9.4. After installation services

- The supplier will offer after-installation services in person or through local representative.
- The supplier must provide a document explaining the elements of the guarantee.

Please submit your proposals via email to the IT focal point via aiyelabegan@ilo.org