

# REQUEST FOR QUOTATION NO. RFQ25/03061

## Network and Telecommunication Infrastructure for Ministry of Energy

### SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the “**Accelerating a Just Energy Transition**” (JET) Programme, kindly requests your quotation for the: **Network and Telecommunication Infrastructure for Ministry of Energy** as detailed in line items section of this Request for Quotation no. **RFQ25/03061**.

This Request for Quotation comprises the following documents:

Section 1: This RFQ document generated by the online system

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

Annex 4: Technical Responsiveness Table

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted directly in the system responding to the questions and uploading required documents by the date and time indicated in the online portal. It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in Quantum NextGenERP supplier portal following the link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal (please log in using your username and password).

Follow the instructions in the user guide to search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-00749** and subscribe to the tender in order to get notifications in case of amendments of the tender document and requirements.

In case you have never registered before, follow this link to register a profile: <https://estm.fa.em2.oraclecloud.com/fscmUI/faces/PrcPosRegisterSupplier?prcBuld=300000127714247>

**Please note that the access link to the Supplier registered profile is sent from Oracle within up to 3 days. In case you have not received the access link after 3 days since registration, you should address for support to UNDP at the email address: [sc.md@undp.org](mailto:sc.md@undp.org).** In case you encounter errors with registration (e.g. system states Supplier already is registered), you should address for support to UNDP at the email address: [sc.md@undp.org](mailto:sc.md@undp.org).

Computer firewall could block *oracle* or *undp.org* extension and Suppliers might not receive the Oracle notifications. Please turn down any firewalls on your computers to ensure receipt of email notification.

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Should you require further clarifications on the application through the Quantum online portal, kindly contact the Procurement Unit at [sc.md@undp.org](mailto:sc.md@undp.org). Please pay attention that the bid shall be submitted online through the Quantum system and any bid sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Quotation, Terms of Reference or other requirements, kindly communicate using the messaging functionality in the portal.

Deadline for Submission of Offers (Date and Time), which is visible in the online procurement system will be final. System will not accept submission of any bid after that date and time. It is the responsibility of the bidder to make sure that the bid is submitted prior to this deadline for submission.

Bidders are advised to upload bid documents and to submit their offer a day prior or well before the date and time indicated under the deadline for submission of Offers. Do not wait until last minute. If Bidder faces any issue during submitting offers at the last minutes prior to the deadline for submission, UNDP may not be able to assist on such a short notice and will not be held liable in such instance. UNDP will not accept any offer that is not submitted directly through the System.

Thank you and we look forward to receiving your quotation.

UNDP Moldova

## SECTION 2: GENERAL INSTRUCTIONS

<b>Introduction</b>	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the <a href="#">UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</a></p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or cancellation of the tender in the online portal.</p>
<b>Deadline for the Submission of Quotation</b>	<p>Deadline is indicated in the online portal.</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p>
<b>Method of Submission</b>	<p>Quotations must be submitted as follows:</p> <p>NextGenERP supplier portal following this link: <a href="http://supplier.nextgenerp.partneragencies.org/">http://supplier.nextgenerp.partneragencies.org/</a> using the profile you may have in the portal.</p> <p>Follow the instructions in the user guide to search for the tender using Negotiation ID. In case you have never registered before, follow <a href="#">this link</a> to register a profile.</p> <p>Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.</p> <ul style="list-style-type: none"> <li>▪ File Format: All attachments must be in PDF format unless otherwise instructed by UNDP.</li> <li>▪ File names must be in Latin alphabet/keyboard and clearly indicate the content of the document to facilitate review.</li> <li>▪ All files must be free of viruses and not corrupted.</li> </ul>
<b>Cost of preparation of quotation</b>	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
<b>Supplier Code of Conduct, Fraud, Corruption,</b>	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes <b>principles on labour, human rights, environment and ethical conduct</b> may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p> <p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</a></p>
<b>Gifts and Hospitality</b>	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>

