



**TENDER FOR PURCHASE AND INSTALLATION OF
PHONE RECORDING & LOGGING SYSTEM AT NIT
HEAD OFFICE**

NATIONAL INVESTMENT TRUST LIMITED

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1. INTRODUCTION

- 1.1** National Investment Trust (NIT) is the oldest and largest Mutual Fund Company of Pakistan, with its Head Office located in Karachi and operation spread all over Pakistan through its 23 branches and a customer facilitation center in Karachi.
- 1.2** Sealed Tenders are invited from reputed and well established firms/companies registered with Sales Tax and Income Tax Departments for the procurement and installation of enterprise phone call recording and logging system, Managed Network Switch and MS SQL Server Standard as per specification, quantity and conditions mentioned in this document at NIT Head office , Karachi

2. SCOPE OF WORK

Following requirements define the scope of work for this Tender:

- 2.1** The Selected bidder will be responsible for the supply and installation of telephone (voice) recording system that compatible with our existing Avaya IP office 500 PBX. The solution capable to record minimum Six (06) IP Phones and expandable to hundred (100) IP Phones.
- 2.2** The Selected bidders must ensure that the supplied equipment / Software is fully operational, new and performs properly and meet Tender Technical Specification.

3. INFORMATION FOR BIDDERS

Name of Procuring Agency:	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Earnest money	Bank draft equal to 2% of the total bid value to be enclosed at the time of bid submission.
Last date for Bid Submission	May 27, 2015 at 10.30 P.M
Bid Opening Date and Time	May 27, 2015 at 11.00 P.M
Bid Opening Place	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Contact Person	Mr. S. T. A. Quadri, VP - Admin
Phone:	021-32412056-9 (Ext : 235)
Direct Phone	021-32425101
E-mail	avpadmin@nit.com.pk
Fax:	021-32422719

4. TERMS AND CONDITIONS:

- 4.1.** The bidder should be registered with Sales Tax and Income Tax Department.
- 4.2.** Bid should be submitted in Pak Rupees only.
- 4.3.** Bidder firm has not been blacklisted by any Government/Semi Government organization.
- 4.4.** Bidders may quote, if compliant with qualification criteria, for solution in Bill of Quantity (BOQ) Annex IV, V, VI & VII as per one of the following combinations:
 - 4.4.1** Procurement of Telephone Recording Solution as per Annexure I
 - 4.4.2** Procurement of Managed Network Switch as per Annexure II
 - 4.4.3** Procurement of MS SQL Server Standard version Software's as per Annexure III
 - 4.4.4** Combination of any of the above (4.4.1, 4.4.2 & 4.4.3)
- 4.5.** NIT reserves the right to accept/reject wholly or partially any tender at any stage of the tender process. Reasons may be provided upon written request.
- 4.6.** Validity period of the bids shall be for at least 30 days.
- 4.7.** The decisions of NIT will be binding on all concerned and will in no case be challengeable at any forum or any court of law.
- 4.8.** Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.9.** During the examination, evaluation and comparison of the bids, the NIT at its sole discretion may ask the bidder for clarifications of its bid. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
- 4.10.** The amount submitted as Earnest Money shall be refunded to the unsuccessful bidders after the decision for the award of said tender.
- 4.11.** For this tender all updates/changes shall be communicated through email by NIT.
- 4.12.** Delivery and commissioning offer for all items is required to be executed within Two (02) to four (04) weeks.
- 4.13.** The bidder must certify that the offered products is the latest available against the given specification.
- 4.14.** The delivery will be made at NIT Head Office, Karachi.
- 4.15.** The bidder must have office in Karachi and fully capable to provide maintenance support from this location.
- 4.16.** Bids submitted via email or fax will not be entertained.

