

REQUEST FOR PROPOSAL (RFP)

Enterprise Unified Communications and VoIP System

RFP Number: RFP-2026-TELECOM-UC-001

Issuing Organization: TechVision Global Industries Pvt. Ltd.

Issue Date: February 19, 2026

Submission Deadline: April 5, 2026, 5:00 PM IST

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1. Executive Summary / Introduction

TechVision Global Industries Pvt. Ltd. is issuing this Request for Proposal (RFP) to solicit competitive bids from qualified telecommunications vendors for the design, implementation, and ongoing support of an enterprise-grade Unified Communications (UC) and Voice over Internet Protocol (VoIP) system.

Purpose of the RFP

The purpose of this RFP is to identify a qualified vendor partner capable of delivering a comprehensive telecommunications solution that will modernize our communication infrastructure, enhance collaboration across our geographically distributed workforce, and provide scalable, reliable, and secure communication services for the next 5-7 years.

Current Situation

Our existing legacy PBX system has reached end-of-life and no longer meets our business needs. The organization requires a modern, cloud-ready solution that supports voice, video, instant messaging, presence management, and collaboration tools while ensuring high availability and business continuity.

High-Level Telecommunications Needs

- Replacement of legacy PBX system serving 850+ employees across 5 locations
- Integration of unified communications platform with voice, video, and messaging
- Support for remote and hybrid workforce (approximately 300 remote users)
- Mobile device integration for iOS and Android platforms
- Advanced call center capabilities for customer support team (50 agents)
- Integration with existing enterprise applications (Microsoft 365, Salesforce CRM)
- Disaster recovery and business continuity capabilities
- Comprehensive training and change management support

We invite qualified vendors to submit proposals that demonstrate technical excellence, proven implementation experience, competitive pricing, and long-term partnership capabilities.

2. Company Background / Organization Details

Company Profile

TechVision Global Industries Pvt. Ltd. is a leading engineering and manufacturing solutions provider headquartered in Pune, Maharashtra, India. Established in 2008, the company specializes in automotive component manufacturing, industrial automation systems, and engineering consulting services.

Organizational Details

Parameter	Details
Industry Sector	Engineering & Manufacturing
Annual Revenue	INR 450 Crores (FY 2025)
Total Employees	850+ full-time employees
Headquarters	Pimpri-Chinchwad, Pune, Maharashtra
Branch Offices	Mumbai, Bangalore, Chennai, Delhi NCR
Global Presence	Export operations to 15+ countries
Operating Hours	24x7 manufacturing operations
Certifications	ISO 9001:2015, ISO 27001:2013, IATF 16949

Table 1: TechVision Global - Company Overview

Current Communications Environment

Our current telecommunications infrastructure consists of:

- Legacy Avaya PBX system (installed 2014, end-of-support)
- 600 desktop IP phones across all locations
- 250 analog phone lines for manufacturing floor operations
- Separate video conferencing systems (Polycom standalone units)
- Third-party unified messaging solution

- Multiple point solutions lacking integration
- Limited mobile integration capabilities

Key Business Drivers

The organization's strategic priorities for this telecommunications modernization initiative include:

1. Digital transformation to support Industry 4.0 initiatives
 2. Enhanced collaboration for distributed engineering teams
 3. Improved customer service responsiveness and quality
 4. Cost optimization through converged communications
 5. Scalability to support anticipated 25% growth over next 3 years
 6. Business continuity and disaster recovery preparedness
 7. Compliance with data security and privacy regulations
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3. Project Overview and Objectives

Project Description

This project encompasses the complete replacement of our legacy telecommunications infrastructure with a modern, unified communications platform. The solution must integrate voice, video, messaging, presence, and collaboration capabilities into a cohesive system that enhances productivity, reduces operational complexity, and provides a foundation for future innovation.

Functional Objectives

The proposed solution must achieve the following functional objectives:

- **Unified Communications:** Deliver integrated voice, video, instant messaging, and presence management accessible from desktop, mobile, and web interfaces
- **Voice Services:** Provide enterprise-grade VoIP services with support for 850+ concurrent users and 250 simultaneous calls
- **Video Collaboration:** Enable high-definition video conferencing for up to 100 participants with screen sharing and recording capabilities

- **Contact Center:** Implement omnichannel contact center solution supporting 50 agents with intelligent routing, IVR, and real-time analytics
- **Mobile Integration:** Deliver full UC functionality on iOS and Android mobile devices with seamless handoff between devices
- **Application Integration:** Integrate with Microsoft 365, Salesforce CRM, and provide open APIs for future integrations
- **User Experience:** Provide intuitive interfaces requiring minimal training with consistent experience across all endpoints

Non-Functional Objectives

The solution must also meet these non-functional requirements:

Objective	Requirement
Availability	99.95% uptime SLA for core voice services during business hours (0600-2200 IST)
Performance	Call setup time <2 seconds; voice latency <150ms; video quality minimum 720p HD
Scalability	Support for up to 1,500 users without architectural changes; ability to add 100 users within 48 hours
Security	End-to-end encryption for voice and video; compliance with ISO 27001, SOC 2 Type II standards
Reliability	Maximum 4 hours per year unplanned downtime; automatic failover within 30 seconds
Maintainability	Remote management capabilities; automated software updates with rollback functionality
Disaster Recovery	RPO <1 hour, RTO <4 hours; geographically redundant infrastructure

Table 2: Non-Functional Requirements Summary

Success Criteria

Project success will be measured against the following criteria:

1. Successful cutover from legacy system with <4 hours total service interruption
 2. 95% user satisfaction rating within 3 months of deployment
 3. 30% reduction in telecommunications operational costs within first year
 4. Zero security breaches or compliance violations
 5. 100% achievement of defined SLA metrics for first 6 months
 6. Successful disaster recovery test within 90 days of go-live
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4. Scope of Work / Services

In-Scope Services and Deliverables

This RFP covers the complete lifecycle of the unified communications solution, including:

Design and Planning Phase

- Comprehensive site surveys for all 5 locations
- Network readiness assessment and bandwidth capacity planning
- Detailed solution architecture design document
- Integration design with existing enterprise systems
- Migration strategy and cutover planning
- Risk assessment and mitigation plan

Implementation Phase

- Procurement and delivery of all hardware, software, and licenses
- Installation and configuration of core UC platform infrastructure
- Deployment of 600 new IP desk phones (vendor to recommend models)
- Installation of video conferencing systems in 25 conference rooms
- Configuration of contact center solution with omnichannel routing

- Integration with Microsoft 365, Active Directory, and Salesforce CRM
- Network configuration and QoS implementation
- Security hardening and compliance configuration
- User provisioning and directory services setup
- Comprehensive system testing (unit, integration, UAT, load testing)
- Migration of existing phone numbers and call routing rules
- Phased rollout across all 5 locations

Training and Change Management

- Administrator training program (3 IT staff members)
- End-user training programs (in-person and online modules)
- Contact center agent specialized training
- Executive and management feature training
- Comprehensive user documentation and quick reference guides
- Change management support and user adoption campaigns

Ongoing Support and Maintenance

- 24x7x365 technical support with defined SLAs
- Proactive monitoring and management services
- Regular software updates and security patches
- Quarterly business reviews and performance reporting
- Disaster recovery testing (semi-annual)
- Capacity planning and optimization services
- 5-year maintenance and support agreement

Geographical Scope

The solution must be deployed across the following locations:

Location	Address	Users	Phones
Headquarters	Pimpri-Chinchwad, Pune	450	350
Mumbai Office	Andheri East, Mumbai	120	90
Bangalore Office	Whitefield, Bangalore	110	80
Chennai Office	Guindy, Chennai	85	60
Delhi NCR Office	Gurgaon, Haryana	85	20
Remote Workers	Various locations	300	0
Total		1,150	600

Table 3: Deployment Locations and User Distribution

Out-of-Scope Items

The following items are explicitly excluded from this RFP:

- Wide Area Network (WAN) connectivity upgrades (existing MPLS and internet circuits assumed adequate)
- Local Area Network (LAN) infrastructure upgrades or rewiring
- Endpoint devices for end users (laptops, desktops, mobile phones)
- Building or facility modifications
- Power infrastructure upgrades or UPS systems
- Physical security systems integration
- Legacy system decommissioning and disposal

Assumptions

This RFP is based on the following assumptions:

1. Existing network infrastructure has sufficient capacity and QoS capabilities
2. Internet bandwidth: Headquarters (1 Gbps), Branch offices (500 Mbps each)
3. MPLS network latency <50ms between all locations
4. Adequate rack space and power available in existing data centers
5. Customer will provide Level 1 user support; vendor provides Level 2/3 support

6. Project will have dedicated executive sponsor and steering committee
 7. Customer IT team will participate in knowledge transfer and training
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5. Technical and Functional Requirements

Mandatory Technical Requirements

All proposals must address compliance with the following mandatory requirements:

System Architecture Requirements

- Cloud-based or hybrid deployment model (on-premises not preferred)
- Multi-tenant capable architecture with data segregation
- Geographic redundancy across minimum 2 data centers in India
- Compliance with Indian data residency and localization requirements
- Support for SIP trunking with minimum 250 concurrent call capacity
- Web-based administration interface with role-based access control
- RESTful APIs for third-party integration
- Support for WebRTC for browser-based communications

