

REQUEST FOR PROPOSAL

Call Billing Solution for IP Telephony

DOCUMENT DETAILS

Owner	Ministry Of Education
Purpose	Call Billing solution for IP Telephony
Version	1.0

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1 PROJECT INFORMATION AND BACKGROUND

1.1 Definition of Terms

1.1.1 In this Request for Proposals Document, the following capitalised words and expressions have the meanings hereby assigned to them, unless the context specifically requires otherwise. It should be noted that references to the singular include the plural and vice versa:

1.1.1.1 **MOE:** Ministry of Education

1.1.1.2 **Authorised Representative:** means the nominated representative of the Bidder;

1.1.1.3 **Bidder:** means any person, firm, or company/consortium that has been invited to compete for the award of the contract and who submits an RFP Response to MOE;

1.1.1.4 **Closing Time and Date:** shall have the meaning given to it in Section 4 of this RFP;

1.1.1.5 **Competition:** means the Competition for the award of contract by MOE;

1.1.1.6 **Contractor:** means, if MOE awards the Contract following the Competition, the entity with which MOE enters into the MOE Contract;

1.1.1.7 **MOE Contract:** means the contract for the carrying out of the Project;

1.1.1.8 **Preferred Bidder:** means the Bidder who, on the basis of applying the scoring and award criteria established by MOE for the purposes of this procurement, will be invited to enter into the post tender negotiation stage.

1.1.1.9 **Project Agreement:** means any contract or contracts awarded by MOE to any Contractor relating to the Project;

1.1.1.10 **RFP Response:** means the response including the Annexes submitted by Bidders in response to the Request for Proposals (RFP) issued by MOE; and

1.1.1.11 **UAE:** means the United Arab Emirates.

2 STATEMENT OF REQUIREMENTS

Project implementation & handover should be before 10-Aug-2019

MOE has an existing Huawei based IP Telephony Setup. The Data Center Call Managers U1981 series (4 in total). And the Gateways installed in the zones are of U1960 series (8 sites) & U1981 services (5 sites). We have PRI lines installed at these sites. In Addition, there are 2 Huawei ECS (cooperate directory) servers of version 3.1

IP phones are distributed over 650+ sites all of which are connected via MPLS. A Call billing solution is required to work with this existing setup to give details reports regarding utilization and cost.

Compliance sheet should be submitted with the RFP for each of the below points as well.

- 1- The solution should be fully compatible and be integrated with the current Huawei IP Telephony setup
- 2- The solution should be able to be installed on our VMware platform; hardware is not required
- 3- The solution should have call record retention of minimum 2 years
- 4- The solution should be scoped for around 10,000 user extensions with capability of being expandable
- 5- System specs such as CPU, Memory and Storage should be clearly mentioned in the proposal for us to provision from our existing VMware environment
- 6- Support should be provided for 3 years for all components
- 7- It should provide option to set the rates of different type of calls (landline, mobile & international)
- 8- The solution should be able provide Detailed Site wise and global utilization reports along with cost on a single click
- 9- The solution should be able provide details reports for utilization for each user extension along with the cost on a single click
- 10- Bidder should be flexible to setup different types of reports that MOE management may request
- 11- System should also should have the capability of auto generation of monthly/quarterly/yearly reports
- 12- The system should have an alerting mechanism of calls & cost going over a defined threshold for individual extensions/users
- 13- The system should be user friendly so that non-IT staff such as finance team can also easily use and get desired reports
- 14- Any changes/configuration required in the current system in order to integrate and get the solution working will be in the scope of the vendor
- 15- Any additional details needed to be added to the current IP telephony setup, in order to get the full benefits of the call Billing system, will be in the scope of the vendor
- 16- The User Details changed in the ECS should automatically reflect in the Billing system as well
- 17- The system should have a live graphical dashboard showing the utilization
- 18- Official Product training should be provided for MOE Team
- 19- **Optional Item:** quote Hardware Server along with its storage under separate optional heading for the billing system. MOE may decide to get the hardware server incase we are unable to provision the required specs.

3 WARRANTY & SUPPORT

3 years Warranty and support is required as per the below table.