<b>Conflict of Interest</b>	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
<b>Currency of Quotation</b>	<p>Quotations shall be quoted in only in the currency indicated in the system:</p> <p><b>Moldovan Leu (MDL) for local suppliers</b></p> <p>and</p> <p><b>US Dollars (USD) for international suppliers.</b></p> <p>For evaluation purposes, all the rates shall be recalculated at UN Operational Rate of Exchange (to be found at <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a>) indicated in the portal.</p> <p>In case of contract award to a local company, payments will be made in Moldovan Leu based on UN Operational Rate of Exchange valid on the date of money transfer, as per the "payment terms and conditions" stipulated in this solicitation document:  <a href="https://treasury.un.org/operationalrates/OperationalRates.php">https://treasury.un.org/operationalrates/OperationalRates.php</a></p> <p>UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.</p>
<b>Joint Venture, Consortium or Association</b>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under <a href="#">Solicitation policy</a> for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
<b>Only one Bid</b>	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>b) they have the same legal representative for purposes of this RFQ; or</li> <li>c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process;</li> <li>d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or</li> <li>e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>

<b>Price variation</b>	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
<b>Alternative Quotes</b>	If alternative quote is permitted, it may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as “Main Quote” and “Alternative Quote” directly in the portal and in any supporting document as relevant.
<b>Contact Person for correspondence, notifications and clarifications</b>	<p>Must be submitted directly in the portal using the messaging functionality.</p> <p>Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
<b>Right not to accept any quotation</b>	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
<b>Right to vary requirement at time of award</b>	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
<b>Publication of Contract Award</b>	UNDP will publish the contract awards on the websites of the CO and the corporate UNDP Web site.
<b>Policies and procedures</b>	This RFQ is conducted in accordance with <a href="#">UNDP Programme and Operations Policies and Procedures</a>
<b>UNGM registration</b>	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at <a href="http://www.ungm.org">www.ungm.org</a> . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

## SECTION 2: SPECIAL INSTRUCTIONS

<b>General Conditions of Contract</b>	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section</p> <p>Applicable GTC:</p> <p><input checked="" type="checkbox"/> <a href="#">General Terms and Conditions / Special Conditions for Contract.</a></p> <p>Applicable Terms and Conditions and other provisions are available at <a href="#">UNDP/How-we-buy</a></p>
<b>Special Conditions of Contract</b>	<p><input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 30 days</p> <p><input checked="" type="checkbox"/> <b>Liquidates damages</b> shall be imposed as follows:</p> <p>Percentage of contract price per week of delay: 2.5% up to a maximum of 10%, after which UNDP may terminate the contract.</p>
<b>Duties and taxes</b>	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in the requirements section.</p> <p>All prices must:</p> <p><input checked="" type="checkbox"/> <b>be exclusive of VAT and other applicable indirect taxes</b></p>
<b>Eligibility</b>	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its ultimate beneficial owners, employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>
<b>Language of quotation</b>	<p><b>English</b></p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
<b>Quotation validity period</b>	<p>Quotations shall remain valid for <b>90 (ninety)</b> days from the deadline for the Submission of Quotation.</p>
<b>Partial Quotes</b>	<p><input checked="" type="checkbox"/> Not permitted</p>
<b>Alternative Quotes</b>	<p><input checked="" type="checkbox"/> Not permitted</p>
<b>Payment Terms</b>	<p><input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation.</p>
<b>Liquidated damages</b>	<p>Percentage of contract price per week of delay: 2.5% up to a maximum of 10%, after which UNDP may terminate the contract.</p>
<b>Bid Currency</b>	<p>Prices shall be quoted only in the currency indicated in the system</p>
<b>Conditions for Release of</b>	<p><input checked="" type="checkbox"/> Passing Inspection. Complete Installation</p> <p><input checked="" type="checkbox"/> Evidence of compliance to all functional requirements</p>

