

RFQ DOCUMENT

**FAST National University of Computer and
Emerging Sciences, Islamabad Campus
PROVISION OF VoIP Solution & Allied
Equipment, FAST - NUCES H-11/4
ISLAMABAD**

Ref: 01-0525/IT/VoIPisb-01525

RFQ DOCUMENT

FAST National University of Computer and Emerging Sciences, Islamabad Campus VoIP Solution & Allied Equipment FAST - NUCES H-11/4 ISLAMABAD

1. Sealed Quotations are invited from reliable firms having NTN & Sales Tax registration for **VoIP Solution & Allied Equipment, FAST – NUCES H-11/4 ISLAMABAD** as per detail available at **Annex-A**.
2. **Submission of Quotation.** Single Stage-Two Envelop procedure. **Quotations** are submitted in person / by hand.
3. **Eligibility Criteria:** To be eligible, the firm must be:
 - a. Registered with FBR for sales tax as well as income tax.
 - b. Be active on taxpayer list
 - c. Never Blacklisted. Affidavit on stamp paper is required.
 - d. Not under any litigation with any organization. Affidavit on stamp paper is required.
4. **Quotations and Attachments to be provided by Firms:**
 - e. **Quotation** prices item wise duly totaled up in local currency- PKR, All inclusive.
 - f. **Comparison/Selection of Quotation:** FAST-NUCES H-11/4 Islamabad will have the option to make selection Technical Solution item wise or Lot wise, otherwise and cancel **Quotations** without any liability.
 - g. **Quotations** should be **valid** for at least **60 days** after the opening date.
 - h. Firms to ensure submission of documents as per details provided in **Annex-B**.
 - i. **Quotations** may be submitted by a nominated representative of the firm.
 - j. Multiple firms operating under common owner/administration will submit only **one Quotations out** of any one of its registered/legal entities.
5. **Instructions for Firms (Be Noted Carefully):**
 - a) Incomplete **Quotations** in any aspect will be rejected / disqualified.
 - b) **Quotation(s)** shall be rejected if the rate(s) & model are unclear, incomplete, ambiguous, conditional or not totaled.
 - c) **Penalty for delays:** 1% of total value of the Purchase Order / per week.
 - d) **Performance Guarantee for Warranty Period.** Selected firm(s) shall provide **5% PG** of the PO amount.
 - e) **Right to purchase at Risk-and-Expense of Firm/s**, if the selected Firm/s: **(i)** fails to complete the order, or **(ii)** delays to supply within the delivery time quoted or extended time given by Purchaser, or **(iii)** supplies **sub-standard** items, or **(iv)** supplies low quality items, then FAST-NUCES reserves the right to **(v)** purchase single, all or un-supplied quantity of item(s), by the suppliers at **Risk-and-Expense** therefore forfeit **Warranty money** and resort to administrative actions, etc.
 - f) **FAST-NUCES H-11/4, Islamabad reserves the right to** **(i)** Increase/decrease the required quantity while placing purchase order or add related item in repeat order. **(ii)** reject any Quotation or procurement process at any time. **(iii)** Amend delivery time. **(iv)** Make clarifications during the contract period etc. any time, as per rules.
 - g) Representatives of firms are allowed to witness the opening of Quotations, without conferring any privilege.
 - h) Only technically qualified firms will be invited to participate in the opening of financial proposals.
 - i) Any firm that fails to satisfactorily address all queries raised during evaluation shall be disqualified from the evaluation process.
 - j) FAST-NUCES reserves the right not to disclose comprehensive evaluation details at any stage of the RFQ process.
 - k) **Contract Agreement** shall be signed with successful firm as per FAST-NUCES policy and Provision of **Rs.100 stamp paper** shall be provided by successful firm which shall be delivered before issuance of Purchase Order.
 - l) **Late submission of Quotation** cannot be entertained.
 - m) Information regarding the subject item should not be communicated to unauthorized person(s).
 - n) In case of dispute, **IT & Network Committee** FAST-NUCES H-11/4 shall be final and binding on both the parties.
 - o) Firms will ensure that the “End of Sale” and “End-of-Life” (EOL) items are not being quoted / provided.