PROCEDURE FOR BID SUBMISSION

- 5.1.** For this tender ‘Single stage- Two envelope procedure’ for open competitive bidding shall be adopted.
- 5.2.** Bid envelope submitted will comprise of a single envelope containing two separate closed / sealed envelopes containing Technical and Financial proposal.
- 5.3.** Technical proposal envelope should be marked as ‘Technical proposal ’ and should include following documents:
 - 5.3.1.** Technical brochure of the offered model / equipment.
 - 5.3.2.** Company profile.
 - 5.3.3.** List of customers (corporate sector) along with their contact details
 - 5.3.4.** Technical specification Annexure I, II & III document completely filled, signed and stamped for identifying offered equipment as per bid for category mentioned in point 4.4.
 - 5.3.5.** Document mentioned in Qualification Criteria Annexure VIII
 - 5.3.6.** Partner Authorization letter from Manufacturer.
 - 5.3.7.** Income Tax/GST certificate of the bidder.
 - 5.3.8.** Any other document required as per this tender document.
- 5.4** Financial proposal envelope should be marked as ‘Financial proposal ’ and should include following documents:
 - 5.4.1** Bid price filled as per BOQ (Annexure IV,VI,VII) as per specification given in Annex I, II & III as per equipment Category mentioned in point 4.4.
 - 5.4.2** Bid price filled as per BOQ (Annexure V) maintenance support charges for Telephone recording system on annual and per call basis as point 10 of Annex I.
 - 5.4.3** Bank draft for the earnest money to be made in favor of NIT LTD
- 5.5** In first stage only the ‘Technical proposals’ will be opened in the presence of bidder’s representatives that choose to attend.
- 5.7** Technical proposals of the bidders will be evaluated, generally for compliance of ALL the requirements given in the tender document and specifically for Qualification Criteria given in Annexure VIII.
- 5.8** Vendors who will not submit all required documents / information as per Qualification Criteria and do not meet the qualification requirement will be declared as Non-Qualified Vendors.
- 5.9** As a part of technical evaluation, bidders may be asked to arrange visit to their completed projects.
- 5.10** On the basis of Qualification Criteria, the financial proposal of only technically qualified bidder will be opened in the presence of their representatives that choose to attend.
- 5.11** Financial proposals of bids found technically non-responsive will be returned un-opened.

6. EVALUATION CRITERIA

6.1 The lowest financial bid will be accepted against each category mentioned in point 4.4:

- BOQ Annexure IV for Telephone recording solution category 4.4.1
- BOQ Annexure VI for Managed Network Switch category 4.4.2
- BOQ Annexure VII for MS SQL Server category 4.4.3

7. PAYMENT TERMS

- 7.1** No payment shall be made in advance to the contractor as mobilization advance.
- 7.2** Hundred percent (100%) cost of recording solution shall be paid and will be released after successful delivery, installation, integration and verification of the system and its licenses (if applicable) as per Annexure I and invoice processing as per internal procedure.
- 7.3** Hundred percent (100%) cost of Network Switch shall be paid and will be released after successful delivery, installation, integration and verification of the Managed Network Switch as per Annexure II and invoice processing as per internal procedure
- 7.4** Hundred percent (100%) cost of software shall be paid and will be released after successful delivery and verification of the SQL Server Licenses as per Annexure III and invoice processing as per internal procedure.
- 7.5** All payments shall be made after deduction of taxes.
- 7.6** All payments shall be made through cross cheque in the Pak Rupees.
- 7.7** Taxes will be deducted at source as per government rules at the time of payment.
- 7.8** Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (all inclusive including taxes)

**ANNEXURE 1: TECHNICAL SPECIFICATION FOR ENTERPRISE TELEPHONE
RECORDING & LOGGING SYSTEM**

Attributes	Specification	Compliance (Y/N)	Comments	Product	Reference Brochure
1 Solution Frame Work	1.1 VOIP based Recording				
	1.2 Support Database MSSQL Server 2008 or later / MYSQL				
	1.3 Installable on VM Windows Server 2008 or Later				
	1.4 Support Virtualized Hypervisors (VMware/ Hyper V)				
	1.5 Client / Server module				
	1.6 Solution \software provided at the time of installation should be latest available version verifiable through Application Vendor				
	1.7 Provide software releases and patches/ bug fixes with in warranty and SLA period				
	1.8 Compatible with Existing Avaya PBX and Avaya IP Phones				
	1.9 Recording of minimum 06 voice channels (IP Phones)				
	2.0 Phone recording starts by lifting hand set and stops on disconnecting call				
	2. Reporting Features	2.1 Channel reports for channel settings			
2.2 Conversation reports					
2.3 Online event log report					
2.4 Generate reports based on required criteria					
2.5 save reports or export for further manipulation					
3. Security Features	3.1 Password protected login only allow authorized users to login				
	3.2 Allow access to recording for listening according to access rights				