Severity Level	Incident Description	Response Time	Resolution time	Required Service Level (Measured over 3 month periods commencing from Go Live Date)	Service Credit (per Service Level Failure) (% of Performance Bond)
P1	Total loss of services in all areas (schools, educational zones,offices,,etc).	30Min	3 hours	100%	2.5%
P2	Total loss of services in someareas (schools, educational zones,offices,,etc).	2hrs	6 hours	98%	1.25%
P3	Incident without service interruption	4hrs	12 hours	97%	0.75%

4 SUBMISSION OF RESPONSE

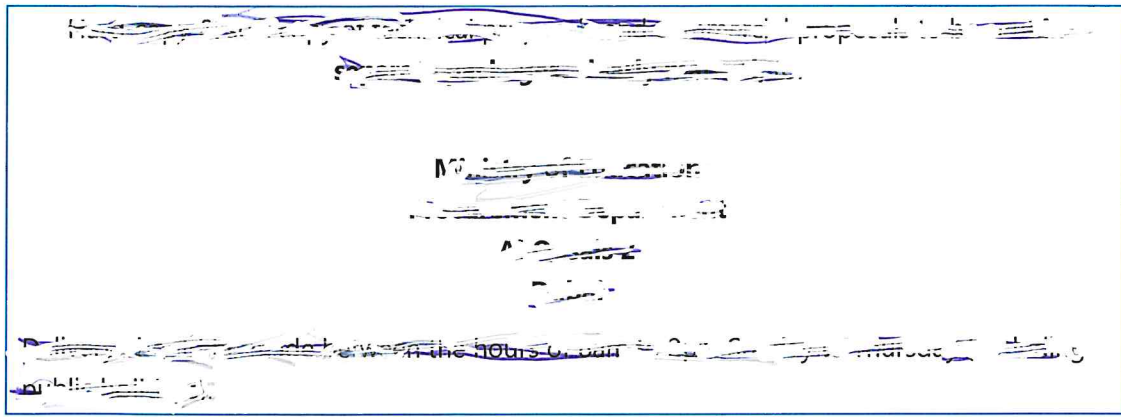
4.1 Return of Completed RFP Response

4.1.1 A complete RFP Response must comprise **all** of the following:

4.1.1.1 The detailed proposals as per the Instructions to Bidders

4.1.1.2 Full commercial proposals

4.1.2 ~~Cellular~~



- 4.1.3 Each RFP Proposal delivered as per above must be sealed to ensure confidentiality of the information.
- 4.1.4 All RFP Responses submitted by a Bidder must contain identical information. No changes should be made to hard copy submissions delivered after the submission of the electronic copy. Any changes will make the hard copy invalid.
- 4.1.5 It is the Bidder's responsibility to submit their RFP responses on time.
- 4.1.6 A submission may be withdrawn in person at any time during the Competition by a Bidder or their authorized representative, if proof of identity is given and they sign a receipt confirming the withdrawal.
- 4.1.7 Should you submit an incorrect version of a bid, and you want to submit the correct version, this must be done before the submission deadline and by an Authorised Representative who can provide proof of identity. You will not be allowed to withdraw and re-submit a bid after the submission time and date, even if this bid is incorrect or contains mistakes.

4.2 MoE Requests for clarification

- 4.2.1 MoE can request clarification/samples of any item included in a completed RFP Response. Failure to respond fully and adequately to any requests for clarification by any deadline imposed by MoE may result in the Bidder being removed from the Competition.

5 OUTLINE OF PROCUREMENT PROCESS

5.1 Award Procedure

- 5.1.1 The evaluation will only be based on the information submitted by each Bidder in its RFP Response and related documents.
- 5.1.2 MoE may hold meetings with each Bidder to clarify, specify or fine tune any issue relating to the RFP Response, but such adjustments shall not involve changes to the core features of the RFP Response if those variations are likely to distort Competition or have a discriminatory effect.
- 5.1.3 The decision to proceed to contract award will require the consent of the MOE, and will ultimately depend upon the ability of the Bidder to meet the requirements and deliver value for money.

5.2 The Evaluation Process

- 5.2.1 The following weighting will then be applied to these scores for these sections of the bid:

5.2.1.1	Technical solution	60%
5.2.1.2	Delivery TimeLine	10%
5.2.1.3	SLA & Warranty	10%
5.2.1.4	Project Management and Project Delivery	10%
5.2.1.5	Past experience and references	10%
- 5.2.2 Following evaluation of RFP Responses, MoE will reserve the right to negotiate with all Bidders whose proposals have a reasonable chance of being selected.