<b>Payment</b>	<input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements
<b>Clarifications</b>	<p>Bidders must send their inquiries and requests for clarifications using the messaging functionality in the portal.</p> <p><b>PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL.</b></p> <p>Requests for clarification from bidders will not be accepted any later than <b>3 (three) working days</b> before the submission deadline. Responses to request for clarification will be communicated directly in the portal.</p>
<b>Documents to be submitted</b>	<input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Annex 4: Technical Responsiveness Table duly completed and signed <input checked="" type="checkbox"/> Detailed description of the offered goods, including Technical Data Sheet, brochures and photos <input checked="" type="checkbox"/> Company Profile, including detailed portfolio/previous corporate experience in similar fields related to the assignment <input checked="" type="checkbox"/> Copy of Company's Registration certificate <input checked="" type="checkbox"/> List and contract value of 3 (three) most relevant projects/ contracts similar in scope and value completed during the last the past 3 (three) years including the following information: <ul style="list-style-type: none"> <li>• Name of previous contracts</li> <li>• Client &amp; Reference Contact</li> <li>• Details including e-mail</li> <li>• Contract Value Period of activity</li> <li>• Types of services undertaken</li> </ul> <input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top 3 clients in terms of Contract value in similar field <input checked="" type="checkbox"/> Certificates of Conformity, Quality Certificate (e.g., ISO, etc.) from the Manufacturer; compatibility with NIS Directive ENISA, and NDAA Prohibited Manufacturers, and / or other similar certificates, accreditations, awards and citations received by the Bidder, if any <input checked="" type="checkbox"/> Statement of warranty on offered goods in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Statement of availability of a local representative/dealer to handle warranty/hardware repair issues ensuring the comprehensiveness after-sales services; details such as name and address of the local representative/dealer shall be listed <input checked="" type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Product being supplied (if any) <input checked="" type="checkbox"/> Export/Import Licenses, if applicable <input checked="" type="checkbox"/> Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country – statement (from external company)
<b>Evaluation method</b>	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
<b>Evaluation criteria</b>	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Be legally registered entity or a consortium of firms/organizations

	<input checked="" type="checkbox"/> Minimum 3 (three) years' experience in supplying ICT network and telecommunication Infrastructure or similar relevant experience <input checked="" type="checkbox"/> Minimum 3 (three) projects/ contracts similar in scope and value undertaken in the past 3(three) years <input checked="" type="checkbox"/> Maximum delivery and installation period not to exceed 60 calendar days <input checked="" type="checkbox"/> Authorised service centre in Moldova (or official representative)
<b>Type of Contract to be awarded</b>	<input checked="" type="checkbox"/> <a href="#">Contract Face Sheet</a> (Goods and-or Services)
<b>Expected date for contract award.</b>	15 July 2025



# ANNEX 1: SCHEDULE OF REQUIREMENTS

ITEM No.	GENERAL SPECIFICATION		UOM	QUANTITY
	<b>NETWORK EQUIPMENT</b>			
<b>1</b>	<b>Next Generation Firewall</b>		<b>PC</b>	<b>1</b>
	Firewall Throughput	Minimum 3Gbps		
	Concurrent Sessions	Minimum 1,000,000		
	VPN Support	IPSec VPN, L2TP		
	IPsec VPN Throughput	Minimum 1Gbps		
	Concurrent VPN Tunnels	Minimum 100		
	VPN Client Compatibility	Major platforms (Windows, MacOS, Android, iOS)		
	IPS/IDS Throughput	Minimum 1Gbps		
	Deep Packet Inspection (DPI)	Application visibility and control Inspection of encrypted traffic (HTTPS) via self-signed CA		
	Content Filtering	URL filtering Video filtering Web content filtering Application content filtering Basic Antispam Module		
	Real-time Updates	Automatic signature updates		
	Physical Interfaces	Min 4 x 1/10G SFP+ ports or similar capacity interfaces		
	WAN Interfaces	Support for Dual WAN with Failover and Load Balancing		
	Management Console	Web-based management interface, CLI (ssh, serial), SNMP		
	Monitoring and reporting	Audit logging Detailed logs of detected intrusions Real-time alerts and notifications Comprehensive reports and analytics		
	Dimensions	19-inch rack-mount, maximum 2U		
	Power supply	Dual, 220V AC		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>2</b>	<b>Access Switch Type I</b>		<b>PCS</b>	<b>4</b>
	Type	Layer2 / Layer3 PoE switch		
	Physical interfaces	48 x 10/100/1000 Gigabit ethernet ports 4 x 10G SFP+ ports (4 SFP+ LR modules included)		
	PoE Capability	PoE/PoE+ support on all 48 ports (IEEE 802.3af/at) Total power budget: Minimum 960W		
	Switching Capacity	Minimum 150Gbps		
	Forwarding Rate	Minimum 80Mpps		
	VLAN Support	802.1Q VLAN tagging, Q-in-Q support		
	Link Aggregation	LACP (802.11ad)		
	Spanning Tree Protocol	802.1D, 802.1W (STP, RSTP)		
	Port Mirroring	Multi-port mirroring support		
	Layer 3 Routing	Basic L3 features IPV4/IPV6 Static inter-vlan routing		