	3.3 Assign different access rights to playback different channel recording				
	3.4 Provide security on operating system level and application level				
4. Compliance \ Audit features	4.1 Event logging of different actions such as: <ul style="list-style-type: none"> • Login & Logout • File listening • Channel listening • Configuration setting • Playing of files • System channel faults 				
5. Administration Features	5.1 User friendly interface for definition of policies / rules for recording retention etc				
	5.2 Online real time conversation listening for monitoring purpose.				
	5.3 Visual monitoring of channel status through Iconic representation. single console screen for complete operation and maintenance				
	5.4 Visual display of system health				
	5.5 Provision for creating backup				
	5.6 Protection of library media from overwriting				
	5.7 Backup on SAN / NAS over LAN and WAN				
	5.8 Data extract and convert in to wave format over USB,CD,DVD etc.				
	5.9 Provision for minimum 10 or more user accounts for using monitoring, reporting, playback, etc application features.				
	5.10 provision to assign different type of user rights				
6. Playback search Features / Capabilities	6.1 Search conversation based on: <ul style="list-style-type: none"> • Custom search option, Start and End date & time. • Incoming number, outgoing number or both 				
	6.2 Search Results windows offers: <ul style="list-style-type: none"> • Play, Pause, Stop, rewind and Forward • Volume Control • Jump to (Date and Time) 				

7. Quality Assurance	7.1 Automatic gain control to enhance voice quality and amplitude				
	7.2 Error messages of Media lines if any				
	7.3 Manual adjustment for enhancing voice quality and amplitude on recording conversation				
8. Installation /Integration requirements	8.1 Solution should compatible with Existing Avaya PBX IP office 500				
	8.2 Record IP Avaya PBX Extension				
	8.3 Connect with PBX through LAN interface				
	8.4 Configure managed network switch for telephone recording application				
	8.5 Installation and Configure of all function/ capabilities as required for Trading /Treasury Department, application also compliance with SECP.				
	8.6 Software Licenses / keys shall be verifiable through Application vendor in the favor of NIT				
9. Warranty	9.1 Provide free of cost one year warranty /service support after successfully installation / integration of Voice recording system.				
10. Support SLA	10.1 After expire of warranty period vendor should Sign SLA to provide maintenance support on annual / per call basis				
	10.2 Support format 5 days a week starting Monday 9 A.M to 5 P.M for logging of complaint.				
	10.3 Remote support to provide within 30to 60 Minutes in case site visit is required complaint will be attended on same day.				
	10.4 Provide unlimited no of support calls over the phone and through remote sessions				
	10.5 Vendor will provide support under coverage of service level agreement (SLA) signed with NIT.				
	10.6 Provide software releases and patches with in warranty and SLA period.				

ANNEXURE II: TECHNICAL SPECIFICATION FOR MANAGED NETWORK SWITCH

Equipment Type	Attributes	Description	Compliance (Y/N)	Comments	Module Number	Reference Brochure	
2.0 Managed Network Switch (CISCO WS-C2960+24TC-L or Equal)	2.1. Capacity/ Specification	2.1.1 At least 6.5 Mpps throughput					
		2.1.2 Minimum 16 Gbps Backplane/ Forwarding bandwidth					
		2.1.3 Must have upto 2 Sessions in SPAN an RSPAN					
		2.1.4 Minimum DRAM 128 MB and Minimum Flash 64 MB					
	2.2. Slot Capacity, Ports/Interfaces	2.2.1 Must have 24-ports 10/100Mbps Fast Ethernet					
		2.2.2 Serial/RJ-45 Auxiliary and Console					
	2.3. Management Features/ Protocols	2.3.1 LAN Management					
		2.3.2 Web Services Management					
		2.3.3 SNMP, RMON, and Syslog Support					
		2.3.4 QOS capabilities					
		2.3.5 SPAN to monitor/Mirror voice packets from multiple source ports to destination port					
		2.3.6 Voice and Video QOS required					
		2.3.7 QOS and Sophisticated Traffic Management					
		2.3.8 IEEE 802.1p QOS					
		2.3.9 IEEE 802.1q VLAN					
		2.3.10 Radius and Tacacs+ Support					
2.3.13 Auto-QOS command-line interface (CLI) for VoIP deployments							
2.3.14 Standard ACLs on all ports							

