REQUEST FOR QUOTATION (RFQ)

Reference No: AUAF-RFQ-15-027

Issue Date: August 4, 2015

Closing Date: August 15, 2015 – 2:00 PM

PROJECT:
SUPPLY AND INSTALLATION OF
VOICE OVER INTERNET PROTOCOL (VOIP) SYSTEM FOR AUAF

The American University of Afghanistan
Darulaman Road,
District 7, Kabul, Afghanistan
1. General:
The American University of Afghanistan (AUAF) is Afghanistan's only private, not-for-profit, institution of higher education, offering internationally-supported degree programs and education.

2. Project Summary:
AUAF seeking qualified vendor for supply and installation of VOIP System for AUAF. Firms and Companies who have a solid track experience in website development in competitive prices to the international and national organizations within Afghanistan are invited to submit bids.

3. Government Withholding Tax:
Pursuant to Article 72 in the Afghanistan Tax Law effective March 21, 2009, AUAF is required to withhold "contractor" taxes from the gross amounts payable to all Afghan/International for-profit subcontractors/vendors. In accordance with this requirement, AUAF shall withhold two percent (2%) tax from all gross invoices to Afghan subcontractors/vendors under this Agreement with active AISA or Ministry of Commerce license. For subcontractors/vendors without active AISA or Ministry of Commerce license, AUAF shall withhold seven percent (7%) "Contractor" taxes per current Afghanistan Tax Law. Before the signing of this Agreement, the subcontractor/vendor will provide a copy of the organization's AISA or Ministry of Commerce license and TIN (Tax Identification Number). Amounts deducted from the invoices will be forwarded to the Ministry of Finance (MOF) Tax Division credited to the firm's TIN. Records of payments to the MOF shall be maintained on file with AUAF.

4. Penalty Charges
If the Vendor fails to supply the VOIP System described in the scope of work within the date stipulated, AUAF shall, without prejudice to its other remedies under the Purchase Order/Contract price, as liquidated damages, deduct a sum equivalent to five percent (5%) of the delivered price of the delayed Goods/Services for each week of the delay until actual delivery, up to a maximum deduction of Ten Percent (10%) of the Purchase Order/Contract value.

5. Source, Origin and Nationality
The vendor may not employ utilize software packages or professional staff members from the following countries: Cuba, Iraq, Iran, Laos, Libya, North Korea, or Syria.

6. Inspection
AUAF shall have reasonable time, completion of the design process, to inspect the website, and to reject acceptance in not conforming to the specifications of relevant Purchase Order and offer. Recovery of the rejected item (s) shall be the sole responsibility of the supplier.
7. Statement of Work/Specification

American university of Afghanistan requesting proposal from qualified firms interested to provide IP Telephony, voice mail, voice recording system, automated response, call forwarder. American university of Afghanistan seeks a firm that can provide an on premises VOIP system. In addition American university of Afghanistan requires a centralize voicemail, voice recording system that can be use transparently by two locations. American university of Afghanistan staff spans across two locations. The two locations are follows.

1. AUAF West Campus.
2. AUAF international Campus

These two campus are connected via microwave point to point with 1ms ping time and distance of 1KM.

This is a phased implementation plan starting with the installation of 50 phone extensions. VOIP solution should be capable of handling up to 300 phones across the two locations for easily expansion in the future.

The vender must be able to coordinate and negotiate on behalf of American university of Afghanistan in acquiring WAN PRI or other proposed communication service necessary to successfully implement VOIP system. The vender must depict how the proposed will give the appearance one large system rather than many separate system.

These services should include sufficient training for staff in order to operate and manage the kVOIP System, and sufficient end-user training where required in order ensuring the proper operation of the installed handsets.

