

**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY AND INSTALLATION OF IP/PBX,
RELATED ACCESSORIES AND HANDSETS**

PROCUREMENT REFERENCE No: CBTD04-25



COMPETITIVE BIDDING TENDER CBTD04-25

INVITATION TO BID

**FOR THE SUPPLY, DELIVERY AND INSTALLATION OF IP/PBX, RELATED ACCESSORIES
AND HANDSETS**

Tender Closing Date: 13 January 2025

Time: 11.00am

**BIDDING DOCUMENT FOR THE SUPPLY, DELIVERY AND INSTALLATION OF IP/PBX,
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Standard Bidding Document for the

**Procurement of: FOR THE SUPPLY, DELIVERY AND INSTALLATION OF
IP/PBX, RELATED ACCESSORIES AND HANDSETS**

Procurement Reference No: CBTD04-25

Procuring Entity: TelOne Zimbabwe

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OF IP/PBX, RELATED ACCESSORIES AND HANDSETS**
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PART 1 BIDDING PROCEDURES

PART 1: BIDDING PROCEDURES

Procurement Reference Number: CBTD04-25

Preparation of Bids

You are requested to bid for the Supply, Delivery and Installation of IP/PBX, Related Accessories and Handsets. Requirements below, by completing and returning the following documentation:

1. Completed and signed Bid Submission Sheet in this Part;
2. The Statement of Requirements in Part 2;
3. Bid validity period of 60 days (bidders should state)
4. At least three written reference letters (in the form of official letters from client companies) for supply and delivery/Fix of related goods.
5. Completed and signed bid securing declaration in the format specified in Annex F
6. *Bidders are required to submit samples or technical brochures*
7. A copy of
 - i. *Current Tax Clearance Certificate*
 - ii. *CR6 showing Company Directors*
 - iii. *Certificate of Incorporation or equivalent registration in the country of residence*
8. *The tender should have a table of contents with marked pages.*

You are advised to carefully read the complete Bidding Document, before preparing your Bid.

The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. All pages of the Bid must be clearly marked with the Procurement Reference Number above and the Bidder's name and any reference number.

Number of bids allowed

No Bidder may submit more than one bid, either individually or as a joint venture partner in another Bid, except as a subcontractor. Where the procurement is divided into lots and packages, only one Bid can be submitted. A conflict of interest will be deemed to arise if bids are received from more than one Bidder owned, directly or indirectly, by the same person.

Clarification

Clarification of the bidding document may be requested in writing by any Bidder before 10 January 2025 and should be sent to The Procurement Head, TelOne P O Box Y331 Causeway, Harare Zimbabwe Fax: 263 – 242 – 2795499

Email- learnmore.gwite@telone.co.zw ; caroline.chikukutu@telone.co.zw: and cladios.chenga@telone.co.zw

Validity of Bids

The minimum period for which the Bidder's bid must remain valid is 60 days from the deadline for the submission of bids.

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Submission of Bids

- a) Bids must be submitted in writing in a sealed envelope to the address below, no later than the date and time of the deadline below. It is the Bidder's responsibility to ensure that they receive a receipt confirming submission of their bid that has correct details of the Bidder and the number of the Bid.
- b) The Bidder must mark the envelope with the Bidder's name and address and the Procurement Reference Number.
- c) The bidder must submit one (1) original and two (2) copies of the tender document clearly marked as "original" and "copy". In the event of any discrepancy between them, the original shall govern. The original and all copies of the tender shall be typed or written in indelible ink and shall be signed by the bidder or a person/persons duly authorized to bind the bidder to the contract.

Late bids will be rejected. The Procuring Entity reserves the right to extend the bid submission deadline but will notify all potential bidders who have collected the bidding documents of the amended bid submission deadline.

Date of deadline: 13 January 2025 **Deadline Time:** 11.00hrs

Submission address:
The Procurement Head,
Tel-One,
8th Floor,
Runhare House, South Wing
107 Kwame Nkrumah Ave
HARARE, ZIMBABWE

Means of acceptance: The tender shall be enclosed in an envelope which shall be sealed and marked on the outside with the advertised tender number, description, closing date and time and must be hand delivered to the above stated address. Tender submission by Tele-fax/email shall not be accepted save for issue of queries.

Bid opening

Bidders and their representatives may witness the opening of bids, which will take place via ZOOM meeting on the date of submission. The link can be requested on the following email: procurement@telone.co.zw

Withdrawal, amendment or modification of Bids

A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice, duly signed by an authorized representative. However, no Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder or any extension of that period.