Voice Services Specifications

Feature	Specification
Codec Support	G.711, G.722 (HD voice), G.729, Opus
Concurrent Calls	Minimum 250 simultaneous calls
Call Recording	On-demand and automated recording with secure storage
IVR System	Multi-level IVR with text-to-speech and speech recognition
Hunt Groups	Unlimited hunt groups with various routing algorithms
Call Queuing	Advanced queuing with position announcements and callbacks
Voicemail	Voicemail-to-email, visual voicemail, unified messaging
Conferencing	Audio conferencing for up to 100 participants
Call Analytics	Real-time and historical call detail records (CDR)
Emergency Calling	E911/Emergency services location identification

Table 4: Voice Services Technical Specifications

Video Collaboration Requirements

- High-definition video support (minimum 720p, preferred 1080p)
- Support for up to 100 participants in single video conference
- Screen sharing with annotation capabilities
- Meeting recording with cloud storage (minimum 500 GB included)
- Calendar integration (Microsoft Outlook, Google Calendar)
- Virtual backgrounds and video filters
- Breakout room functionality for training sessions
- Mobile video application for iOS and Android
- Desktop video application for Windows and macOS
- Browser-based video joining without application installation

Contact Center Capabilities

The contact center solution must provide the following capabilities for our 50-agent customer support team:

- 1. Omnichannel routing (voice, email, chat, social media)
- 2. Skills-based routing with priority queuing
- 3. Real-time supervisor dashboard with barge/whisper/monitor functions
- 4. Historical and real-time reporting with 50+ standard reports
- 5. Customer journey tracking and interaction history
- 6. Quality management with call recording and screen capture
- 7. Workforce management integration capabilities
- 8. CRM integration (Salesforce) with screen pop
- 9. Outbound dialing campaigns with compliance features
- 10. Agent desktop with unified interface

Bandwidth and Performance Specifications

Vendors must specify bandwidth requirements and confirm the solution operates within these parameters:

Service Type	Bandwidth Requirement per Session
Voice Call (G.711)	87 Kbps (including IP overhead)
Voice Call (G.722 HD)	87 Kbps (including IP overhead)
Video Call (720p)	1.5 Mbps up/down
Video Call (1080p)	3.0 Mbps up/down
Screen Sharing	500 Kbps

Table 5: Expected Bandwidth Consumption

Security and Compliance Requirements

- Transport Layer Security (TLS) 1.3 for signaling encryption
- Secure Real-time Transport Protocol (SRTP) for media encryption
- Multi-factor authentication (MFA) support
- Single Sign-On (SSO) integration with SAML 2.0
- Role-based access control (RBAC) with granular permissions
- Audit logging with minimum 12-month retention
- Compliance certifications: ISO 27001, SOC 2 Type II

- Data encryption at rest using AES-256
- DDoS protection and intrusion detection
- Regular security vulnerability assessments and penetration testing
- Compliance with Indian IT Act 2000 and amendments
- GDPR compliance for international communications

Integration Requirements

The solution must integrate with the following enterprise systems:

System	Version	Integration Type
Microsoft 365	E3 License	Native integration (Teams interop optional)
Active Directory	Windows Server 2019	LDAP/Azure AD sync
Salesforce CRM	Enterprise Edition	API integration with screen pop
Microsoft Outlook	Office 365	Calendar and contacts sync
SAP ERP	S/4HANA	REST API integration (future phase)

Table 6: Enterprise System Integration Requirements

Device and Endpoint Requirements

- **IP Desk Phones:** 600 devices required
 - 400 standard business phones (color display, 4+ lines)
 - 150 executive phones (large touchscreen, Bluetooth, WiFi)
 - 50 contact center phones (headset compatible, programmable keys)
- **Conference Room Systems:** 25 rooms requiring video endpoints
 - 15 small rooms (4-6 person capacity)
 - 8 medium rooms (8-12 person capacity)
 - 2 large boardrooms (20+ person capacity)
- **Mobile Applications:** iOS 15+ and Android 11+ support
- **Desktop Applications:** Windows 10/11 and macOS 11+ support

- **Browser Support:** Chrome, Edge, Safari, Firefox (current versions)

Service Level Requirements

The vendor must commit to the following service levels:

Service Metric	Target SLA	Measurement Period
System Availability	99.95%	Monthly
Call Setup Success Rate	99.5%	Monthly
Voice Quality (MOS)	>4.0	Continuous monitoring
Latency (One-way)	<150ms	Continuous monitoring
Packet Loss	<1%	Continuous monitoring
Jitter	<30ms	Continuous monitoring
Critical Issue Response	<30 minutes	24x7x365
Critical Issue Resolution	<4 hours	24x7x365
High Priority Response	<2 hours	Business hours
High Priority Resolution	<24 hours	Business hours

Table 7: Service Level Agreement Targets

Desired Features (Preferred but Not Mandatory)

The following features are highly desired and will be evaluated favorably:

- AI-powered features (transcription, translation, noise cancellation)
 - Advanced analytics with machine learning insights
 - Native Microsoft Teams integration or interoperability
 - Automated attendant with natural language processing
 - Virtual receptionist capabilities
 - Desktop sharing and remote control functionality
 - Persistent team chat with file sharing
 - Integration with popular collaboration tools (Slack, Zoom, Webex)
 - Mobile device management (MDM) integration
 - Customizable dashboards and reporting
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6. Project Timeline and Milestones

RFP Process Schedule

Activity	Date
RFP Release Date	February 19, 2026
Pre-bid Conference (Optional)	March 1, 2026 at 11:00 AM IST
Deadline for Written Questions	March 10, 2026 at 5:00 PM IST
Responses to Questions Published	March 15, 2026
Proposal Submission Deadline	April 5, 2026 at 5:00 PM IST
Proposal Evaluation Period	April 6-20, 2026
Vendor Presentations/Demonstrations	April 21-25, 2026
Vendor Selection and Notification	May 2, 2026
Contract Negotiation Period	May 3-17, 2026
Contract Award Date	May 20, 2026
Project Kickoff	June 1, 2026

Table 8: RFP Process Timeline

Expected Project Implementation Timeline

The anticipated project implementation timeline is outlined below. Vendors should propose their detailed project plan but should target the following milestones:

Phase	Duration	Target Completion
Project Kickoff and Planning	2 weeks	Mid-June 2026
Site Surveys and Assessments	3 weeks	Early July 2026
Solution Design and Documentation	4 weeks	End of July 2026
Infrastructure Procurement	6 weeks	Mid-September 2026
Platform Installation and Configuration	4 weeks	Mid-October 2026
Integration Development and Testing	3 weeks	Early November 2026
User Acceptance Testing	2 weeks	Mid-November 2026
Training and Documentation	3 weeks	Early December 2026
Pilot Deployment (HQ - 50 users)	2 weeks	Mid-December 2026
Full Production Rollout (All sites)	4 weeks	Mid-January 2027
Post-Implementation Support	8 weeks	End of March 2027
Project Closeout	1 week	Early April 2027
Total Project Duration	~40 weeks	April 2027

Table 9: Expected Project Implementation Schedule

Critical Milestones and Dependencies

Vendors must plan for the following critical milestones and constraints:

- 1. Blackout Periods:** No production changes allowed during:
 - December 23, 2026 - January 5, 2027 (Year-end holidays)
 - March 15-31, 2027 (Fiscal year-end closing)
- 2. Pilot Success Criteria:** Pilot must achieve 90% user satisfaction and meet all SLAs before full rollout approval

3. **Cutover Windows:** Production cutovers must occur during approved maintenance windows (Saturday 2200 - Sunday 0800 IST)
 4. **Parallel Operation:** Maximum 2-week parallel operation of legacy and new systems before full cutover
 5. **Training Completion:** 90% of users must complete training before their location cutover date
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7. Proposal Submission Instructions

Submission Requirements

All vendors must submit proposals in accordance with the following instructions:

Proposal Format and Structure

Proposals must be organized with the following sections in this order:

1. **Executive Summary** (maximum 3 pages)
2. **Company Profile and Qualifications**
 - Company background and history
 - Financial stability statement
 - Relevant certifications and partnerships
 - Case studies of similar implementations (minimum 3)
3. **Technical Solution**
 - Proposed architecture and design approach
 - Compliance matrix addressing all mandatory requirements
 - Hardware and software specifications
 - Integration approach and methodology
 - Security and compliance approach
4. **Implementation Methodology**
 - Detailed project plan with Gantt chart
 - Resource allocation and team structure
 - Risk management plan
 - Quality assurance approach
 - Change management and training plan
5. **Support and Maintenance**
 - Support service description and SLA commitments
 - Escalation procedures

- Maintenance and upgrade policies
 - Business continuity and disaster recovery plan
6. **Pricing Proposal** (submit in separate sealed envelope or encrypted file)
7. **References** (minimum 5 references from similar projects)
8. **Required Forms and Certifications** (see Appendix A)

Format Specifications

- Page size: A4 (210mm x 297mm)
- Font: Arial or Times New Roman, minimum 11-point
- Margins: 1 inch (2.54 cm) on all sides
- Page numbering: Required on all pages
- File format: PDF only (no password protection except pricing)
- File naming convention:
VendorName_TechVision_UC_RFP_2026.pdf
- Maximum file size: 50 MB per file
- Appendices and supporting documentation: Separate PDF files clearly labeled

Submission Method

Proposals must be submitted via ONE of the following methods:

Method 1: Electronic Submission (Preferred)

- Email to: procurement@techvisionglobal.com
- Subject line: "RFP Response - RFP-2026-TELECOM-UC-001 - [Vendor Name]"
- Maximum 3 email attachments; use file sharing link if needed
- Acknowledgment will be sent within 2 business hours

Method 2: Physical Submission

- Submit 3 bound copies plus 1 USB drive with electronic copies
- Deliver to: TechVision Global Industries Pvt. Ltd.
IT Procurement Department
Plot No. 45, MIDC Industrial Area
Pimpri-Chinchwad, Pune - 411018
Maharashtra, India

- Mark envelope: "RFP Response - RFP-2026-TELECOM-UC-001 - [Vendor Name]"
- Deliveries accepted Monday-Friday, 0900-1700 IST

Submission Deadline

All proposals must be received by **April 5, 2026, at 5:00 PM IST**. Late submissions will not be accepted under any circumstances.

Questions and Clarifications

All questions regarding this RFP must be submitted in writing to procurement@techvisionglobal.com by March 10, 2026, at 5:00 PM IST. Questions and answers will be compiled and published to all registered vendors by March 15, 2026.

No verbal questions or clarifications will be accepted. All communication must be in writing via email.

Pre-bid Conference

An optional pre-bid conference will be held on March 1, 2026, at 11:00 AM IST at our headquarters in Pune. Vendors may attend in person or virtually via Microsoft Teams. To register, email procurement@techvisionglobal.com by February 26, 2026.

Proposal Validity Period

All proposals must remain valid and binding for a minimum of 120 days from the submission deadline (until August 3, 2026).

Confidentiality

All proposal materials submitted become the property of TechVision Global Industries. Proposals will be held in strict confidence and will not be disclosed to competing vendors. Vendors should clearly mark any proprietary or confidential information.

8. Vendor Qualifications and Requirements

Mandatory Minimum Qualifications

Vendors must meet ALL of the following minimum qualifications to be considered responsive. Failure to meet any mandatory requirement will result in disqualification.

Company Requirements

1. **Business Registration:** Must be a legally registered entity authorized to conduct business in India
2. **Years in Business:** Minimum 5 years of experience in telecommunications or unified communications industry
3. **Financial Stability:** Annual revenue of minimum INR 50 Crores in each of the last 3 fiscal years
4. **Local Presence:** Physical office presence in Maharashtra with local technical support team
5. **Workforce:** Minimum 50 full-time technical employees in India

Technical Certifications

Vendors must hold valid certifications from the proposed solution vendor/manufacturer:

- Advanced or Premier level partnership with solution provider
- Minimum 5 certified engineers on staff (vendor-specific certification)
- Project management certification (PMP, PRINCE2, or equivalent)
- ITIL Foundation certification for support team members

Industry Standards and Compliance

- ISO 9001:2015 (Quality Management) certification
- ISO 27001:2013 (Information Security) certification
- ISO 20000 (IT Service Management) certification (preferred)
- Compliance with Indian telecommunications regulations

Experience Requirements

1. **Similar Project Experience:** Minimum 3 successful implementations of unified communications solutions for organizations with 500+ users within the last 3 years
2. **Industry Experience:** At least 1 successful project in manufacturing or engineering sector
3. **Technology Experience:** Minimum 2 years of experience with the proposed solution platform
4. **Geographic Experience:** Demonstrated experience with multi-site deployments across at least 5 locations

Financial and Legal Requirements

- Audited financial statements for the last 3 fiscal years
- Valid GST registration certificate
- PAN card and TAN registration
- Professional liability insurance (minimum coverage INR 10 Crores)
- No pending litigation or bankruptcy proceedings
- No blacklisting by any government or major enterprise client

Required Documentation

Vendors must submit the following documents with their proposal:

Document	Description
Company Profile	Detailed company overview with organization structure
Financial Statements	Audited statements for FY 2023, 2024, 2025
Certifications	Copies of all relevant certifications and registrations
Client References	Minimum 5 references with contact details
Case Studies	Minimum 3 detailed case studies of similar projects
Team Resumes	Resumes of key personnel proposed for this project
Partnership Certificates	Vendor/manufacturer partnership documentation
Compliance Matrix	Point-by-point response to all RFP requirements
Legal Documents	GST, PAN, insurance certificates, non-litigation affidavit

Table 10: Required Documentation Checklist

Reference Requirements

Vendors must provide references for minimum 5 similar projects completed within the last 3 years. For each reference, provide:

- Client organization name, industry, and size
- Project description and scope
- Technology platform implemented
- Number of users and locations
- Project duration and completion date
- Contact person name, title, phone, and email
- Brief description of outcomes and client satisfaction

TechVision Global reserves the right to contact any or all references and may also conduct independent reference checks beyond those provided.