- p) **Delivery Time:** Installation and commissioning time shall not be more than 6-8 **weeks** from the date of issuance of the Purchase Order.
- q) Submitted Quotations openings may be postponed due to unavoidable circumstances, including public holidays, leave, or official commitments of the President or members of the Committee. If the quotation opening falls on a public holiday, it will be rescheduled to the next working day. In case of postponement due to reasons other than public holidays, we will notify firms through available communication channels.
- r) Selection/ evaluation of items shall be according to the Evaluation Criteria.
- s) **Payment** will be made after deduction of Income Tax and part of Sales Tax by FAST - NUCES, as per Govt rules. It is the vendor's responsibility to be on Active Taxpayers list of FBR.
- t) The specifications provided in this RFQ document are the minimum requirements of FAST - NUCES. The firms must meet or exceed these specifications to meet the actual requirements of this project. However, in such cases, additionally proposed or alternate specifications should clearly be highlighted to enable FAST-NUCES H-11/4 Islamabad to clearly ascertain the impact of modified specifications.
- u) **The vendor must provide 3-year NBD warranty & maintenance coverage where mentioned.**
- v) FAST-NUCES request hardware samples listed in the RFQ during the evaluation process. It shall be the sole responsibility of the firm to provide the requested samples within the specified time frame. Failure to comply disqualification from the evaluation process.
- w) The proposed solution must comply with all applicable laws, regulations, and policies of the Government of Pakistan. The offering firm shall ensure that the solution is lawful, non-objectionable, and does not violate any legal or regulatory requirements.

6. **Clarifications/Technical Queries:** Firms are advised to email their information and any clarification/technical queries to info.it@isb.nu.edu.pk. No responses will be entertained after the due date.

7. Technical and Financial Quotations should be submitted in the following format: -

a. **Format for Technical Quotation**

S. No	Nomenclature	Technical Specifications	Unit	Qty	Make/ Model	Origin

b. **Format for Financial Quotation**

S. No	Nomenclature	Unit	Qty	Unit Price	GST	Unit Price with GST	Total Price without GST (Unit price*Qty)	Total Price with GST (Unit price*Qty)
							Total: -----	Total: -----

8. **Selection / Evaluation Criteria:**

- a) Comprehensive Evaluation Criteria is provided in the RFQ document as **Annexure – C**. Both the, i.e. Technical and Financial, carry equal marks. Final selection will be made by calculating the average marks obtained by each firm. Any firm scoring more than or equal to 70% aggregated marks will qualify. The contract will be awarded to the firm offering the Most Advantageous quotation.

9. **Evaluation & Award of Contract:**

- a) **Both Technical & Financial** documents must be submitted in person by 12:00 AM on May 29, 2025. Submissions received after the specified time will not be accepted or considered. The quotation will be opened on the same day at 12:30 AM in the presence of the firms' representatives and the Committee Members to ensure transparency.
- b) **Financial Evaluation:** After the technical evaluation, the date for opening financials will be announced only for technically qualified firms. Financial will be opened on the scheduled date & time in the presence of the Committee and technically qualified firms to ensure transparency.
- c) **Award of Contract:** After financial evaluation the award of contract will be given to the Most Advantageous firm.

Convener IT & Network Committee

Case No. 02-0525/IT/VoIPisb02525/ dated 16 May 2025

LOT – 01

VoIP-based IP-PBX system (Intercom) along with compatible IP phones for various user tiers. The system must support a minimum of 1000 users(extensions), be scalable (2000+) and secure, and operate on a perpetual licensing model.