Delivery Requirements

The delivery period required (from the date of contract signing) and the final destination for delivery are as indicated in the Delivery Schedule in Part 2.

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PART 1 BIDDING PROCEDURES

Bid Prices and Discounts

The prices and discounts quoted by the Bidder in the Bid Submission Form and in the Price Schedules must conform to the requirements specified below.

Prices must be quoted as specified in the Price Schedule included in Part 2 Statement of Requirements. In quoting prices, the Bidder is free to use transportation through carriers registered in any eligible country and similarly may obtain insurance services from any eligible country. Prices quoted must include the following costs and components:

- (a) For the goods
 - (i) the price of the goods and the cost of delivery to the final destination, including the relevant INCOTERM, as stated in the Delivery Schedule;
 - (ii) the custom duties to be paid on the goods on entry in Zimbabwe, if not already included;
 - (iii) Any other applicable import taxes;
 - (iv) any sales and other taxes due within Zimbabwe which will be payable on the goods, if not already included;
 - (v) Any rebate or mark-up of the local agent or representative.
- (b) for Related goods, (other than inland transportation and other services required to convey the Goods to their final destination), whenever such Related goods are specified in the Schedule of Requirements:

The price of each item comprising the Related goods (inclusive of any applicable taxes).

Evaluation of Bids

Bids will be evaluated using the following methodology:

1. Preliminary evaluation the preliminary evaluation shall consider bidders' compliance with requirements by submitting the following mandatory requirements

Preliminary Tender Requirements	Bidder Compliance C – Compliant NC – Non-Compliant
Completed and signed Bid Submission Sheet in this Part;	
Completed Statement of Requirements in Part 2;	
Bid validity period of 60 days (bidders should state)	
At least three written reference letters (in the form of official letters from client companies) for supply and delivery/ Fix of related goods.	
Completed and signed bid securing declaration in the format specified in Annex F	
<i>A copy of Current Tax Clearance Certificate</i>	
<i>A copy of CR6 showing Company Directors</i>	
<i>A copy of Certificate of Incorporation or equivalent registration in the country of residence</i>	
<i>Bidders are required to submit samples or technical brochures</i>	

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Bidders with outstanding deliveries for similar requirements may not be considered for this tender.

FAILURE TO COMPLY WITH ANY OF THE ABOVE REQUIREMENTS WILL LEAD TO AUTOMATIC DISQUALIFICATION

2. Technical evaluation

The Technical Specifications Sheet details the minimum specification of the Goods required. The goods offered must meet this specification, but no credit will be given for exceeding the specification. The technical evaluation shall consider bidder's compliance with the technical specifications of the tender given below. The technical specifications of the project are broken down into technical components ALL of which must be complied with.

The delivery period required is measured from the date of the signing of the Contract between the Procuring Entity and the Bidder.

3. Financial evaluation and comparison to determine the evaluated price of bids and to determine the lowest evaluated bid.

Bids failing any stage will be eliminated and not considered in subsequent stages.

Evaluation criteria

The Procuring Entity's evaluation of a Bid will take into account, in addition to the Bid Price, the following criteria and methodologies.

- (a) **Delivery schedule:** The specified Goods are required to be delivered by the date indicated in the Delivery Schedule in Part 2. If the delivery period offered differs from the requirements in the schedule, bidder must state in their bid.
- (b) **Deviation in payment schedule:** The payment schedule is stated in the contract. A Bidder may propose a deviation from the schedule and if the deviation is considered acceptable to the Procuring Entity, the Bid will be evaluated by calculating interest earned for any earlier payments involved in the terms outlined in the Bid as compared with those stipulated in the SCC, at the rate of interest indicated by the Reserve Bank of Zimbabwe on the closing date for submission of bids.
- (c) **Cost of major replacement components, mandatory spare parts, and service:**
Bidders must state the unit prices for these items. The total cost of these items and quantities will be added to the Bid price, for evaluation purposes only.
- (d) **Life Cycle Costs:** An adjustment to take into account the additional life cycle costs for the period specified below, such as the operating and maintenance costs of the Goods, including the cost to the Procuring Entity of establishing the minimum service facilities and parts inventories if not available in Zimbabwe, will be added to the Bid price for evaluation purposes only. The adjustment will be evaluated in accordance with the methodology specified below and the following information:
- (e) **IP/PBX AND HANDSETS:** Bidders must have traceable proof of experience in a similar Project.

