




Cytonn Investments Management Ltd.

3rd Floor, Liaison Hse, State House Avenue,
Nairobi, KE

 +254 709 101 000

 www.cytonn.com

REQUEST FOR PROPOSAL

FOR

**UNIFIED COMMUNICATION SYSTEM /VOICE OVER INTERNET PROTOCOL
(VOIP) SOLUTION**

TABLE OF CONTENTS

1. INTRODUCTION	3
SCOPE OF WORK	3
UNIFIED COMMUNICATIONS SOLUTION SPECIFICATIONS	3
Primary Services	4
Secondary Services	5
Specific IP Phones Specifications	5
General Specifications for VoIP Equipment	6
2. GENERAL INFORMATION	8
Contacts.....	8
Tentative Schedule	8
Response Date and Location	8
4. TERMS AND CONDITIONS.....	8
4.1 RFP Clarifications and Addendums.....	8
4.2 Rejection of Proposals	9
4.3 Proposal Validity Period	9
4.4 Cost Requirements	9
4.5 Partial Bidding	9
4.6 Warranty and Support.....	9
4.7 Delivery.....	9
4.8 Installation.....	9
4.9 Supplier Selection Process.....	10
4.10 Pricing.....	11
4.11 Cost of Bidding	11
4.12 Language of Bids.....	11
4.13 Award	11
4.14 Response Format.....	12
APPENDIX	13
5. General Response Format	13
5.1 FORM 1: Project Staff Information	13
5.2 FORM 2: Project Staff Information	13
5.3 FORM 3: Client Reference Sites	14
5.4 FORM 4: Pricing	14

1. INTRODUCTION

Cytonn Investments Limited is seeking qualified suppliers to supply and implement a Unified Communications (VoIP/Video/Chat/Email/SMS) solution and IP Phones

SCOPE OF WORK

Cytonn Investments Limited requires the services of an experienced Service Provider to supply, install, configure and commission a Unified Communication System ((VoIP/Video/Chat/Email/SMS) solution), at our Chancery, Fedha Plaza and Liaison office, for use throughout the Wide Area Network. For maximum benefit from this exercise, the successful bidder will:

- Conduct a site survey to establish the organization's requirements.
- Prepare a proposal for provision of a Unified Communication Solution for the organization.
- Supply, install, configure and commission a Unified Communication System and deploy through the Wide Area Network to the branches.
- Provide comprehensive onsite user training to selected personnel within the organization.
- Develop and document a Maintenance Agreement (Service Level Agreement) for long term maintenance of the system and continuous user training.

The scope shall cover, detailed site survey, design, supply, delivery, installation, configuration, testing and commissioning of a Unified Communication System. The system shall be installed at Chancery Office, while the IP Phones will be distributed to all 3 offices (Fedha, Liaison and Chancery).

UNIFIED COMMUNICATIONS SOLUTION SPECIFICATIONS

The UCS shall be a complete telephony system that will provide telephony over IP data networks. The technology shall include advanced communication features but will also provide significant scalability and robustness that Cytonn seeks.

The solution shall also be able to connect to SAFARICOM /AIRTEL/ ORANGE lines via a PSTN/GSM/E1 trunk interface.

A detailed proposal is required for the entire building's VOIP infrastructure. A **site survey** is **required** by bidders in order to assess Cytonn's present infrastructure and

any gaps that may exist that may hamper the successful implementation of this project. The site survey report **MUST** be part of the documentation submitted by bidders.

For this solution, **ALL** equipment should have a Warranty Period of **AT LEAST 2** Years. Other items like consumables should be factored in the overall

cost of the solution. Cabling has already been done and so should not be factored in the proposal unless advised as an appendix. Brochures **MUST** be provided for evaluation purposes (this should cover all the Network Equipment and other components as per proposal offered) and Post Implementation training of the solution will be carried out.

Primary Services

- a. Centralized Call Processing and automated call forwarding.
- b. The solution shall be able to support initially 300 IP users with expansion capacity of up to 1000.
- c. The system shall be able to support 20 trunk lines.
- d. The system shall have support for integrated services such as conferencing, one number follow me, personal call directory, recorded announcement, network-wide attendant and messaging.
- e. The system shall have a unified communication security solution that offers comprehensive threat protection, strict policy enforcement, robust access control, and privacy of confidential data. The system **MUST** also be able to integrate with a SIEM solution and with capability of generating logs to the SIEM.
- f. The system shall be able to interoperate with IP Phones, PSTN Gateways, SIP Trunks, IP Trunks, Analogue Trunks. The system shall make it possible for the following features to be integrated:
 - **Pop-up of incoming calls with caller ID on ISDN line, List of incoming/outgoing and answered/unanswered calls.**
 - **Click to dial.**
 - **Support unified messaging to have Voicemail as .wav file in email client.**
 - **Support supervision feature to have status Free/Busy/forwarded etc.) of all users.**
 - **The solution should be able to send alerts of missed calls and or re-route SMS to emails or personal mobile lines**

g. The system shall have multi-party conference with clock to conference and multiparty video conferencing.

h. The system shall be flexible enough to allow KSB configure any preferred numbering plan, including capability to support all extension on Direct Inward Dialing (DID) numbering.

i. The system shall have a GSM Gateway which shall be used to route calls and messages straight to mobile networks.

j. The system should be supplied with an Interactive Voice Response system to give callers automated support or guide them on accessing various services offered by the organization.

k. The system shall be able to support an automated call distributor with the following features;

- Automatic call attendant
- Call menu
- Call forwarding
- Call transfer
- Managing extensions
- Call parking

m. The solution should include and support the mobile wireless IP phones that will support mobility within our WAN.

n. The solution should have international call routing controls best on company policies.

Secondary Services

I. Cell Phone Integration

II. Extension Groups

III. Time of Day Routing

IV. Extension Call Recording

V. Extension Range Flexibility

VI. Voicemail Bypass

VII. Intuitive VoIP Ready

VIII. Announcement Interface

Specific IP Phones Specifications

- The Supplier shall supply IP Phone sets capable of being powered through IEEE Power over Ethernet (PoE).

- The IP Phones must have RJ-45 ports for connections to existing LAN infrastructure
- The IP Phones must support extension mobility and user login and device authentication. All authentication to be done through our AD
- An internal 2-port Ethernet switch allows for a direct connection to a 10/100/1000BASE-T Ethernet network (IEEE 802.3i/802.3u/802.3ab) through a RJ-45 interface with single LAN connectivity for both the phone and a co-located PC.
- The IP Phones should have dual position foot stand.
- The wireless mobile IP phones must have VoIP and unified communications features within 802.11a/b/g/n and ac wireless LAN network.
- The wireless Mobile IP phones must have Hardened exteriors that are military standard (MIL-STD 810G) compliant.
- The mobile phones must have easily swappable, rechargeable batteries with talk time of 13 hours and standby time of 240 hours

General Specifications for VoIP Equipment

VOIP equipment shall employ adopt commonly used specifications which include;

Area	Specification
General	<ul style="list-style-type: none"> • H.323 or the Session Initiation Protocol (SIP) signaling protocols that sets up, maintain and terminate a VoIP call. • Media Gateway Control Protocol (MGCP) that provides a signaling and control protocol between VoIP gateways and traditional PSTN (Public Switched Telephone Network) gateways.

<p>Security</p>	<ul style="list-style-type: none"> • H.323 protocol is secured by using TLS and S/MIME encryption for SIP. • Adequate physical security is in place to restrict access to key VoIP servers and components. • Firewalls designed for VOIP protocols are employed to secure the VOIP systems. • VOIP Terminals are secured through password authentication and user authorization. User accounts shall be administered and managed by the ICT units. • Disabling of HTTP and Telnet services
<p>Protocols</p>	<ul style="list-style-type: none"> • Real- Time Transport Protocol. • Session Initiation Protocol. • ITU-T H.323 • Media Gateway control protocol • IPSec, TLS and S/MIME for encryption
<p>Other Provisions</p>	<ul style="list-style-type: none"> • Traditional calling features including call by name, caller ID, last number redial, hold, call waiting, call forwarding, transfer, divert, park, retrieve, voice mail, return call and call conferencing <ul style="list-style-type: none"> • Call Coverage Make it easy to ensure that important calls are answered by administrative assistants or team members, via user-controlled Delegation and Team Calling respectively. • Telephone Directory. • Maintain Call history.

2. GENERAL INFORMATION

Contacts

All bidder communications should be directed to the following contact:

Divina M. Ongubo
dongubo@cytonn.com
0700329995

Technical Enquiries including site-visits planning

Divina M. Ongubo
dongubo@cytonn.com
0700329995

Tentative Schedule1

Event	Date
Release of RFP	26 th January 2017
Last Day for site visits and/or enquiries	2 nd February 2017
Final Day for submission of Bids	9 th February 2017

Response Date

The final day for submitting proposals is **9th February 2017 6.00pm**. All proposals are to be sent via email and should be addressed to dongubo@cytonn.com and copied to procurement@cytonn.com

4. TERMS AND CONDITIONS

4.1 RFP Clarifications and Addendums

Cytonn Investments Limited reserves the right to clarify or change the RFP or issue addendums to the RFP at any time before the last day of tender submission.

Cytonn Investments also reserves the right to cancel or reissue the RFP. All such addenda will become part of the RFP.

The bidder is encouraged to seek for any additional clarifications on the scope and existing network peripherals that will better inform the completeness of the solution.

4.2 Rejection of Proposals

Cytonn Investments Limited reserves the right to reject any or all of the proposals, to waive any minor informalities or irregularities contained in any proposals, and to accept any proposal deemed to be in the best interest of Cytonn Investments Limited.

4.3 Proposal Validity Period

Submission of a proposal will signify the bidder's agreement that its proposal and the content thereof are valid for 90 days following the submission deadline unless otherwise agreed in writing by both parties. The proposal will form part of the contract that is negotiated between the Cytonn Investments Limited and the selected supplier.

4.4 Cost Requirements

The bidder should indicate all setup, integration and recurrent costs (e.g. licensing) for consideration.

4.5 Partial Bidding

Bidders may quote for all or specific categories.

Any partial quote must cover the full cost of installation and integration.

4.6 Warranty and Support

All hardware equipment must be covered with a 3-year warranty. The Cytonn Investments Management Ltd, reserves the right to renew the warranty at the end of period if applicable.

4.7 Delivery

All hardware (if applicable) or software will be delivered to the following location

Cytonn Investments
Limited
6th Floor, The Chancery
Hse, off Valley Rd, Upper
Hill, P.O. Box 20695 -
00200, Nairobi, KE.

The maximum expected lead time for any equipment or software is **4 weeks**. If any of the products (such as licenses) is to be delivered electronically e.g. via email, the supplier will liaise with Cytonn Investments Management Ltd, so as to be advised of the correct appropriate address to use.

4.8 Installation

The selected supplier is required to have the necessary human resource capacity to implement the Wireless Controller implementation as per the requirements set out by the Cytonn Investments Management Ltd,

The scope of implementation will include but will not be limited to:

1. Understanding the current systems/network components in use at Cytonn Investments Management Ltd,
2. Configuration and installation of the solution.
3. Support services if will be applicable from vendors.

The installation sites are:

1. Cytonn Investments Management Ltd

Chancery

6rd Floor (Data Centre) and other floors,
Cytonn Investments Management Ltd,

P. O. Box 20695 - 00200,

Valley Road

+254 709 101 000.

Nairobi Kenya.

2. Cytonn Investments Management Ltd

3rd Floor, Liaison Hse,

State House Avenue,

P. O. Box 20695 - 00200,

+254 709 101 000

Nairobi Kenya.

3. Cytonn Investments Management Ltd

6th Floor, Fedha Plaza,

Mpaka rd, Westlands,

P. O. Box 20695 - 00200,

+254 709 101 000

Nairobi Kenya.

INFORMATION TO BIDDERS

4.9 Supplier Selection Process

To facilitate the evaluation process, the supplier is required to organize their proposal into distinctive sections that correspond with the individual evaluation categories described herein. All tender responses will be evaluated in two phases:

- a) Detailed evaluation to determine technical compliance and support responsiveness of the bidder
- b) Financial evaluation to consider pricing competitiveness and financial capability of the bidder

The technical evaluation - comprising 70% of the overall bidder score - will assess:

- i) The completeness of the proposal to meet Cytonn Investments requirements
- ii) Experience and reliability of the supplier organization. The bidder is therefore advised to submit as part of the proposal any information which documents successful experience in past performances especially on projects that are similar to the services required in this RFP. A due diligence exercise will be carried out.

NOTE: Cytonn Investments will only consider companies with the requisite manufacturer partnerships and/or certification. However, bidders with higher levels of accreditation implying possession of higher technical capacity in-house for implementation of complex configurations will attract a better score. Bidders are encouraged to include documentation of all relevant partner agreements together with the levels.

- iii) The technical and project management expertise

The financial evaluation – comprising 30% of the overall bidder score – will assess all costs associated with the delivering and implementing the hardware and software. This information will be shown as per the form attached as schedule B in this RFP.

NOTE: The Cytonn Investments reserves, at its sole discretion, the right to select or reject, either in totality or partially, any or all proposals made in the context of this RFP. Any such decisions made will be final and no correspondence will be engaged, other than for purposes of informing the bidders of the outcome of the process.

4.10 Pricing

The prices quoted must be inclusive of all taxes and applicable government duties. Prices should be quoted in US Dollars (US \$) or KES and must be valid for a minimum of 90 days.

4.11 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bids and Cytonn Investments will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process

4.12 Language of Bids

All bids and any associated documents should be exclusively in English

4.13 Award

Upon evaluation, Cytonn Investments may choose to invite one or more short-listed bidders to make formal presentations and/or sit for a panel interview.

The Cytonn Investments may opt to pursue further contractual and price negotiations on one or two final qualifying bidders. However, Cytonn Investments reserves the right to

award without such negotiations and bidders are advised to submit their initial proposals on the most favorable terms

Cytonn Investments may award to multiple bidders. If it so chooses, the winning bidders will be required to work together during implementation.

The winning bidder (s) will be informed in writing. The non-winning bidders may also be informed of their unsuccessful bids (regrets). However, Cytonn Investments will be under no obligation to do this nor to elaborate on the reasons for non-selection.

4.14 Response Format

Bidders should follow a standard format for response to enable the evaluation process to be executed with relative ease. The appendix section shows templates of Forms that should be filled for various sections of the proposal.

APPENDIX

5. General Response Format

1. Cover letter – signed by individual authorized to bind the bidding organization
2. Executive Summary
3. Response to Form 1 – signed by individual authorized to bind the organization
4. Response to Form 2 – Project Staff Information
5. Response to Form 3 – Client References
6. Project schedule
7. Bill of Materials and description of installation/implementation tasks. Any requirements that need to be put in place should also be included here.
8. Response to Form 4 – Pricing
9. Appendix: e.g. product datasheets

5.1 FORM 1: Project Staff Information

Proposer Name	
Proposer Address Information (physical, postal, email, fax)	

5.2 FORM 2: Project Staff Information

Please fill as many of this form as there are number of staff in the project

Staff Name	
Position in the Company	
Length of time in position	
Project position and responsibilities	
Hours Dedicated to project onsite	

Education	
Certifications	
Previous work experience	
Technical skills/qualifications relevant to project	
Experience installing proposed system	

5.3 FORM 3: Client Reference Sites

Provide three reference sites (3 filled forms)

Client Name	
Contact Name	
Title	
Phone #	
Email Address	
Type of Services provided	
Services Provided Similar to Cytonn Investments requirement	Yes - Explain similarities No – Explain differences

5.4 FORM 4: Pricing

As much as possible proposers should adopt the following general guideline

	UNIT PRICE	TOTAL PRICE
HARDWARE		
1.		
2.		
SOFTWARE & LICENSING		
1.		
2.		
3.		
IMPLEMENTATION		
1.		

2.		
MAINTENANCE		