<table>
<thead>
<tr>
<th>Item</th>
<th>QTY</th>
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<tbody>
<tr>
<td>Main VoIP System</td>
<td>1</td>
</tr>
<tr>
<td>Phone extensions (Audio only)</td>
<td>25</td>
</tr>
<tr>
<td>Phone Extension (Audio/Video)</td>
<td>5</td>
</tr>
</tbody>
</table>

Technical requirement:

Core system functionality

1. The system shall support Land lines from Afghan telecom.
2. The system shall support E1 connectivity from (AWCC, Roshan, Etisalat and MTN)
3. The VOIP system shall provide the ability to make and receive telephone calls over the VOIP network to and from outside using afghan telecom land lines and other telecommunication providers using E1 connection.
4. Should support Internal Video calling.
5. Should have conference calling system.
6. Should support indoor/outdoor loud speakers for announcements and etc.
7. The system must have simple GUI interface for administration.
8. VOIP system shall provide the following incoming call management:
   - Allow user set “do not disturb” route call to voicemail.
   - VOIP system shall provide ability to forward current call to another extension and to an external number.
9. System shall provide ability to place current call on hold, connect to another extension, and then forward the on hold call to the extension
10. System shall allow users to set their own name and voicemail greeting.
11. System can provide ability for self-password reset
12. System can provide integration to Active Directory (Option).
13. System shall provide multiple levels of password security rules and complexity requirement

**Desk Phone:**
1. Desk phone shall have standard dialing 0-9, *, #, volume and mute controls
2. Desk phone shall support Power over Ethernet via a network switch.
3. Desk phone shall accept 10/100/1000 Ethernet and provide at least 10/100 Ethernet for optionally connected desktop or other LAN devices
4. Desk phone shall support full duplex speakerphone capabilities.
5. Desk phone shall have a prominent visual voicemail indicator
6. Phone display shall provide incoming caller ID number and name.
7. Desk phone shall have the ability to forward incoming call to voicemail.
8. Shall have a quick access button to voicemail
9. Shall maintain list of inbound calls that user can retrieve via phone
10. Shall maintain list of outbound calls that user can retrieve via phone
11. Shall have a “corporate directory” to quickly lookup by first/last name any internal extension.
12. Shall have at least two user-programmable keys for speed dialing an internal extension or an external number

**Soft phone:**
1. Softphone client should run on Windows operating system (Windows 8 and Windows 7).
2. Softphone client should support 32-bit and 64-bit versions of operation systems
3. Softphone client should run on Apple operating system.
4. softphone options for Android smartphones
5. softphone options for Apple smartphones
6. softphone options for Windows smartphones

**Voicemail:**
1. Shall provide ability to forward voicemail message to another extension.
2. System shall provide the ability to configure voicemail message notification groups

**Teleconference:**
1. System shall support conference size up to 20 participants.
2. System shall provide ability for host to monitor conference via web interface to perform key functions such as mute-one, mute-all, unmute-one, and unmute-all.
**Auto Attendant:**
1. System shall have option to dial by name to lookup an employee’s extension
2. System shall have the ability to have an overriding message in the event of an emergency or disaster to announce closures or other critical information

**Communication Features**
The system the vendor proposes to the American university of Afghanistan must have the following call control features.
A. System must be capable of handling minimum of 40 concurrent calls and must be scalable to handle more lines as needed without a major upgrade.
B. Two digit dialing from any site to any site on the network.
C. Ability to function seamlessly across sites with centralizes voice mail system.
D. The voice mail system must provide capacity to handle a voice mail box for each user who must have a voicemail box for each user who must have the ability access the voice mail box remotely and be able fast forward /playback, skip message.
E. Call waiting ability.
F. Support direct inward dialing as well as Caller ID for all incoming calls.
G. Speaker phone capabilities on designated phones.
H. Ability to provide music or prerecorded message at each site while a customer is on hold.
I. Failover capabilities in the event that there is power outage or loss of connectivity.
J. Ability to allow the phone number to be blocked from caller ID when placing external calls.
K. Allow various level of calling privileges such long distance and international calls to be programmable by extension.
L. Capability with headset for hands free operation on most phones.
M. Capability with soft phone technology is optional.