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Eligibility and Qualification Criteria

Bidder is required to meet these criteria to be eligible to participate in public procurement and to be qualified for the proposed contract. They must therefore provide any available documentation and certify their eligibility in the Bid Submission Sheet. To be eligible, Bidder must

1. have the legal capacity to enter into a contract;
2. not be insolvent, in receivership, bankrupt or being wound up, not have had business activities suspended and not be the subject of legal proceedings for any of these circumstances;
3. have fulfilled their obligations to pay taxes and social security contributions in Zimbabwe;
4. not have a conflict of interest in relation to this procurement requirement, and
5. not be debarred from participation in public procurement;

Origin of Goods

All Goods and related services must have as their country of origin an eligible country, as specified in the Contract.

Technical Criteria

The Technical Specifications Sheet details the minimum specification of the goods required. The goods offered must meet this specification, but no credit will be given for exceeding the specification. Marking criteria: Bids MUST be fully compliant with each item specification.

Currency

Bidders should quote in US\$ payable in USD.

Award of Contract

The lowest evaluated bid to specification after application of any additional evaluation criteria, including any margin of preference, which is substantially responsive to the requirements of this bidding document will be recommended for award of contract. The proposed award of contract will be by issue of a Notification of Contract Award which will be effective until signature of the contract documents. Unsuccessful Bidders will receive the Notification of Contract Award.

Right to Reject

The Procuring Entity reserves the right to accept or reject any Bids or to cancel the procurement process and reject all Bids at any time prior to contract award.

Corrupt Practices

The Government of Zimbabwe requires that Procuring Entities, as well as Bidders and Contractors, observe the highest standard of ethics during the procurement and execution of contracts. In pursuit of this policy:

1. the Procuring Entity will reject a recommendation for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent,

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- collusive or coercive practices in competing for the Contract or been declared ineligible to be awarded a procurement contract;
- 2. any conflict of interest on the part of the Bidder must be declared.

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PART 1 BIDDING PROCEDURES

**Annex A
Bid Submission Sheet**

{Note to Bidders: Complete this form with all the requested details and submit it as the first page of your Bid. Attach the completed Statement of Requirements and any other documents requested in Part 1. Ensure that your Bid is authorised in the signature block below. A signature and authorisation on this form will confirm that the terms and conditions of this Bid prevail over any attachments. If your Bid is not authorised, it may be rejected. If the Bidder is a Joint Venture (JV), the Bid must be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

Bidders must mark as "CONFIDENTIAL" information in their Bids which is confidential to their business. This may include proprietary information, trade secrets or commercial or financially sensitive information}.

Procurement Reference Number:	CBTD04-25
Subject of Procurement:	
Name of Bidder:	
Bidder's Reference Number:	
Date of Bid:	

We offer to supply the items listed in the attached Statement of Requirements, at the prices indicated on the attached Price Schedule and in accordance with the terms and conditions stated in your Bidding Document referenced above.

We confirm that we meet the eligibility criteria specified in Part 1: Procedures of Bidding.

We declare that we are not debarred from bidding and that the documents we submit are true and correct.

The validity period of our bid is: {Days} from the date of submission.

We confirm that the prices quoted in the attached Price Schedule are fixed and firm for the duration of the validity period and will not be subject to revision, variation or adjustment.

Bid Authorised by:

Signature	Name:
Position:	Date:(DD/MM/YY)
Authorised for and on behalf of:	
Company	
Address:	
.....	

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PART 3 CONTRACT

ANNEX B

PART 2: STATEMENT OF REQUIREMENTS

Name of Bidder:

Bidder's Reference Number:

List of Items and Price Schedule

CURRENCY OF BID: US\$

Item No¹	Description of goods	Quantity²	Unit Price³	Total Price⁴
			[to be provided by the Bidder]	[to be provided by the Bidder]
	For the supply, delivery and installation IP/PBX, related Accessories and handsets of			
1.	UCM 6308 IPPBX SYSTEM	1		
2.	16 Port Fxs Gateway	20		
3.	Gxp 2140 Switchboard With DSS	1		
4.	Grandstream PABX and Video Conferencing Software	1		
5.	1628 MEDIUM RANGE IP PHONE	50		
	Labour			
	Subtotal			
	VAT			
	Total			

NB: TelOne reserves the right to alter quantities

- 1. PLEASE STATE IF THE PRICE INCLUDES OR EXCLUDES VAT.
UNLESS OTHERWISE STATED PRICES WILL BE TAKEN TO INCLUDE VAT**
- 2. BIDDERS SHOULD STATE PAYMENT TERMS**

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Annex C

Delivery Schedule

Name of Bidder:

Bidder's Reference Number: CBTD04-25

{Note to Bidders: If the delivery period offered, or any other details, differ from the requirements below, this should be stated in your tender}.