Sr No	Descriptions	Qty
1	<p>IP-PBX System Specifications & Requirements</p> <p>Minimum of 1000 SIP extensions/users, expandable to 2,000+. Concurrent Calls: Up to 200 concurrent SRTP (encrypted) calls. PBX must have recent firmware release version 1.0.27.23</p> <p>License Model: Perpetual license (no recurring licensing fees, one-time payment covers full usage rights).</p> <p>Call Features: Intercom, Call Forwarding, Call Transfer (Blind/Attended), Voicemail to Email, Multi-level IVR, Ring Groups, Call Queue, Call Pickup, Paging, Conference Calling (minimum 3-way, preferably multi-party), Call Recording (on-demand or per extension).</p> <p>Trunk Connectivity: Support for SIP trunks, FXO ports (optional, for analog fallback).</p> <p>Security: SRTP, TLS encryption for voice and signalling, Role-based access control, VPN, NAT traversal, or SBC support for remote connectivity.</p> <p>Integration: Compatible with standard SIP IP Phones and Softphones LDAP integration for centralized user directory (Option), Support for Time Conditions, Holiday Schedules, and Failover Routing, Management & Monitoring: Web-based GUI with multi-user admin access, Support for auto-provisioning of IP phones, Built-in Call Detail Records (CDR) and basic reporting, Real-time active call monitoring and status dashboard.</p> <p>Hardware: Rack-mountable appliance (1U or 2U form factor), Redundant power supply or option for backup power, must have built-in or support expandable storage for call logs and voice recordings.</p>	1

All phones must support SIP protocol, be PoE enabled, and include dual 10/100/ (1000 Optional) Mbps Ethernet ports for LAN passthrough to connect a PC or laptop. Devices should be of business-grade quality, with backlit displays, and support centralized provisioning (via TR-069, XML, or DHCP option 66) and manual IP configuration for individual devices.

2	<p>Standard IP Phone (Basic Users): 2 SIP accounts, 132x48-pixel backlit LCD display, Dual 10/100/ (1000 Optional) Mbps Ethernet ports (LAN/WAN), 2 or more-line keys with LED indicator, PoE support (IEEE 802.3af), RJ9 headset support, HD voice (G.722 codec), Basic features: Call hold, call transfer, mute, redial, 3-way conferencing, full-duplex speakerphone, Wall-mountable option preferred.</p>	400
3	<p>IP Phone (Management Users) : 4–6 SIP accounts, 2.8" or higher colour backlit LCD display, Dual Gigabit Ethernet ports (LAN/WAN), 4+ soft keys, min 8DSS keys (optional BLF), PoE support (IEEE 802.3af/at), RJ9 headset, (EHS headset support (for wireless headset) Optional, HD voice, full-duplex speakerphone, Support for XML/LDAP phonebook, Advanced call features: Call park, DND, Busy Lamp Field (BLF).</p>	15
4	<p>IP Phone (Front Desk): 6+ SIP accounts, 4.3" or higher colour display (backlit), Dual Gigabit Ethernet ports, 16+ DSS/BLF keys (expandable via side module), Support for headset + EHS (Electronic Hook Switch), PoE support (802.3af/at), Support for call queue handling, attended/transfer, speed dial, XML phonebook and call history support. Soft Solution will also be considered if deemed suitable. Please mention it separately in the technical and financial sections.</p>	1
5	<p>Executive IP Phone: 6+ SIP accounts, 4.3" or larger high-resolution colour LCD display, Built-in Bluetooth and Wi-Fi preferred, Dual Gigabit Ethernet ports (LAN/WAN), PoE support, RJ9 and USB headset support, Full feature set: Call transfer, hold, forward, conferencing, BLF, Stylish design with navigation buttons and personalized screen labels.</p>	1
6	<p>The awarded firm shall be fully responsible for the complete supply, delivery (including import and duties, if applicable), installation, commissioning, and configuration of the IP-PBX system, IP phones, and all associated hardware, software, perpetual licenses, accessories, and services necessary to ensure the successful end-to-end implementation of the VoIP solution. It is the firm's sole responsibility to identify and include any components or services not explicitly mentioned but essential for delivering a fully functional and operational system. The omission of any such items shall not exempt the firm from providing a complete and working solution. This includes, but is not limited to, PRI/SIP configuration, firmware updates, user extension setup, initial IVR setup, time-based call routing, voicemail configuration, administrator and operator training, and system documentation. Additionally, the firm must provide a 3-year Next Business Day (NBD) hardware warranty and a minimum of 2-year after-sales technical support.</p>	