9. Evaluation Criteria

Proposals will be evaluated using a comprehensive scoring methodology. The evaluation will be conducted in multiple phases:

Phase 1: Qualification Screening

All proposals will first be screened for compliance with mandatory minimum qualifications (Section 8). Only proposals meeting all mandatory requirements will proceed to detailed evaluation.

Phase 2: Technical and Commercial Evaluation

Qualified proposals will be scored according to the following weighted criteria:

Evaluation Category	Evaluation Factors	Weight
Technical Solution	<ul style="list-style-type: none"> • Solution architecture and design (10%) • Compliance with technical requirements (10%) • Scalability and future-proofing (5%) • Integration capabilities (5%) • Security and compliance approach (5%) 	35%
Vendor Qualifications	<ul style="list-style-type: none"> • Company experience and stability (5%) • Relevant project experience (5%) • Certifications and partnerships (3%) • References and case studies (5%) • Local presence and support (2%) 	20%
Implementation Approach	<ul style="list-style-type: none"> • Project plan and methodology (5%) • Resource allocation and team (3%) • Risk management approach (3%) • Training and change management (4%) • Timeline feasibility (2%) 	17%
Support and Maintenance	<ul style="list-style-type: none"> • Service level commitments (4%) • Support model and escalation (3%) • Maintenance and upgrade approach (2%) • Disaster recovery capabilities 	12%

	<p>Value for money (3%)</p>	
Total Cost of Ownership	<ul style="list-style-type: none"> • Capital expenditure (CapEx) (4%) • Operational expenditure (OpEx) (5%) • 5-year TCO competitiveness (4%) • Value for money (3%) 	16%
Total Possible Score		100%

Table 11: Evaluation Criteria and Weights

Phase 3: Vendor Demonstrations

The top 3-5 vendors from Phase 2 will be invited to provide live demonstrations of their proposed solution. Demonstrations will be scored on:

- User experience and interface intuitiveness
- Feature functionality and performance
- Administration and management capabilities
- Integration demonstrations with existing systems
- Response to scenario-based use cases

Scoring Methodology

Each evaluation criterion will be scored on a scale of 0-100 points:

- **90-100 points:** Exceptional - Significantly exceeds requirements
- **80-89 points:** Excellent - Exceeds requirements in most areas
- **70-79 points:** Good - Meets all requirements with some enhancements
- **60-69 points:** Satisfactory - Meets minimum requirements
- **Below 60 points:** Unsatisfactory - Does not adequately meet requirements

The raw score for each criterion will be multiplied by the weight percentage to calculate the weighted score. Total weighted scores will

determine vendor ranking.

Selection Decision

The evaluation committee, consisting of representatives from IT, Operations, Finance, and Executive Management, will review all scored proposals. While the highest-scoring proposal will be given strong preference, TechVision Global reserves the right to:

- Negotiate with one or more vendors
- Request Best and Final Offers (BAFO)
- Reject any or all proposals
- Cancel or reissue the RFP
- Award to other than the lowest cost or highest scored proposal if justified by qualitative factors

Evaluation Timeline

- Initial qualification screening: April 6-10, 2026
- Detailed technical evaluation: April 11-18, 2026
- Commercial evaluation: April 14-18, 2026
- Vendor demonstrations: April 21-25, 2026
- Final scoring and ranking: April 28-30, 2026
- Vendor selection decision: May 2, 2026

10. Pricing / Cost Proposal Requirements

Pricing Submission Instructions

Vendors must submit detailed pricing using the format specified below. The pricing proposal should be submitted as a **separate document** (physical sealed envelope or password-protected PDF file).

Cost Breakdown Requirements

Provide a comprehensive breakdown of all costs associated with the solution, organized into the following categories:

One-Time Capital Costs (CapEx)

Item Category	Description	Quantity	Unit Price (INR)
Software Licenses	Core platform licenses (per user)	850	
	Contact center licenses (per agent)	50	
IP Desk Phones	Standard business phones	400	
	Executive phones	150	
	Contact center phones	50	
Video Endpoints	Small room systems	15	
	Medium room systems	8	
	Boardroom systems	2	
Infrastructure	Servers, gateways, session border controllers		
Professional Services	Design, implementation, project management		
Training	Administrator and end-user training		
Migration Services	Legacy system migration and cutover		
Total CapEx			

Table 12: Capital Expenditure Pricing Template

Recurring Operational Costs (OpEx)

Cost Component	Monthly Cost (INR)	Annual Cost (INR)
Platform subscription/hosting fees		
Per-user licensing (if applicable)		
SIP trunking and calling services		
Toll-free numbers and DIDs		
Support and maintenance (24x7)		
Software updates and upgrades		
Cloud storage and recording		
Monitoring and management services		
Total Annual OpEx (Year 1)		
Total Annual OpEx (Years 2-5)		

Table 13: Operational Expenditure Pricing Template

Total Cost of Ownership (TCO)

Provide a 5-year Total Cost of Ownership summary:

Cost Category	Amount (INR)
Year 0 - Initial CapEx	
Year 1 - OpEx	
Year 2 - OpEx	
Year 3 - OpEx	
Year 4 - OpEx	
Year 5 - OpEx	
5-Year Total Cost of Ownership	

Table 14: 5-Year TCO Summary

Pricing Requirements and Assumptions

All pricing must adhere to the following requirements:

- All prices in Indian Rupees (INR) excluding GST (specify GST separately)
- Prices must remain firm for 120 days from proposal submission
- Include all costs - no hidden fees or surprise charges
- Specify any volume discounts or tiered pricing models
- Identify any costs contingent on customer decisions or options
- Provide pricing for optional/additional services separately
- Include costs for post-warranty support (Years 2-5)
- Specify any annual price escalation terms (not to exceed 5% per year)
- Payment terms and schedule should be clearly stated
- Indicate any early payment discounts available

Optional Pricing Items

Vendors should provide separate pricing for the following optional items:

- Additional user licenses (pricing for increments of 50, 100, 200)
- Additional video conference room systems
- Premium support packages (faster response times, dedicated support)
- Professional services for future enhancements or customizations
- Extended warranty beyond standard terms
- Disaster recovery as a service (DRaaS) enhanced options
- Advanced analytics and AI-powered features
- Microsoft Teams native integration (if not included in base proposal)

Payment Terms

Vendors should propose payment terms aligned with project milestones. A typical structure might include:

1. 20% upon contract signing and project kickoff
2. 30% upon completion of design and successful pilot

3. 40% upon successful production deployment and UAT sign-off
4. 10% upon completion of training and 30-day stabilization period

Vendors may propose alternative payment structures that align with deliverables and risk sharing.

11. Terms and Conditions / Contractual Requirements

General Contract Terms

The selected vendor will be required to enter into a Master Services Agreement (MSA) with TechVision Global Industries. The following terms and conditions will apply:

Contract Duration and Renewal

- Initial contract term: 5 years from date of production go-live
- Automatic renewal for additional 1-year periods unless terminated with 90 days written notice
- Option for customer to extend for up to 2 additional years at prevailing rates

Warranty Requirements

- **Implementation Warranty:** 90 days from final acceptance covering all implementation work
- **Hardware Warranty:** Minimum 3 years manufacturer warranty on all hardware with advance replacement
- **Software Warranty:** Software will perform substantially as documented; defects corrected at no charge
- **Workmanship Warranty:** All professional services performed in workmanlike manner following industry standards

Service Level Agreement (SLA)

The vendor must commit to the SLA targets specified in Section 5. SLA violations will result in service credits as follows:

Availability Achievement	Service Credit
99.95% or higher (target)	No credit
99.00% - 99.94%	10% of monthly service fees
98.00% - 98.99%	25% of monthly service fees
Below 98.00%	50% of monthly service fees

Table 15: SLA Service Credit Structure

Service credits are the customer's sole remedy for SLA violations and will be capped at 50% of monthly fees.

Liability and Indemnification

- **General Liability:** Vendor liability limited to 12 months of fees paid, except for gross negligence or willful misconduct
- **Intellectual Property Indemnity:** Vendor will defend and indemnify customer against IP infringement claims related to the solution
- **Data Breach Indemnity:** Vendor liable for direct damages resulting from vendor's security breach or negligence
- **No Consequential Damages:** Neither party liable for indirect, incidental, or consequential damages except for breach of confidentiality or IP indemnification

Confidentiality and Data Protection

- All customer data and business information treated as strictly confidential
- Vendor will maintain confidentiality for 5 years beyond contract termination
- Compliance with Indian IT Act 2000, GDPR, and applicable privacy regulations
- Customer data remains customer property at all times
- Data residency: All customer data stored within India unless explicitly agreed otherwise
- Right to audit vendor's security and compliance annually
- Mandatory notification of data breaches within 24 hours

Intellectual Property Rights

- Vendor retains ownership of pre-existing IP and standard solution components
- Customer receives perpetual license to use the solution for contracted duration
- Any custom development work or integrations: IP jointly owned or customer-owned as negotiated
- Customer retains all rights to their data, content, and business information

Change Management

- Changes to scope, schedule, or pricing require written change order
- Vendor must provide impact analysis within 5 business days of change request
- No unauthorized scope changes; all changes must be approved by project steering committee
- Emergency changes permitted for security or critical defects with post-implementation approval

Termination Rights

- **Termination for Convenience:** Customer may terminate with 90 days notice and payment of early termination fees (declining scale)
- **Termination for Cause:** Either party may terminate for material breach after 30-day cure period
- **Termination for Insolvency:** Immediate termination right if either party enters bankruptcy or insolvency proceedings
- **Data Transition:** Vendor must provide 90-day transition assistance and data extraction support upon termination

Insurance Requirements

Vendor must maintain the following insurance coverage throughout the contract term:

- Professional Liability Insurance: Minimum INR 10 Crores
- General Liability Insurance: Minimum INR 5 Crores
- Cyber Liability Insurance: Minimum INR 10 Crores

- Workers Compensation: As required by applicable laws
- Certificate of Insurance must name TechVision Global as additional insured

Compliance Requirements

- Compliance with all applicable Indian telecommunications laws and regulations
- Compliance with labor laws for all vendor personnel
- Anti-bribery and anti-corruption compliance (adherence to Prevention of Corruption Act)
- Export control compliance for any imported equipment or technology
- Environmental compliance for equipment disposal and e-waste management

Dispute Resolution

- Good faith negotiation for 30 days for any disputes
- Escalation to executive management if negotiation unsuccessful
- Mediation in Pune, Maharashtra if executive escalation unsuccessful
- Arbitration under Indian Arbitration and Conciliation Act if mediation fails
- Jurisdiction: Courts of Pune, Maharashtra for any legal proceedings

General Provisions

- **Governing Law:** Laws of India, specifically State of Maharashtra
- **Assignment:** No assignment without prior written consent
- **Force Majeure:** Standard force majeure clause covering acts of God, war, pandemic, government action
- **Independent Contractor:** Vendor is independent contractor, not employee or agent
- **Entire Agreement:** Contract supersedes all prior agreements and discussions
- **Amendments:** Written amendments only, signed by authorized representatives

- **Severability:** Invalid provisions severed without affecting remainder of agreement
-

12. Appendices / Attachments

The following appendices are included as part of this RFP and must be completed and returned with vendor proposals:

Appendix A: Required Vendor Forms

1. **Proposal Submission Cover Letter** - Signed by authorized representative confirming proposal validity and acceptance of RFP terms
2. **Vendor Information Form** - Company details, contact information, DUNS number, GST registration, PAN
3. **Compliance Matrix** - Point-by-point response to all mandatory and desired requirements (Yes/No/Partial with explanation)
4. **Deviation Form** - Any deviations from RFP requirements or proposed terms must be explicitly listed
5. **Reference Form** - Standardized reference information for minimum 5 clients
6. **Non-Disclosure Agreement** - To be executed before any confidential information sharing
7. **Non-Collusion Affidavit** - Statement that proposal prepared independently without collusion
8. **Conflict of Interest Disclosure** - Disclosure of any potential conflicts of interest

Appendix B: Technical Specifications

1. Current network topology diagrams (5 locations)
2. Existing telecommunications infrastructure inventory
3. Bandwidth capacity and utilization reports
4. Building floor plans for conference room equipment planning
5. Current phone number inventory and call routing rules
6. Enterprise systems integration technical specifications
7. Security and compliance requirements detailed checklist

Appendix C: Sample Service Level Agreement

Draft SLA document outlining detailed service level objectives, measurement methodology, reporting requirements, and service credit calculations.

Appendix D: Price Proposal Template

Excel spreadsheet template for standardized pricing submission (available upon request to registered vendors).

Appendix E: Evaluation Scoring Sheet

Detailed scoring criteria and rubric that will be used by the evaluation committee.

Appendix F: Draft Master Services Agreement

Template contract that will serve as the basis for negotiations with the selected vendor.

Appendix G: Project Acceptance Criteria

Detailed acceptance criteria for each project phase including UAT test cases and success metrics.

Contact Information and Additional Notes

Primary Contact

For all inquiries related to this RFP, please contact:

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Additional Information

- All appendices and forms referenced in this RFP will be made available to registered vendors upon request
- Site visits may be arranged for shortlisted vendors during the evaluation period by prior appointment
- This RFP does not commit TechVision Global to award a contract or pay any costs incurred in proposal preparation
- TechVision Global reserves the right to modify the RFP schedule or requirements with written notification to all vendors
- All questions and official communications will be distributed to all registered vendors to ensure fairness

Registration

Vendors are strongly encouraged to register their intent to submit a proposal by emailing procurement@techvisionglobal.com. Registered vendors will receive:

- Automatic notification of any RFP amendments or clarifications
- Access to downloadable appendices and templates
- Invitation to optional pre-bid conference
- Q&A document with all vendor questions and official responses

END OF REQUEST FOR PROPOSAL

TechVision Global Industries Pvt. Ltd. thanks all prospective vendors for their interest in this opportunity. We look forward to receiving innovative and competitive proposals that will help us achieve our unified communications objectives.

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