Item No	Description of goods	Delivery period required by Procuring entity	Delivery period
			[to be provided by the Bidder]
	For the supply, delivery and installation of IP/PBX, related accessories and handsets		
1.	UCM 6308 IPPBX SYSTEM		
2.	16 Port Fxs Gateway		
3.	Gxp 2140 Switchboard With DSS		
4.	Grandstream PABX and Video Conferencing Software		
5.	1628 MEDIUM RANGE IP PHONE		
	Provision of Free Training and installation Support.		
	Provision of Free IPPBX faulting support when required (to charge replacement parts only)		

- **Installations should be completed on or before 28 January 2025**

Annex D

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Technical Specification and Compliance Sheet

Specifications

(Provide a Datasheet for every listed element)

UCM 6308 Appliance.

- Analog Telephone FXS Ports: 1 RJ11 Port 2 RJ11 Ports 4 RJ11 Ports 8 RJ11 PortsAll ports have lifeline capability in case of power outage; number of ports can be expanded by peering with an FXS gateway
- PSTN Line FXO Ports: 1 RJ11 Port 2 RJ11 Ports 4 RJ11 Ports 8 RJ11 PortsAll ports have lifeline capability in case of power outage; number of ports can be expanded by peering with an FXO gateway
- Network Interfaces: Three self-adaptive Gigabit ports (switched, routed or dual mode) with PoE+
- AT Router: Yes (supports router mode and switch mode)
- Peripheral Ports: 1*USB 3.0, 1*SD card interface 1*USB 2.0, 1*USB 3.0, 1*SD card interface 2*USB 3.0, 1*SD card interface
- LED Indicators: None Power 1/2, FXS, FXO, LAN, WAN, Heartbeat
- LCD Display: 320x240 color LCD with touch screen for Shortcut Keys and Scroll Bar 128x32 dot matrix graphic LCD with DOWN and OK buttons
- Reset Switch: Yes, long press for factory reset and short press for reboot
- Voice-over-Packet Capabilities: LEC with NLP Packetized Voice Protocol Unit, 128ms-tail-length carrier grade Line Echo Cancellation, Dynamic Jitter Buffer, Modem detection & auto-switch to G.711, NetEQ, FEC 2.0, jitter resilience up to 50% audio packet loss
- Voice and Fax Codecs: Opus, G.711 A-law/U-law, G.722, G722.1 G722.1C, G.723.1 5.3K/6.3K, G.726-32, G.729A/B, iLBC, GSM; T.38
- Video Codecs: H.264, H.263, H263+, VP8
- QoS: Layer 2 QoS (802.1Q, 802.1p) and Layer 3 (ToS, DiffServ, MPLS) QoS
- API: Full API available for third-party platform and application integration
- Telephony Operating System: Based on Asterisk version 16
- DTMF Methods: In-band audio, RFC2833, and SIP INFO
- Provisioning Protocol & Plug-and-Play: Mass provisioning using AES encrypted XML configuration file, auto-discovery & auto-provisioning of Grandstream IP endpoints via ZeroConfig (DHCP Option 66 multicast SIP SUBSCRIBE mDNS), eventlist between local and remote trunk
- Network Protocols: SIP, TCP/UDP/IP, RTP/RTCP, IAX, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, SSH, HTTP/HTTPS, PPPoE, STUN, SRTP, TLS, LDAP, HDLC, HDLC-ETH, PPP, Frame Relay (pending), IPv6, OpenVPN®
- Disconnect Methods: Busy/Congestion/Howl Tone, Polarity Reversal, Hook Flash Timing, Loop Current Disconnect
- Media Encryption: SRTP, TLS, HTTPS, SSH, 802.1X, ZRTP
- Universal Power Supply: Input: 100 ~ 240VAC, 50/60Hz; Output: DC 12V, 1.5A 2x DC 12V Power Jack Input: 100~240VAC, 50/60Hz;Output: DC 12V, 2A
- Dimensions: 270mm(L) x 175mm(W) x 36mm(H) 485mm(L) x 187.2mm(W) x 46.2mm(H)