	Security Features	Port Security, ACLs, 802.1x		
	Management Console	Web-based management interface, CLI (ssh, serial), SNMP		
	Dimensions	19-inch rack-mount, 1U		
	Power supply	Dual, 220V AC		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>3</b>	<b>Wireless Network Controller</b>		<b>PC</b>	<b>1</b>
	Type	Network controller for wireless access points management		
	Physical interfaces	Minimum 2 x 1G Ethernet interfaces (included modules for switch connection if needed)		
	Number of managed APs	Minimum 25, with the included license		
	Wireless Features	Automatic Wireless Access Point provisioning Support for multiple SSIDs Active monitoring of radio frequency spectrum usage Automatic channel selection for APs based on environmental interference Support for Wireless Mesh and roaming		
	Authentication	WEP, WPA, WPA2, WPA2 Enterprise, 802.1x		
	Security features	Support for Captive Portal Guest account management functionality via a separate web interface from the global administration interface Wireless IDS		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>4</b>	<b>Wireless Access Points</b>		<b>PCS</b>	<b>10</b>
	Wireless Standards	IEEE 802.11a/b/g/n/ac/ax Optional: WiFi 6E		
	Frequency Bands	Double-band: 2.4 GHz, 5 GHz Optional: 6GHz band support		
	Radio transmit power	Configurable up to 23 dBm		
	Antenna gain	Minimum 5dBi		
	Physical interfaces	1 x 100/1000Mbps RJ-45		
	Wireless Security	WPA3, WPA2-Enterprise, WPA2-Personal, 802.1x		
	Mounting Options	Ceiling and wall mountable		
	Power Supply	Power over Ethernet (PoE) support, 802.3at		
	Power Consumption	Maximum 30W		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>5</b>	<b>UPS</b>		<b>PCS</b>	<b>3</b>
	VA rating	2000VA		

	Input nominal voltage	190V-250V single phase		
	Output voltage	220/230/240 V +/- 2%		
	Output waveform	Sinewave		
	Battery type	Replaceable, Sealed, lead-acid batteries		
	Battery management	Temperature compensated charging method Automatic battery test Deep discharge protection		
	Communication	Serial, Ethernet connectivity		
	Accessories	Rack-mounted kit 4 IEC-IEC output cables		
	Dimensions	19-inch rack-mount, maximum 3U		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>6</b>	<b>Network Configuration services</b>		<b>PCS</b>	<b>1</b>
	Firewall configuration	Configure the Next Generation Firewall according to specified security policies Setup firewall rules, NAT, and routing as required Implement IPS/IDS and content filtering policies Define and implement access control policies. Set up VPN configurations for remote access. Enable logging and monitoring features for security events		
	Switch Configuration	Configure VLANs and trunking on access switches. Set up link aggregation (LACP) for redundancy and load balancing (if needed) Configure 802.1X authentication for wired clients		
	Wireless Network Setup	Implement two separate Wireless networks: Private and Public_Guest Configure SSIDs, security settings (WPA3/WPA2), and VLAN assignments Apply different access policies for Private and Public_Guest networks Configure 802.1X authentication for wireless clients		
	UPS setup	Set up remote management interface of the UPS		
<b>7</b>	<b>ISP Connectivity services</b>		<b>PCS</b>	<b>1</b>
	Setup	Configure WAN interfaces on the firewall for ISP connectivity. Set up failover and load balancing if multiple ISP connections are available. Ensure public IP addresses and DNS settings are correctly configured		
	Testing	Test internet connectivity and performance. Validate security policies and firewall rules. Ensure proper routing and NAT configurations		
<b>8</b>	<b>Documentation and Training</b>		<b>PCS</b>	<b>1</b>
	Network Documentation	Provide detailed documentation of the network setup, including diagrams, IP addressing schemes, and VLAN configurations. Include configuration backups for all network devices		

