
TERMS OF REFERENCE(S) (TOR)
FOR SELECTION/EVALUATION OF
VENDOR FOR
IP TELEPHONY SOLUTION

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1 Overview & Background

The United States Educational Foundation in Pakistan (USEFP) was established in 1950 by the governments of Pakistan and the United States. USEFP is a binational commission composed of an equal number of Pakistanis and Americans, with the Chair alternating between a Pakistani and an American. USEFP is one of 51 'Fulbright Commissions' located throughout the world. Since 1951 when the first group of Pakistani grantees travelled to America and in 1952 when the first American grantees visited Pakistan, the USEFP has fostered mutual understanding between the people of Pakistan and the United States through educational and cultural exchange. Nearly 4,000 Pakistanis and more than 800 Americans have participated in USEFP administered exchange programs.

The Foundation receives support and counsel from both the Pakistan and U.S. Governments, but it is not an agency of either. The Foundation supervises a variety of programs that send Pakistani students and scholars to American campuses while bringing American scholars to universities in Pakistan. The goal of all USEFP programs is to help Pakistanis learn more about the U.S. and to help Americans learn more about Pakistan and its people.

2 Purpose of this Document

The purpose of this document is to specify the approach that USEFP will use to select the **Vendor** interested in providing “**IP TELEPHONY SOLUTION**” to the United States Educational Foundation in Pakistan.

This document also describes the requirements that the Firms must fulfill in order to be selected.

3 Scope of Work

NOTE: Vendor will be responsible for Installation and Configuration of the Equipment.

On-Premises IP Telephony Solution	Quantity: 1
<ul style="list-style-type: none"> • Minimum 200 Users • SIP Trunks • Phones: <ul style="list-style-type: none"> ○ Entry Level: 15 ○ Mid Level: 100 ○ Top Management: 10 ○ Wireless: 5 ○ Operator: 5 • Installation and Configuration <p>Following are some of the desired features:</p> <ul style="list-style-type: none"> • Voice over IP • Call Management • Unified Messaging • Conference Calling • Presence Indication and Instant Messaging • Mobility Features <ul style="list-style-type: none"> ○ Softphone Application 	

3 Scope of Work

- **Optional Remote Access and hybrid work environment**
 - **Access Control**
 - **Scalability**
 - **Customizable:**
 - **Customizable call flows, IVR Menus etc.**
 - **Centralized Management**
 - **Realtime management and reporting**
 - **Call Recording**
 - **Detailed call analytics**

4 Selection Criteria

The agency will be selected on the basis of following criteria:

Criteria		Marks
1	Company Information	9
1.1	Legal structure of company (Proprietorship, Private Ltd, Public Ltd)	
2	Technical Services	15
2.1	Partnerships status with Vendor	
2.2	After Sales Support and Services	
3	Pricing	60
3.1	Product Pricing	
3.2	Volume discounts and other incentives to USEFP	
4	Delivery Time	16

5 Other Terms and Conditions

Pricing and Currency: PKR prices will be preferred. USEFP reserves the right to negotiate separate preferential rates with the third-party supplier etc. If prices are not in PKR, National Bank TT Selling rate on the date of cheque preparation will be used for conversion.

Payment Terms: 100% upon delivery. All payments will be made in PKR through cheque. Payment processing time will be 15 working days after delivery has completed and invoice has been submitted.

Registration & Taxes: The applicant firms must be registered companies having complete postal address, telephone, fax, National Tax Number (attach copy). All applicable taxes should be explicitly mentioned and should be included in the Total price.

General Conditions: USEFP reserves the right to reject all or a part of this (TOR) WITHOUT NOTICE. Any changes to the proposal requirements will be made by written addendum. USEFP is under no obligation to select any of bidder(s) submitting the proposal and has right to cancel the assignment without any cause.

Liability of Costs and Responsibility: USEFP shall not be liable for any costs incurred in preparing response to this TOR. Respondent hereby indemnifies to hold USEFP harmless from all liability(ies), claim(s) or expense(s) incurred in any manner whatsoever by or on behalf of that person or organization in connection with or relative to this process.

Validity: A min validity of 30 days is preferable. If any vendor cannot provide a validity of 30 days, please clearly mention the validity. USEFP reserves the right to reject any proposal if the Validity is not suitable for the USEFP procurement process.

Information Only: The information provided within this TOR is intended to help prospective respondents in creating a viable proposal. However, it shall be the sole and absolute responsibility of those responding to this TOR to complete it on their own with due diligence.

6 Undertaking

I/We declare that the information provided in the “Proposal for IP Telephony Solution” is accurate and can be proved whenever required. I/We further declare that if in case the information provided by me/us in this “Expression of Interest” proved to be incorrect at any point, USEFP reserves the right to take any action deemed feasible by the USEFP authorities against me/us. I/We further declare that our company (***** Company Name here *****) is not blacklisted by any division, department or organization of Government of Pakistan. The decision of USEFP shall be regarding the acceptance or rejection of the bid shall be final and binding and will not be challenged in the court of law.

Signature and Seal



7 Proposal

The Proposal should clearly detail all the required information against the selection criteria mentioned above.

The sealed proposals in marked envelope “Proposal for IP Telephony Solution” complete in all respects should reach latest by 4:30 pm on **August 23, 2024** to

Director Alumni Affairs

United States Educational Foundation in Pakistan (USEFP)
House 5, Street 17, F-6/2, Islamabad
Phone # 051- 8431 504

An e-mail must be given to zafar@usefp.org informing that proposal has been submitted to USEFP.

8 Contact Information

Assistant Manager IT

United States Educational Foundation in Pakistan (USEFP)
Phone # 051- 8431 306
Email: talha@usefp.org
URL: www.usefp.org