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- Weight Unit Weight: 715g; Package Weight: 1211g, Unit Weight: 725g; Package Weight: 1221g Unit Weight: 2490g; Package Weight: 3260g Unit Weight: 2550g; Package Weight: 3320g
- Temperature & Humidity Operating: 32 - 113°F / 0 ~ 45°C, Humidity 10 - 90% (non-condensing) Storage: 14 - 140°F / -10 ~ 60°C, Humidity 10 - 90% (non-condensing)
- Mounting Wall mount & Desktop Rack mount & Desktop
- Multi-Language Support-Web UI: English, Simplified Chinese, Traditional Chinese, Spanish, French, Portuguese, German, Russian, Italian, Polish, Czech, Turkish-Customizable IVR/voice prompts: English, Chinese, British English, German, Spanish, Greek, French, Italian, Dutch, Polish, Portuguese, Russian, Swedish, Turkish, Hebrew, Arabic, Netherlands
- Customizable language pack to support any other languages
- Caller ID Bellcore/Telcordia, ETSI-FSK, ETSI-DTMF, SIN 227 – BT, NTT
- Polarity Reversal/Wink Yes, with enable/disable option upon call establishment and termination
- Call Center Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/work-load, in-queue announcement
- Customizable Auto Attendant Up to 5 layers of IVR (Interactive Voice Response) in multiple languages
- Maximum Call Capacity Users: 500
- Concurrent calls (G.711): 75
- Max concurrent SRTP calls (G.711): 50 Users: 1000
- Concurrent calls (G.711): 150
- Max concurrent SRTP calls (G.711): 100
- Users: 2000
- Concurrent calls (G.711): 300
- Max concurrent SRTP calls (G.711): 200
- Users: 3000
- Concurrent calls (G.711): 450
- Max concurrent SRTP calls (G.711): 300
- Maximum Attendees of Conference Bridges Up to 25 simultaneous video conference rooms, up to 300 simultaneous participants in all rooms combined, up to 9 video feeds in all conference rooms
- Wave App Free; Available for desktop (Windows 10+, Mac OS 10+), web (Firefox and Chrome Browsers) and mobile (Android & iOS), allows users to join UCMhosted meetings/conferences, communicate with other users/solutions and make/receive calls using SIP accounts registered to a UCM6300 series
- IP PBX Call Features Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax

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- Firmware Upgrade: Supported by Grandstream Device Management System (GDMS), a zero-touch cloud provisioning and management system, It provides a centralized interface to provision, manage, monitor and troubleshoot Grandstream products
- Internet Protocol Standards RFC 3261, RFC 3262, RFC 3263, RFC 3264, RFC 3515, RFC 3311, RFC 4028, RFC 2976, RFC 3842, RFC 3892, RFC 3428, RFC 4733, RFC 4566, RFC 2617, RFC 3856, RFC 3711, RFC 4582, RFC 4583, RFC 5245, RFC 5389, RFC 5766, RFC 6347, RFC 6455, RFC 8860, RFC 4734, RFC 3665, RFC 3323, RFC 3550, RFC6189
- Compliance
- FCC: Part 15 (CFR 47) Class B, Part 68CE: EN 55032, EN 55035, EN 61000-3-2, EN 61000-3-3, EN 62368-1, ETSI ES 203 021, ITU-T K.21 IC: ICES-003, CS-03 Part I Issue 9 RCM: AS/NZS CISPR 32, AS/NZS 62368.1, AS/CA S002, AS/CA S003.1/.2
- Power adapter: UL 60950-1 or UL 62368-1

16 Port Fxs Gateway Grandstream

- Cost effective gateway with 16 FXS ports
- Fax over IP (T.38 and Pass-Through)
- Support IPv4 and IPv6
- TR069 and SNMP
- Multiple codecs: G.711A/U, G.723.1, G.729A/B, AMR, G.726 etc.
- Fully compatible with leading IMS/NGN, SIP based IP telephony system
- Physical Interfaces Capacity: 16 FXS, RJ11
- Ethernet Interfaces: 3* LAN, 10/100Mbps, RJ-45
- Console: 1*RS232, 115200bps

Grandstream GXP 2140 Switchboard with DSS.

- Protocols/Standards; SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP, ICMP, DNS (A record, SRV, NAPTR), DHCP, PPPoE, SSH, TELNET, TFTP, NTP, STUN, SIMPLE, LLDP, LDAP, TR-069, 802.1x, TLS, SRTP, IPv6, CDP/SNMP/RTCP-XR
- Network Interfaces; Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE
- Graphic Display; 4.3 inch (480x272) TFT color LCD
- Bluetooth; Yes, Bluetooth V2.1
- Feature Keys; 4 line keys with up to 4 SIP accounts, 5 programmable context sensitive softkeys, 5 navigation/menu keys, 11 dedicated function keys for: MESSAGE (with LED indicator), PHONEBOOK, TRANSFER, CONFERENCE, HOLD, HEADSET, MUTE, SEND/REDIAL, SPEAKERPHONE, VOL+, VOL-
- Voice Codecs; Support for G.729A/B, G.711 μ /a-law, G.726, G.722 (wide-band), G723.1, iLBC, Opus, and iLBC, in-band and out-of-band DTMF (in audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, AJS, AGC
- Auxiliary Ports; RJ9 headset jack (allowing EHS with Plantronics headsets), USB, extension module port
- Telephony Features; Hold, transfer, forward, 5-way conference, call park, call pickup, shared-call-appearance (SCA)/ bridged-line-appearance (BLA), downloadable phonebook (XML, LDAP, up to 2000 items), call waiting, call