	Training and Support	Conduct a training session for the client's IT staff (up to 5 persons) on managing and maintaining the new network infrastructure (1 day)		
<b>IP TELEPHONY</b>				
<b>9</b>	<b>IP-PBX SIP Appliance</b>		<b>PCS</b>	<b>1</b>
	Type	Enterprise grade software / hardware solution (based on Asterisk, 3CX, Freeswitch, or other)		
	Capacity	Minimum 200 SIP users / extensions Minimum 20 SIP trunks Minimum 100 concurrent calls		
	Codecs	G.711, G.722, G.729, iLBC		
	Management	Web interface for management and statistics SSH / console access		
	Features	Flexible time-based call routing IVR Music-on-hold Call queues Hunt / ring groups Video calls, IM and presence Call recoding and monitoring Call forwarding / Call waiting / Call transfer CDR export Auto-provisioning for IP phones		
	Power Supply	230V AC		
	Dimensions	19-inch rack-mount, maximum 4U		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>10</b>	<b>SIP phones</b>		<b>PCS</b>	<b>30</b>
	Type	Desktop SIP phone		
	Capacity	Minimum 2 channels		
	Display	Graphical / Color LCD display		
	Features	Standard key set Support for G.711 $\mu$ /A and G.729A (Annex B) codecs Manual or dynamic host configuration protocol (DHCP) setup QoS support Call transfer, hold, divert (forward) Called, calling, connected party identification / information		
	Physical interfaces	Dual 10/100 Mbps switched Ethernet POE ports		
	Security	Encrypted configuration files Password login Auto provisioning support		
	Power Supply	External universal AC adapter		

		Integrated IEEE 802.3af/at Power over Ethernet support		
	Warranty	Minimum 1-year hardware warranty from vendor		
<b>11</b>	<b>Setup and commissioning</b>		<b>PCS</b>	<b>1</b>
	IP-PBX	Install the equipment into provided racks Configure the network connectivity / security profiles Configure the local SIP extensions Configure SIP trunks with telephony operator Setup SIP phones auto provisioning Setup call routing / call recording features Setup basic IVR flows		
	SIP phones	Install the sip phones Test auto provision profiles and ensure the current extension assignment Test inbound / outbound calls		
<b>STRUCTURED CABLING AND SUPPORT</b>				
<b>12</b>	<b>Cabling</b>		<b>PCS</b>	<b>1</b>
	Cooper cable	Supply and install a minimum of 800 meters of CAT6 ethernet cable		
	Optical cable	Supply and install a minimum of 400 meters of optical fiber cable, 4 fibers, indoor use		
	Cable Management	Supply and install appropriate conduit, raceways, or cable trays to protect and organize cabling		
	Testing	Test all installed cables for connectivity and performance. Provide documentation of test result		
	Warranty	At least 1-year warranty on cabling		
<b>13</b>	<b>19' RACK 42U</b>		<b>PCS</b>	<b>2</b>
	Height	42U		
	Width	Standard width, 600mm		
	Doors	Perforated doors		
	Accessories	Cable management system, cooling fans		
<b>14</b>	<b>19' RACK 20U</b>		<b>PCS</b>	<b>1</b>
	Height	15U		
	Width	Standard width, 600mm		
	Doors	Perforated doors		
	Accessories	Cable management system, cooling fans		
<b>15</b>	<b>Device Installation</b>		<b>PCS</b>	<b>1</b>
	Mounting and Setup	Securely mount all network devices, including switches, firewalls, access points, UPS in their specific racks Install Wireless access points in optimal locations for coverage and performance		
<b>16</b>	<b>Technical and Operational Support Services for 12 Months</b>		<b>PCS</b>	<b>1</b>
	Availability	Provide technical support 8 hours per day, 5 days a week (8/5).		