		2.3.15 SSHv1 and v2				
	2.4 Warranty/Services/ Support	2.4.1 One Year 8 X 5 Principal Backed Hardware replacement Support				
		2.4.2 Warranty / Support details shall be display on Equipment manufacturer website				
		2.4.3 Equipment should be new and import through proper channel				
		2.4.4 Shall install / Configure spanning feature of switch that will use for voice recording				

ANNEXURE III: TECHNICAL SPECIFICATION FOR SQL SERVER SOFTWARES

Software Type	Description	Compliance (Y/N)	Comments
1.1 Microsoft SQL Server Standard Edition	1.1.1 SQL Server 2014 or later (Latest Version)		
	1.1.2 Standard Edition		
	1.1.3 64 bit		
	1.1.4 SQL Server Agent		
	1.1.5 CAL (QTY 04)		
	1.1.6 Open Licensing		

ANNEXURE IV: BILL OF QUANTITY
FOR TELEPHONE RECORDING & LOGGING SYSTEM

ITEM	Total Amount PKR
1. Enterprise Telephone Recording Solution (As per Specifications in Annex 1)	
Total Amount	

Note: i) **Prices are Inclusive of all Taxes**
ii) **Breakup of all taxes to be provided separately with the bid.**

ANNEXURE V: BILL OF QUANTITY

MAINTENANCE SUPPORT OF TELEPHONE RECORDING SYSTEM (Future Services)

ITEM	QTY	Total Amount PKR
Maintenance support / Service charges for Telephone recording system after expiry of one year warranty period. (As per specifications in Annex I Point 10)	Per Visit Charges	
	Yearly Charges	

- Note: i) **Prices are Inclusive of all Taxes**
ii) **Breakup of all taxes to be provided separately with the bid.**

ANNEXURE VI: BILL OF QUANTITY

(FOR MANAGED NETWORK SWITCH)

Equipment Type	Quantity	Unit Price PKR	Total Price PKR
Managed Network Switch with one year Manufacturer warranty (As per specifications in Annex II)	01		

Note: i) Prices are Inclusive of all Taxes

ii) Breakup of all taxes to be provided separately with the bid.

ANNEXURE VII: BILL OF QUANTITY

(FOR SQL SERVER LICENSES)

Equipment Type	Quantity		Unit Price PKR	Total Price PKR
Microsoft SQL Server Standard Edition 2014 or later (As per specifications in Annex III)	1.1 Database	01		
	1.2 CAL	04		
	1.3 Media DVD	01		

- Note: i) Prices are Inclusive of all Taxes
 ii) Breakup of all taxes to be provided separately with the bid.

ANNEXURE VIII: QUALIFICATION CRITERIA

Vendors who will meet the following conditions and submit the documents / statements / information as mentioned, will be declared Qualified Vendors while others will be classified as Non-Qualified Vendors.

1. Income Tax Certificate / GST Certificate (Copy to be provided).
2. Completely Filled Bill of Quantity as per equipment category and quantity given under Annex IV,V,VI & VII.
3. Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
4. Compliance of the offered model / product with the specification mentioned in Technical Information. Annexure I, Annexure II, Annexure III completely filled signed and stamped to be included.
5. Technical proposal documents be duly signed and stamped.

Additional Criteria Valid for Enterprise Telephone Call recording Solution

6. Holding partnership like Tier1for Pakistan from the principal/ manufacturer of the equipment/software (Copy to be provided).
7. Provide list of all clients being provided Telephone Recording system, along with contact person name and his contact details. Bidder should have at least 06 clients to whom it is providing services similar / or higher to that required in this tender, with at least 03 of them being from financial sector (Trading \ Treasury Departments).
8. Confirmation of satisfactory service from the bidder's clients selected randomly by NIT.
9. The Enterprise Telephone recording project completed during last 2 years and in hand should have a combined worth of at least Rs 2 Million essentially in corporate sector (list to be provided).
10. Should have providing efficient support, verifiable through their client list.
11. Vendor should sign maintenance support SLA and willing to provide support on annual or per call basis.

Additional Criteria Valid for Managed Network Switch \Microsoft SQL Server Standard

12. Holding Gold \Silver \Tier 2 partnership for Pakistan from the principal (Copy to be provided).
13. Successful implementation of at least three (03) similar projects* completed within last two years Testimonial from the customer or can be confirmed by NIT through the contact detail provided.

** Project listed should be of the same or higher specification than this Tender*