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log (up to 500 records), customization of screen, off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones and music on hold, server redundancy and fail-over

- Sample Applications; Weather, currency, news, XML
- HD Audio; Yes, both on handset and speakerphone
- Extension Module; Yes, can power up to 4 GXP2200EXT modules which features a 128x384 graphic LCD, 20 quick-dial/ BLF keys which dual-color LED, 2 navigation keys, and less than 1.2W power consumption per unit.

Grandstream PABX and Video Conferencing Software

- Supported UC Endpoints and Client Devices;
- Supports all SIP endpoints
- Supports Wave app for desktop (Windows 10+, macOS 10+), web (Firefox, Chrome, Safari, Edge, Opera) and mobile (Android & iOS), Google Chrome extension
- Call Features; Call park, call forward, call transfer, call waiting, caller ID, call record, call history, ringtone, IVR, music on hold, call routes, DID, DOD, DND, DISA, ring group, ring simultaneously, time schedule, PIN groups, call queue, pickup group, paging/intercom, voicemail, call wakeup, SCA, BLF, voicemail to email, fax to email, speed dial, call back, dial by name, emergency call, call follow me, blacklist/whitelist, voice conference, video conference, eventlist, feature codes, busy camp-on/ call completion, voice control, post-meeting reports, virtual fax sending/receiving, email to fax
- Built-in SBC; Free; All plans default to built-in SBC services to protect CloudUCM systems from external attacks
- Calling with WebRTC Trunk; Supports mobile and desktop web browsers: Chrome, Edge, Safari, Firefox, and Opera
- Supports mobile applications with built-in WebRTC WebView, including WhatsApp, Facebook, Weixin and more
- Collaboration; Audio and Video Meetings/Conferences, Instant Messaging and Group Chats with End-to-End Encryption, File Sharing, Screen Sharing, In-Meeting Chat, Voice Detection, Meeting Recording, Polls, Surveys, Message status, Advance Whiteboard with Multiplayer Annotation, Meeting Assistant, Onsite Meeting Room Scheduling, and more
- Customer Service Support; Supports integration with third-party customer service platforms, including WhatsApp and Telegram. And built-in live chat
- Includes a built-in live online web chat platform to provide customer service Provides a web link that can be added to any web page or any browser that supports WebRTC Compatible with computers, mobile browsers, and mobile apps
- Customer Relationship Management (CRM); Supports integration with ACT!, Bitrix24, Freshdesk, Hubspot, Salesforce, Sugar, Vtiger, Zendesk, Zoho, Dynamics 365, and more
- Call Center; Multiple configurable call queues, automatic call distribution (ACD) based on agent skills/availability/ work-load, in-queue announcement
- Customizable Auto Attendant; Up to 5 layers of IVR (Interactive Voice Response) in multiple languages

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- Property Management System (PMS); Supports Integration with Hmobile PMS Systems
- Cloud Storage; Included, varies by plan, additional add-ons available
- CloudUCM App Store; Supports more than 20+ customized applications, with new apps being regularly added CRMs add-ons, Google Drive and Office 365, WhatsApp and Telegram, Hotdesking (coming soon)
- Microsoft Integration; Supports integration with Microsoft Teams (via TeamMate), Outlook, AD Contact, and Office 365
- Computer Telephony Integration (CTI); CTI Mode to Control GXP, GRP, GXV, and GHP Series' IP Phones
- Wired and Bluetooth Headset; Supports docking with different types of headphones, Supports Microsoft Teams certified Headsets, supports phone call control
- High Availability (HA); Amazon Web Services (AWS) provides 99.99% service guarantee, HA between UCM6300 Series IP PBX and CloudUCM (coming soon), HA between multiple CloudUCM systems (coming soon)
- Firmware Upgrade and Provision; Supported by Grandstream Device Management System (GDMS), a zero-touch cloud provisioning and management system; GDMS provides a centralized interface to provision, manage, monitor and troubleshoot Grandstream products IP Cameras, Intercom and Door Access Integration; Supports Grandstream GSC Series IP Cameras and Intercom/Public Address devices, supports GDS Series Door Access Solutions Supports third party devices, including Hikvision, Dahua, and more
- API and SDK; Full CGI API available for third-party platform and application integration, Wave add-in SDK, Wave Android and iOS SDK, Wave H5 Embedded for MAC/Windows application
- Network Protocols; SIP, TCP/UDP/IP, RTP/RTCP, IAX, ICMP, ARP, DNS, DDNS, DHCP, NTP, TFTP, HTTP/HTTPS, STUN, SRTP, TLS, LDAP, IPv4/6
- Internet Protocol Standards; RFC 3261, RFC 3262, RFC 3263, RFC 3264, RFC 3515, RFC 3311, RFC 4028, RFC 2976, RFC 3842, RFC 3892, RFC 3428, RFC 4733, RFC 4566, RFC 2617, RFC 3856, RFC 3711, RFC 4582, RFC 4583, RFC 5245, RFC 5389, RFC 5766, RFC 6347, RFC 6455, RFC 8860, RFC 4734, RFC 3665, RFC 3323, RFC 3550
- DTMF Methods; In-band audio, RFC2833, and SIP INFO
- Transmission Encryption; SRTP, DTLS-SRTP, TLS, HTTPS

Grandstream 1628 Medium Range IP Phone.

- Protocols/Standards; SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP/RARP, ICMP, DNS (A record,SRV, SIP RFC3261, TCP/IP/UDP, RTP/RTCP, HTTP/HTTPS, ARP/RARP, ICMP, DNS (A record,SRV, NAPTR), DHCP, PPPoE, SSH, TFTP, NTP, STUN, SIMPLE, LLDP-MED, LDAP, TR-069, 802.1x, TLS, SRTP, CDP/SNMP/RTCP-XR
- Network Interfaces; Dual switched auto-sensing 10/100/1000 Mbps Ethernet ports, integrated PoE
- Graphic Display; 132 x 48 (2.95'') backlit graphical LCD display
- Feature Keys; 2 line keys with dual-color LED and 2 SIP accounts, 3 XML programmable context sensitive soft keys, 5 (navigation, menu) keys, 8 BLF

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keys, 13 dedicated function keys for MUTE, HEADSET, TRANSFER, CONFERENCE, SEND and REDIAL, SPEAKERPHONE, VOLUME, PHONEBOOK, MESSAGE, HOLD, PAGE/INTERCOM, RECORD, HOME

- Voice Codecs; Support for G.711 μ /a, G.722 (wide-band), G.723, G.726-32, G.729 A/B, iLBC, in-band and out-of-band DTMF (In audio, RFC2833, SIP INFO), VAD, CNG, AEC, PLC, AJS, AGC
- Telephony Features; Hold, transfer, forward (unconditional/no-answer/busy), call park/pickup, 3-way conference, shared-call-appearance (SCA) / bridged-line-appearance (BLA), downloadable phone book (XML, LDAP, up to 1000 items), call waiting, call history (up to 200 records), off-hook auto dial, auto answer, click-to-dial, flexible dial plan, hot desking, personalized music ringtones, server redundancy & fail-over Headset Jack; RJ9 headset jack (allowing EHS with Plantronics headsets)
- HD Audio; Yes, HD Handset and speakerphone with support for wideband audio
- Base Stand; Yes, 2 angled positions available, wall mountable
- Wall Mountable; Yes
- QoS; Layer 2 QoS (802.1Q, 802.1P) and Layer 3 (ToS, DiffServ, MPLS) QoS
- Security;
- User and administrator level access control, MD5 and MD5-sess based authentication,
- 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control
- Multi-language; English, German, Italian, French, Spanish, Portuguese, Russian, Croatian, simplified and traditional Chinese, Korean, Japanese and more
- Upgrade/Provisioning; Firmware upgrade via TFTP / HTTP / HTTPS, mass provisioning using TR-069 or AES, FTP/FTPS
- Power & Green Energy Efficiency; Universal Power Supply Input 100-240VAC 50-60Hz; Output +5VDC, 600mA; PoE: IEEE802.3af Class 2, 3.84W-6.49W; IEEE802.3az (EEE)
- Physical; Dimension: 220.5mm (L) x 192.5mm (W) x 76.0mm (H) (with handset) Unit weight: 0.8kg; Package weight: 1.2kg
- Temperature and Humidity; Operation: 0°C to 40°C, Storage: -10°C to 60°C , Humidity: 10% to 90% Non-condensing
- Package Content; GXP1628 phone, handset with cord, base stand, universal power supply, network cable, Quick Installation Guide, brochure, GPL License

Every Supplier/Bidder is supposed to provide the following:

- Fix and Supply
- Provision of Training and Support.
- For the Installation Works please supply the following details for every individual who would be part of the Installation Team:
 1. Full Name (Surname, First Name, Other Names)
 2. Date of Birth
 3. Home Address
 4. Contact Phone Number

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Declaration by the Accounting Officer

I declare that the procurement is based on neutral and fair technical requirements and bidder qualifications.

pp



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Annex E

General Conditions of Contract

Any resulting contract is subject to the Zimbabwe General Conditions of Contract (GCC) for the Procurement of Goods except where modified by the Special Conditions below.