5.3 Queries

- 5.3.1 Bidders must not address queries to, or communicate with, MoE other than in the manner described in this section.
- 5.3.2 All questions about this RFP shall be directed through E-mail to Procurement department:
- 5.3.3 MoE may, if it chooses, reply to queries received after the close of the clarification period.
- 5.3.4 Queries received from Bidders will be treated as non-confidential and all responses will be shared with all Bidders.
- 5.3.5 No queries may be made in person or by telephone, all must be in writing.
- 5.3.6 MoE may amend or add to the RFP at any time. Any new RFP will be issued to all bidders as required. MoE does not accept responsibility for any communications issued by it which are missed or not received by a Bidder or for communications issued by Bidders which are not received by MoE.

6 GENERAL TERMS AND CONDITIONS OF PARTICIPATION

6.1 General Instructions to Bidders

- 6.1.1 By submitting an RFP Response, the Bidder accepts these general terms and conditions of participation as set out in this section to be legally binding on it.
- 6.1.2 The Bidder agrees that all proposals submitted become the property of MoE and that by submitting a proposal it agrees that all copyright in the proposal shall be automatically assigned to the MoE. To the extent that such assignment is not valid for any reason, the Bidder further agrees that by such submission it grants to MoE and its advisors, consultants, contractors, servants and/or agents a non-exclusive licence to use and reproduce the proposal in whole or in part.
- 6.1.3 All terms contained in the Bidder's proposal are final unless MoE requests changes. MoE, however, may negotiate, with the Preferred Bidder, any portion of the proposal and to accept or reject any portion thereof.

6.2 Substantive Technical Proposals

- 6.2.1 In signing the Declaration form in **Appendix 1**, the Bidder shall certify
 - 6.2.1.1 That its proposal is genuine, duly authorised internally and is not made in the interest of, or on the behalf of, any undisclosed person, firm, or corporation, and is not submitted in conformity with, and agreement of, any undisclosed group, association, organization, or corporation
 - 6.2.1.2 That it has not solicited or induced any other person, firm, or corporation to refrain from submitting a Technical Proposal, and
 - 6.2.1.3 That it has not sought by collusion to obtain for itself any advantage over any other Bidder.
 - 6.2.1.4 All proposed terms and prices shall be binding for ninety (90) calendar days after the date of the proposal opening for review and evaluation purposes.

6.3 Costs

- 6.3.1 Each Bidder will be liable for its own costs and expenses in relation to the preparation and submission of any element of the RFP Response and any subsequent engagement with MoE during the remainder of the Competition.

6.4 Contingency Fees

- 6.4.1 Each Bidder certifies, by the submission of a proposal, that no agreement has been made by the Bidder to pay any company or person any fee, commission, percentage, or brokerage fee contingent upon or resulting from the award of the contract.
- 6.4.2 MoE and its appointed advisers have no obligation whatsoever to reimburse any Bidder in respect of any costs, economic loss or other loss of profit incurred by it either in the preparation and submission of the RFP Response or arising from clarifications and discussions with MoE in connection with the Competition, or otherwise as a result of its participation in the Competition regardless of whether or not the Competition results in the award of the contract.

6.5 Confidentiality

- 6.5.1 This Request for Proposal (RFP) contains information which is proprietary and confidential to MoE. Each recipient of this RFP must maintain the confidentiality of the contents of the RFP. The information contained in this RFP may not be reproduced in whole or in part without the express permission of MoE, and no use may be made of the contents of this RFP, other than for the purpose of responding to this RFP.

- 6.5.2 Accordingly, the recipient must keep all the information in this RFP confidential and will not, without prior written permission of MoE, disclose this information to any person other than its officers, employees, agents and advisers who are required in their course of their duties to prepare the proposal. The recipient of the RFP must, before disclosing this RFP to any such person, communicate to the person the confidential nature of the information contained in the RFP.