**Messaging features**
A. Users must be required to enter passcode to access their voicemail.
B. Ability to access voicemail remotely with the means to change passcode and greetings remotely.
C. System must have ability to stamp each new message with time and date.
D. System must assign a default password for users and provide a mechanism to reset password for users that have been locked out their mailboxes.
E. System must allow users to transfer a call to directly to their own voicemail or another user’s voice mail.
F. System must provide the ability for a user to transfer messages to multiple users and append their own comments.
G. System providing notification that the limits of voicemails retained is almost at the maximum is optional.
Conferencing capabilities
The system the vendor proposes to the American university of Afghanistan must have the following conferencing capabilities:
A. Proposal must describe the maximum number of conference call participants and simultaneous conference calls.
B. Proposal must include pricing for (10) conference phones for the AUAF.
C. Web conference is optional.

End user Devices
The system the vendor proposes to AUAF must have the following desk phone and conference phone capabilities.
A. Attend console or GUI must display call presence and extension status for 2 location extensions.
B. Provide automatic call distribution to specific phones throughout AUAF.
C. Provide SIP compliant phones that feature a message waiting indicator light and intercom calling.
D. Proposed phones must provide a built-in switch for PC connectivity.
E. Proposed phone must offer programmable buttons that are customizable on a per extension basis.
F. Preferred solutions will incorporate a local, workstation GUI which allows users all of the call control capabilities available via the telephone set.
G. The supplier shall supply IP phones sets capable of being powered through power over Ethernet (POE).
H. IP telephone instrument should have two nos. of RJ-45port, one for telephone and second for PC (RJ45) connectivity.

Mobility
Vendors must list the workplace mobility features and capabilities offered by the proposed system.

System Management
The proposed system should describe the administration/Management interface that will be used. AUAF is looking for a system that will centrally manage all sites where the IT staff or designee will be able to perform self- administration to include moves, adds and changes. Preference will be giving to system that are easy use, will integrated with active directory, provide automated attendant for specific department and access to the administrator’s GUI/Console from a network workstation. Additionally the system must be able to do the following
A. Provide easy installation for server and clients.
B. Provide centralized reporting for both sites calls (West Campus and International Campus) system events, user activity, and other call details with the option to export to a PDF, CSV.
C. Provide multiple levels of administrators that will have varying roles in the system.
D. Provide email notification of critical system events.
Support and Maintenance
American university of Afghanistan requires 1-year and 24/7 support with the option to continue annual support after the 1-year period has ended. The vendor should provide a detailed description of standard and extended support maintenance, and the average response time for a support request.

Service Provider
Please state the name of the company which will be delivering service and on-site support for this solution if service has been outsourced to another firm how long has this relationship been in effect.

1. Company Information:
   - Contractor’s Name:
   - Authorized Representative (Name/Title)
   - Address:
   - Contact Information:
   - Email:

2. Quotation Submission guidelines:
Cover Letter shall be included in proposals and signed by the person or persons authorized to sign on behalf of the bidder.

Sealed proposals should be sent by hard copy only to the following address no later than 2:00 pm – August 15, 2015. Electronic bids are not permitted. Proposals received after the due date will not be considered further.

Address:
Procurement Department
The American University of Afghanistan - AUAF
Darulaman Main Road, Kabul, Afghanistan

3. Questions:
Please direct your questions via e-mail at sbasheer@auaf.edu.af with cc to afaizy@auaf.edu.af. No Questions will be answered after August 11, 2015 – 12:00 noon

4. Others:
AUAF as a not-for-profit educational institution expects to be charged no more than standard humanitarian agency rates.

AUAF will not pay any of the bidders’ cost of preparing their proposals under this RFQ.
APENDIX A

COMPANY’S BUSINESS LICENSE

Please attach an updated copy
APPENDIX B

SUMMARY OF RELEVANT CAPABILITY, EXPERIENCE AND PAST PERFORMANCE

Include projects that best illustrate your experience relevant to this (RFQ) or similar activities, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years (i.e. 2012, 2013 and 2014).

<table>
<thead>
<tr>
<th>No</th>
<th>Project Title and Description of Activities</th>
<th>Location Province/District</th>
<th>Client Name/Tel #</th>
<th>Cost in US$</th>
<th>Start Dates</th>
<th>End Dates</th>
<th>Completed on Schedule (Yes/No)</th>
<th>Subcontractor or Prime Contractor?</th>
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