LOT – 02

Sr. No	Descriptions	Qty
1	PoE Network Switches 24 × 10/100/1000Base-T ports, 4 × 10GE SFP+ uplink ports, memory ≥ 2GB, flash ≥ 1GB, switching capacity ≥ 125 Gbps, forwarding performance ≥ 90 Mpps, PoE power budget ≥ 370W, AC power supply, VLANs ≥ 4k, MAC address entries ≥ 16K, ARP entries on control plane ≥ 250, ACL rules ≥ 2,000. Required Layer 2 features include LACP, STP, RSTP, MSTP/PVST+, ERPS, LLDP, Jumbo Frames. Layer 3 features must include IPv4 static routing, FIBv4 ≥ 60, FIBv6 ≥ 60. Multicast support must include IGMP v1/v2/v3, IGMP snooping. Ethernet-level access features include MAC authentication, 802.1X authentication, dynamic VLAN, dynamic ACL. Management and access features must support CLI, HTTPS web interface, SNMP v1/v2/v3, NETCONF. QoS must support 8 queues per port, traffic shaping. Security features must include user management, password protection, DoS, ARP, and ICMP attack protection, port isolation, port security, sticky MAC, blackhole MAC entries. Environmental operating conditions should be -5°C to +50°C, humidity 5% to 95% RH. Along with Power supply to power up equipment.	60
2	SFP's (Pair) compatible with quoted and running infrastructure (SFP+)	25
3	Distribution Switch: At least 16 × GE/2.5GE/10GE SFP+ ports, and 8 × GE/2.5GE/10GE/25GE SFP28 ports, with memory ≥ 4GB, flash ≥ 2GB, switching capacity ≥ 1115 Gbps, and forwarding performance ≥ 830 Mpps. It should include one expansion slot, pluggable fans, and 1+1 power supply support. The switch must support 4K VLANs, MAC address entries ≥ 62K, ARP entries ≥ 32K, and ACL rules ≥ 30K. Layer 2 features should include LACP, STP, RSTP, ERPS, MSTP/PVST+, LLDP, and Jumbo Frames. Layer 3 must support IPv4 dynamic routing protocols such as RIP, OSPF, IS-IS, and BGP. The FIB table should support FIBv4 ≥ 65K, FIBv6 ≥ 32K. QoS capabilities must include traffic classification based on Layer 2, Layer 3, and Layer 4 headers, 802.1p priority, ACL, CAR, re-marking, scheduling, PQ, DRR, PQ+DRR, traffic shaping, and network slicing. User management must include unified user management, 802.1X and MAC address authentication, and user authorization based on groups, domains, and time ranges. Ethernet features should support automatic MAC address learning and aging, source MAC filtering. The device should be accessible via CLI, web interface (HTTPS), SSHv2, and support SNMP v1, v2, v3, and NETCONF. Security requirements include user management, password protection, DoS, ARP, ICMP attack defense, port isolation, port security and sticky MAC, and blackhole MAC entries. The operating temperature range must be -5°C to +50°C, with humidity support from 5% to 95% RH. Along with Power supply to power up equipment.	2
4	48 Port Non- PoE Network Switches 48 × 10/100/1000Base-T ports, 4 × 10GE SFP+ uplink ports, memory ≥ 2GB, flash ≥ 1GB, switching capacity ≥ 173 Gbps, forwarding performance ≥ 128 Mpps, AC power supply, PoE power budget (if applicable), VLANs ≥ 4,000, MAC address entries ≥ 16K, ARP entries on control plane ≥ 250, ACL rules ≥ 2,000. Required Layer 2 features include LACP, STP, RSTP, MSTP/PVST+, ERPS, LLDP, Jumbo Frames. Layer 3 features must include IPv4 static routing, FIBv4 ≥ 60, FIBv6 ≥ 60. Multicast support must include IGMP v1/v2/v3, IGMP snooping. Ethernet-level access features include MAC authentication, 802.1X authentication, dynamic VLAN, dynamic ACL. Management and access features must support CLI, HTTPS web interface, SNMP v1/v2/v3, NETCONF. QoS must support 8 queues per port, traffic shaping. Security features must include user management, password protection, DoS, ARP, and ICMP attack protection, port isolation, port security, sticky MAC, blackhole MAC entries. Environmental operating conditions should be -5°C to +50°C, humidity 5% to 95% RH. Along with Power supply to power up equipment.	10
5	Fiber Patch Cord 1m (Pair)	25
6	The OEM must have been a Leader in Gartner's Wired and Wireless LAN Magic Quadrant at least once in the past 3 years and must have maintained an in-country presence (offices and depots) for the past 5 years, with own depots/warehouse in Islamabad. The quoted hardware must have a 3-year 9 x 5 X NBD warranty, perpetual license, and after-sales support (minimum 1 year) should be provided. The vendor shall be fully responsible for the import of equipment, including all applicable duties, as well as the installation, configuration, and commissioning of the network equipment as per requirement.	