6.6 Rules of Proposal Creation

- 6.6.1 Bidders are requested to follow the rules outlined in this section while compiling their RFP Response.
- 6.6.1.1 The RFP Response is deemed to be a legal document and the final agreed form of drafting will, if the Bidder is awarded the contract, form the substance of the final Project Agreement.
- 6.6.1.2 Bidders must sign the **Declaration and Conflict of Interest form in Appendix 1** confirming the truth of the information provided in the RFP response. Submitted bids not containing the Declaration signed by the authorised signatory will not be accepted.
- 6.6.1.3 The RFP Response must be signed on each page of the hard copies by the Authorized Signatory. Unsigned hard copy RFP Responses will not be accepted.

6.7 Disqualification

- 6.7.1 Any Bidder that contravenes any of the terms and conditions set out in this Request for Proposals may, at the sole discretion of MOE, be disqualified and prohibited from any further participation in the Competition. The disqualification of a Bidder will not prejudice any other civil or legal remedies available to MoE and will not prejudice any criminal liability that such conduct by the Bidder may attract.

6.8 News Release or Advertising Use

- 6.8.1 No publicity in relation to the Project, the selection of any Bidders, the appointment of the preferred Bidder, the award of the contract or the Competition in general will be permitted unless and until MoE has given express prior written consent to the relevant communication. In particular, no statements should be made to the press or other similar organisations regarding the nature of any RFP Response, its contents or any proposals relating thereto without the express prior written consent of MoE.
- 6.8.2 MoE retains the right to publicise or otherwise disclose to any third party, information in relation to the Project, the selection of the Bidders (including details of their respective subcontractors, representatives, advisers, consultants, servants or agents), the Competition in general or the award of the contract at any time.
- 6.8.3 a view to offering them work or employment.

6.9 Award of Contract and Contract Form

- 6.9.1 The results of the evaluation of the responses to this RFP will determine the best qualified Bidder, However, MoE reserves the right to reject any and all proposals received and, in all cases, MoE will be the judge as to whether a proposal has or has not satisfactorily met the requirements of this RFP.
- 6.9.2 MoE reserve the right to extend this contract, under the terms and conditions as set out by the Ministry of Education, up to an amount of 30% of the total contract value, without the need to re-run a full procurement.
- 6.9.3 Contracts will take the form of the standard Ministry of Education version and are not subject to change. All schedules to be appended to the contract are contained within this document and are not subject to change.
- 6.9.4 It is the normal practice of the MoE to require a Performance Bond from its suppliers. The details of the Performance Bond are contained in Schedule 6. This is non-negotiable.

APPENDIX 1: COMPLIANCE FORMS AND STATEMENTS

NB: All must be completed and submitted as part of RFP Response

DECLARATION

Name of Bidder: _____

Address: _____

THIS DECLARATION MUST BE SIGNED BY AN AUTHORISED OFFICER OF THE BIDDER OR, WHERE THE APPLICANT IS A CONSORTIUM, BY A DULY AUTHORISED OFFICER FOR AND ON BEHALF OF THE CONSORTIUM.

I certify, for and on behalf of the Bidder that the information provided in this completed RFP Response and accompanying information is, to the best of my knowledge, true, accurate and complete and that the above Bidder is competent to carry out the Project described in the RFP. I understand and accept, for and on behalf of the Bidder that the provision of inaccurate or misleading information in completing this RFP Response and accompanying documentation may lead to the disqualification of the Bidder from the Competition.

I confirm, for and on behalf of the Bidder that the Bidder irrevocably and fully agrees to the terms and conditions set out in the Request for Proposals.

SIGNATURE _____

NAME _____

POSITION _____

DATE _____

CONFLICT OF INTEREST DECLARATION

THIS DECLARATION MUST BE SIGNED BY AN AUTHORISED OFFICER OF THE BIDDER OR, WHERE THE APPLICANT IS A CONSORTIUM, BY A DULY AUTHORISED OFFICER FOR AND ON BEHALF OF EACH CONSORTIUM MEMBER (AND ANY ENTITY ON WHOSE RESOURCES THEY MAY RELY).

Please complete as appropriate.

I/We warrant that:-

1. There **would be no** conflict or perceived conflict of interest in relation to the personnel or type of work involved in this contract. ☐ No Conflict
2. There **could be** a possible conflict or perceived conflict of interest in relation to [*] and their involvement in this contract. ☐ Possible Conflict
3. Please explain what the possible conflict or perceived conflict of interest may be and who it relates to and how it could have an adverse effect on this contract.

***Enter name**

Signed:

Block Capitals:

for and on behalf of:

Date:
