

South East Europe University – Tetovo announces:

A BIDDING PROCEDURE REQUEST

(no public opening)

1. GENERAL PROVISIONS

1.1. Purchaser

South East Europe University, Ilindenska bb, 1200 Tetovo

1.2. Subject of the procurement: VoIP Telephony

Call number: 02/122011

Code: VoIP Telephony

1.3. Equipment Specification:

Quantity	Item Description
Analog adapters for legacy fax machines	
Specification	
5	2 FXS ports (RJ11) w/up to 2 SIP account profiles Dual10/100 Mbps ports (RJ45) w/integrated router T.38 Fax HTTP/HTTPS(pending)/Telnet/TFTP Provisioning SIP over TCP/TLS IP connectivity for any phone and fax Web management for easy configuration and installation
IP Phone (entry level)	
Specification	
200	SIP Compliant and Protocols SIP RFC3261, TCP/IP/UDP, 802.1x. Networking Interfaces Dual switched 10/100Mbps PoE ports Graphical Display graphical LCD display Feature Keys 2 SIP account, dedicated function keys for hold, transfer, conference, volume, headset, mute, speakerphone, redial Telephony Features Hold, transfer, forward, 3-way conference, downloadable phone book (XML, LDAP, up to 500 records), call waiting, call log, click-to-dial, server redundancy and fail-over HD Audio HD handset with support for wideband audio QoS Layer 2 (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS Security 802.1x media access control Multi-language Power Integrated Power-over-Ethernet (802.3af)

IP Phone (business level)

Specification

20	SIP Compliant and Protocols	SIP RFC3261, TCP/IP/UDP, HTTP, ARP, ICMP, DNS, DHCP, 802.1x.
	Networking Interfaces	Dual switched 10/100Mbps PoE ports
	Graphical Display	Back-lit graphical LCD display
	Feature Keys	4 SIP account, dedicated function keys for hold, transfer, conference, volume, headset, mute, speakerphone, redial
	Telephony Features	Hold, transfer, forward, 5-way conference, downloadable phone book (XML, LDAP, more than 500 records), call waiting, call log, click-to-dial, server redundancy and fail-over
	HD Audio	HD handset with support for wideband audio
	QoS	Layer 2 (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
	Security	802.1x media access control
	Multi-language	
	Power	Integrated Power-over-Ethernet (802.3af)

Personal IP multimedia communication device

Specification

1	Network Ports	Dual switched 10M/100M auto-sensing PoE ports
	LCD	at least 7" resistive color LCD touch screen
	Camera	1.3M pixel CMOS camera with privacy shutter
	Wireless	Integrated WiFi (802.11 b/g/n)
	Auxiliary Ports	SD/MMC/SDHC, 2xUSB 2.0 ports, stereo headset with microphone, stereo audio output, TV CVBS output
	SIP Accounts	3 individual SIP accounts, plus support for the FREE IPVideoTalk
	Network Protocols	SIP RFC3261, TCP/UDP/IP, HTTP/HTTPS, ARP/RARP, ICMP, DNS, DHCP(client)
	QoS	Layer 2 (IEEE 802.1Q/p VLAN tagging) and Layer 3 QoS (ToS, DiffServ, MPLS)
	Security Protection	HTTPS, SIPS/TLS/SRTP, AES
	Video Capabilities	H.264 baseline, H.263/H.263+, frame rate up to 30fps, bit rate from 32kbps to 2Mbps, 3-way conference, anti-flickering, auto focus and auto exposure, zoom, PIP (Picture-in-Picture), on-screen display, audio mute, camera block, video phone book
	Voice Codec	G.711 (PCMU/PCMA, Appendix I & II), G.722 (wideband), G.723.1, G.729AB, GSM-FR, G.726-32, L16-256
	Audio Codec	AAC, MP3, WMA, Real, Ogg-Vorbis
	Multi-language	

This equipment shall be delivered and installed in the university premises, and according the migration plan which implies keeping the existing numeration, the supplier shall perform migration to the new IP telephony system including configuration for the offered solution.

For the legacy telephony system (tables below) the bidder should offer buy back option.

equipment	model	quantity
Digital Phone	Panasonic KX-T7565	79
Digital Phone	Panasonic KX-T7436	6
Digital Consoles	Panasonic T7440 DSS	3
Analog Phone	Panasonic KX-T2373MXW	111
Telephone central	Panasonic KX-TD500 PABX System	2
GSM Adapters	Matrix(Simadd GFX11), TelecomFM CellRoute(2)	3

Panasonic KX-TD500 existing configurations:

CT 1

Panasonic KX-TD500 PABX System
- 1x KX-TD500 - Basic shelf with CPU and TSW
- 2x KX-TD520 - Expansion shelf
- 1x KX-TD50290 - 2 PRI ISDN Card
- 1x KX-TD96196 - Remote Modem Card
- 1x KX-TD50180 - 8 Analogue Exchange Lines
- 8x KX-TD50172 - 16 Digital Extensions Card
- 9x KX-TD50175 - 16 Analogue Extensions Card
- 2x KX-A46 - Backup battery adapter
- 4x SunLight SP12-90 - Batteries 12V/90AH, sealed

CT 2

Panasonic KX-TD500 PABX System
- 1x KX-TD500 - Basic shelf with CPU and TSW
- 2x KX-TD520 - Expansion shelf
- 1x KX-TD50290 - 2 PRI ISDN Card , one OUS Status
- 1x KX-TD96196 - Remote Modem Card
- 1x KX-TD50180 - 8 Analogue Exchange Lines
- 3x KX-TD50172 - 16 Digital Extensions Card
- 9x KX-TD50175 - 16 Analogue Extensions Card

As a replacement for the above mentioned telephone system, the bidder should offer a solution for voice communication. The solution can be software based (which will be installed in servers that we already have) or appliance based. The solution has to be capable to cover the need for 400 clients. From the bidder is expected to give a time table for the implementation of the solution.

The bidder has to offer also SLA agreement option.

1.4. The criteria for selection of the most favorable bidder:

- Technical features of the equipment and fulfillment of the technical requirements from the specification
- Price
- Local support (i.e. ability of the bidder to offer professional services, quality certificates)
- Warranty of the equipment and terms of warranty
- Method of payment
- Bidder qualification
- Conditions on proposed SLA Agreement
- Delivery deadline – the bidder is to state the shortest delivery deadline, but not longer than 4 (four) weeks after the order delivery (otherwise penalties are calculated from 1% of the order value for every day of delay, to a maximum of 20% of the total order value)
- References

1.5. **Offer validity deadline:** 30 days of the day of selection of a most favorable bidder

1.6. **Offer submission:** from 8:00 on 16 January 2012 till 16:00 on **19 January 2012** the latest.

2. CONTENT OF THE OFFER

2.1. The Offer should contain two internal envelopes:

2.1.1. It is obligatory that one internal envelope, marked “TECHNICAL OFFER AND DOCUMENTATION”, should contain the following data and documentation:

1. Producers Authorization Form
Name, address and seat of the bidder, authorized person, telephone and fax number
2. Detailed description and technical characteristics, i.e. THE COMMERCIAL OFFER WITHOUT PRICES
3. Warranty and terms of warranty.
4. Document proving a three (3) year experience in reselling and installing equipment of the similar type as the one subject to this procurement.
5. References on the delivery of similar type of equipment from at least three (3) purchasers in the last three (3) years
6. Certificate issued by the relevant institution for quality control confirming the suitability of the equipment in accordance with the standards
7. Instructions for installation and putting into operation of the equipment.
8. Technical equipment and HR structure of the bidder
9. Technical support offered for the product (price, duration), specifying the SLA level provided.
10. Delivery deadline of a received order from the Purchaser – the Purchaser is to state the shortest delivery deadline, however, no longer than four (4) weeks after the reception of the order by the Purchaser (otherwise penalties are calculated from 1% of the order value for every day of delay, to a maximum of 20% of the total procurement value)
11. Materials proving the quality of the offered equipment and quality certificates.

12. Fulfillment of the technical requirements (with the submitted documentation, as well as Statement for consent to the Technical requirements, item by item marked fully fulfilled or partly fulfilled or unfulfilled)

13. A document issued by a competent body or institution confirming that no bankruptcy or a liquidation procedure has been initiated against the bidder and that no security measure – ban on performing an activity has been issued against the bidder (the original or a copy not older than six months verified by the bidder) for domestic and foreign bidders

14. Bidders are to submit a Solvency document from the Central Register of the RoM (original or copy not older than six months, verified by the bidder).

15. Declaration of conformity

2.1.2. It is obligatory that a second internal envelope, marked “COMMERCIAL OFFER”, contains the following data:

- The offer should be fulfilled on the form (the form can be downloaded from the website) and documentation:
- Method of payment with a bank remittance, within 30 days after the device delivery and invoice submission.

2.2. The offer should be prepared in accordance with the defined requirements given in this request and in accordance with the Specification. If the offer is not prepared as required and does not contain the requested data, the offer will be considered to be incomplete.

3. FINAL PROVISIONS

3.1. The offers should be submitted to the South East Europe University, Ilindenska bb, Tetovo, not later than 1600hrs on **19 January 2012**. Every offer received in the Campus (Archive Office, Rectorate Building, Office 10) after the deadline will not be accepted.

3.2. The offer is submitted in a single original copy signed by the bidder’s responsible person, in a sealed envelope. A note “DO NOT OPEN” should be placed in the top left-hand corner of the envelope, as well as the request code: (**Code: VoIP Telephony**).

The first internal envelope should enclose the accompanying and technical documentation and be marked “Technical Offer and Documentation”.

The second internal envelope should enclose the technical offer with the commercial prerequisites and be marked “Commercial Offer”.

3.3. The offer should be submitted in a single original copy, and every page should be endorsed by the bidder’s responsible person.

3.4. The offers will be opened without the presence of the bidders.

3.5. Offers will be accepted in English, Albanian or Macedonian Language.

Additional information can be obtained at procurement@seeu.edu.mk.

SOUTH EAST EUROPE UNIVERSITY