PROVISION OF IT INFRASTRUCTURE FOR D- BLOCK FAST - NUCES H-11/4 ISLAMABAD
(ATTACHMENT)

Please ensure that all required documents are properly labeled, clearly referenced, and that relevant information is highlighted within the attached files. If any document is mislabeled, unclear, misleading, or missing, the submitting firm will bear full responsibility.

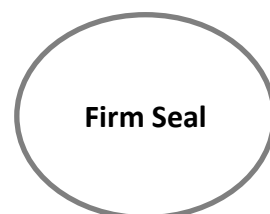
S/No.	Required Documents (ONE COPY ONLY)	Attached? ☐/☐	Placed At
1.	NTN certificate	<input type="checkbox"/>	
2.	Sales Tax certificate	<input type="checkbox"/>	
3.	GST Deposit record	<input type="checkbox"/>	
4.	No Blacklisting & No litigation Affidavit	<input type="checkbox"/>	
5.	OEM Authorization Certificate	<input type="checkbox"/>	
6.	Literature of each quoted equipment and highlighted required features with web link for online verification	<input type="checkbox"/>	
7.	Firm's Registration Certificates Since foundation till date	<input type="checkbox"/>	
8.	Document showing similar equipment/work supplied/completed in last 2 years (Only Last 3 works / POs)	<input type="checkbox"/>	
9.	Financial Position Record (Bank Statement) – Last 1 Year	<input type="checkbox"/>	
10.	Resume of technical manpower (on company's payroll), posted in Islamabad/Rawalpindi office: Relevant to the project only (One Page)	<input type="checkbox"/>	
11.	Quotation is valid for at least 60 days	<input type="checkbox"/>	
12.	Each item is quoted separately	<input type="checkbox"/>	
13.	End-of-Life (EoL) and End-of-Sale (EoS) equipment NOT QUOTED	<input type="checkbox"/>	
14.	Prices is quoted in Pak Rupees (PKR)	<input type="checkbox"/>	
15.	Delivery Time as per RFQ document	<input type="checkbox"/>	
16.	Equipment is quoted with at least 3 Year warranty.	<input type="checkbox"/>	
17.	Make, Origin and Manufacturer is as indicated in the quotation	<input type="checkbox"/>	
18.	Compliance Sheet Signed and Stamped by owner/representative.	<input type="checkbox"/>	
19.	Firm must possess a registered PTCL number under its name	<input type="checkbox"/>	
20.	For Lot 1 a comprehensive solution diagram with complete details must be submitted alongside the technical proposal, including all compatible items; failure to submit or provide incomplete documentation will result in disqualification.	<input type="checkbox"/>	

Signature: _____

Name: _____

Designation: _____

Date: _____



Technical / Evaluation Criteria Lot – 1

S.No	Evaluation Parameters	Type	Marks	Details
1	OEM Presence in Pakistan	Marks Only	0~10	OEM presence in Pakistan min 5 years = 10, OEM presence in Pakistan min 3 years = 5, Others = 0
2	Firm Partnership Tier with OEM (Last 5 Years)	Marks Only	0~10	Higher-tier partner status with OEM relative marking based on ranking
3	Experience in Similar Deployments in Pakistan (Govt./Private/Education Sector, Last 3 Years)	Mandatory*	Yes (0~10)/ No	2 Mark per valid PO for a project specific to the quoted solution
4	Industry Certifications, Reviews, and Compliance Standards	Marks Only	Yes (0~10)/ No	Certifications like ISO/ NIST/ PCI-DSS etc., and independent reviews from leading analysts
5	OEM Endorsement & Firm Authorization for Hardware / Software	Mandatory*	Yes (0~15)/ No	Certificate from OEM confirming correctness and performance of the solution
6	Local Support & Service Portal Availability	Marks Only	0~10	Vendor must have a dedicated local support portal for issue tracking and resolution
7	Certified Technical Resources of Firm	Marks Only	0~10	Firm must provide certifications of trained engineers for the proposed solution (2 marks for each resource)
9	Market Acceptability in Pakistan	Marks Only	0~10	References, market recognition, and client feedback
10	Compliance with Technical Specifications	Mandatory*	0~15	Strict adherence to the required hardware & performance specifications
11	Approved by PTA or other related departments.	Mandatory*	Yes/No	Non-PTA solution will not be considered
12	A site survey was conducted to assess the requirements	Mandatory*	Yes/No	Accompanied by our technical resources to assist the team; however, it is the firm's sole responsibility to conduct the site survey, and no payment shall be made for this activity.
13	Commitment to Delivery Timeline	Mandatory*	Yes/No	Vendor must confirm delivery within the stipulated time
Total			100	

Technical / Evaluation Criteria Lot – 2

S.No	Evaluation Parameters	Type	Marks	Details
1	OEM Presence in Pakistan	Marks Only	0~10	OEM presence in Pakistan min 5 years = 10, OEM presence in Pakistan min 3 years = 5, Others = 0
2	Firm Partnership Tier with OEM (Last 5 Years)	Marks Only	0~10	Higher-tier partner status with OEM, relative marking based on ranking
3	Experience in Similar Deployments in Pakistan (Govt./Private/Education Sector, Last 3 Years)	Mandatory*	Yes (0~10)/ No	2 Mark per valid PO for a project specific to the quoted solution
4	Industry Certifications, Reviews, and Compliance Standards (Latest Reports)	Mandatory*	Yes (0~10)/ No	Certifications like ISO/ NIST/ PCI-DSS etc., and independent reviews from leading analysts
5	OEM Endorsement & Firm Authorization for Hardware / Software	Mandatory*	Yes (0~15)/ No	Certificate from OEM confirming correctness and performance of the solution
6	Local Support & Service Portal Availability	Marks Only	0~10	Vendor must have a dedicated local support portal for issue tracking and resolution
7	Certified Technical Resources of Firm	Marks Only	0~10	Firm must provide certifications of trained engineers for the proposed solution (2 marks for each resource)
9	OEM must have been a Leader in Gartner's Wired and Wireless LAN Magic Quadrant at least once in the past 3 years	Mandatory*	Yes (0~10)/ No	Gartner Magic Quadrant Report
10	Compliance with Technical Specifications	Mandatory*	0~15	Strict adherence to the required hardware & performance specifications
11	Commitment to Delivery Timeline	Mandatory*	Yes/No	Vendor must confirm delivery within the stipulated time
Total			100	

*Any firm that fails to meet the mandatory requirements will be automatically disqualified from the evaluation process.

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