Special Conditions of Contract

Procurement Reference Number: CBTD04-25

Reference	Special Conditions
1.	Eligible Countries: Goods from all countries are eligible.
2	Notices: Any notice shall be sent to the following addresses: For the Procuring Entity, the address shall be as given in the Contract document and the contact shall be at TelOne Runhare House, 107 Kwame Nkrumah Harare, 8 th Floor. For the Contractor, the address shall be as given in the Bid and the contact shall be <i>{state name of contact}</i>
3	Liquidated Damages: Liquidated Damages shall apply. In the case of delays in the delivery of Goods, the Contractor will be liable to pay damages of 0.5% of contract price per week of delay up to a maximum of 10% of contract value. If 10% is exceeded, the contract may be cancelled NB. The contractor will not be charged liquidated damages when the delay in delivery or performance is beyond the contractor's control and is not caused by fault or negligence on the part of the contractor.
4	Packing, Marking and Documentation: The goods shall meet the following special packing requirements: Items should be wrapped to secure against damages either in cardboard boxes or any reasonable package
5	Insurance: The Goods shall be fully insured until full delivery is accepted.
6	Inspections and tests: The Purchaser shall have the right at any time to inspect work being undertaken in terms of this contract and to reject such work if it is found to be defective or inferior in quality or in non-compliance to the specifications of the Contract. Should any work be so rejected, then the contractor, shall replace or make goods to the satisfaction of the Purchaser, at his own expense, without alteration to any of the Contractor's liabilities and obligations under the contract.

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Reference	Special Conditions
	<p>Before proceeding to execute any work, the contractor shall, if so requested, obtain the Purchaser's approval of the manner in which the Contractor proposes to carry out any part of the work and shall furnish any drawing or information the purchaser shall require.</p> <p>The Contractor shall afford the Purchaser all reasonable facilities as may be required to carry out inspections. Any work rejected by the Purchaser shall be marked or segregated in a manner satisfactory to the Purchaser to ensure its identification as rejected work.</p>
7.0	Performance security: The Contractor shall provide a performance security of 10% of the Contract Price. The performance security shall be denominated in the currency of the Contract and issued by a Bank located in Zimbabwe or a foreign Bank through correspondence with a Bank located in Zimbabwe or from another financial institution acceptable to the Procuring Entity.
7.1	Reduction of performance security: Performance security will not be deducted until full delivery.
8.	Warranty: The period of the warranty shall be 12 months.
9.	Failure to remedy a defect: The period allowed to the Contractor to remedy a defect during the period of the Warranty shall be 1 month
10.	Price adjustments: Any price adjustments will be upon agreement by both parties.
11.	Terms of Payment: The structure of payments shall be: 30days

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Annex F

Bid securing declaration

{The Bidder must fill in this Form in accordance with the instructions indicated, where it has been stated in the Bidding Procedures that a Bid-Securing Declaration is a requirement of bidding}.

Procurement Reference number: CBTD04-25

Date:[date (in day, month and year format)]

Bidder's Reference Number:

To: *{full name of Procuring Entity}*

We, the undersigned, declare that:

We understand that, according to the terms and conditions of your bidding documents, bids must be supported by a Bid-Securing Declaration.

We accept that we may be debarred from bidding for any framework agreement with a Procuring Entity in Zimbabwe for a period of time to be determined by the Authority, if we are in breach of our obligation(s) under the bidding conditions, because:

- (a) we have withdrawn our Bid during the period of Bid validity; or
- (b) having been notified of the acceptance of our Bid by the Procuring Entity during the period of bid validity, we fail or refuse to execute the framework agreement.

We understand this Bid Securing Declaration will expire if we are not the successful Bidder, either when we receive your notification to us of the name of the successful Bidder, or twenty-eight days after the expiration of our Bid, whichever is the earlier.

Signed	Name:
In capacity of:	Date:(DD/MM/Y Y)
Duly authorised for and on behalf of:	
Company	
Address:	
.....	
Corporate Seal (where appropriate)	

{Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all the partners to the Joint Venture that submits the Bid.