		Best-effort support outside of regular hours		
	Response Time	Critical issues: Response within 2 hours during support hours. High priority issues: Response within 6 hours during support hours. Normal issues: Response within 24 hours during support hours.		
	Support Coverage	Team with equipment seller / vendor for equipment support / warranty claims		
	On-Site Support	On-site support for critical and high-priority issues. Scheduled on-site visits for preventive maintenance and audits		
	Monthly Support Hours	Provide a minimum of 32 person-hours of support services per month Any additional hours required will be billed separately		

### Delivery Requirements

Delivery Requirements	
<b>Delivery date and time</b>	Bidders shall deliver and install the goods within up to 60 days after Contract signature.
<b>Delivery Terms (INCOTERMS 2020)</b>	<b>DDP</b> – Chisinau
<b>Customs clearance (must be linked to INCOTERM)</b>	<input checked="" type="checkbox"/> Supplier/bidder
<b>Exact Address(es) of Delivery Location(s)</b>	<b>DDP</b> – Ministry of Energy, Stefan cel Mare si Sfânt Boulevard 134, MD-2012, Chişinău, Republic of Moldova.
<b>Warranty Period</b>	Minimum 3 years warranty for equipment: Ngfw, switch, wireless controller, wireless access point, ups, ip pbx; Minimum 1 year warranty for other equipment as detailed in Annex 1 Schedule of Requirements
<b>After-sales service and local service support requirements</b>	Replacement of goods with defects or which do not correspond to the required quality with new goods of equivalent or better quality within acceptable market delivery standards, however not later than 2 (two) months since official request. Substituting removed items while replacement is being organized. Existence of authorized Service center and/ or formal local representative to handle service center activities in Moldova is required.

## ANNEX 2: QUOTATION SUBMISSION FORM

*Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RFQ25/03061	Date: Click or tap to enter a date.

### Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable	<input type="checkbox"/> Yes <input type="checkbox"/> No

energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>				
Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
<b>Previous relevant experience: 3 (three) most relevant projects/ contracts completed for the last the past 3 (three)</b>				
<b>Name of previous contracts</b>	<b>Client &amp; Reference Contact Details including e-mail</b>	<b>Contract Value <i>(insert currency)</i></b>	<b>Period of activity <i>(month, year)</i></b>	<b>Types of activities undertaken</b>

#### Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.



Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions and Sanctions:</b> I/We hereby declare that our firm, ultimate beneficial owners, affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Offer Validity Period:</b> I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: \_\_\_\_\_

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

**ANNEX 3: TECHNICAL AND FINANCIAL OFFER – GOODS**  
**NETWORK AND TELECOMMUNICATION INFRASTRUCTURE FOR MINISTRY OF ENERGY**

*Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RFQ25/03061	Date: Click or tap to enter a date.

**Financial Offer**

**Currency of the Quotation: Moldovan Leu (MDL) for local suppliers and US Dollars (USD) for international suppliers**

INCOTERMS: DDP Chisinau				
ITEM No.	DESCRIPTION	Qty, Pcs	Unit Price	Total Price (insert currency)
NETWORK EQUIPMENT				
1	Next Generation Firewall	1		
2	Access Switch Type	4		
3	Wireless Network Controller	1		
4	Wireless Access Points	10		
5	UPS	3		
6	Network Configuration services	1		
7	ISP Connectivity services	1		
8	Documentation and Training	1		
IP TELEPHONY				
9	IP-PBX SIP Appliance	1		
10	SIP phones	30		
11	Setup and commissioning	1		
STRUCTURED CABLING AND SUPPORT				
12	Cabling	1		
13	19' RACK 42U	2		
14	19' RACK 20U	1		
15	Device Installation	1		
16	Technical and Operational Support Services for 12 Months	1		
Total Price				
Transportation Price				
Insurance Price				
Other Charges (specify)				
Total Final and All-inclusive Price				

**Compliance with Requirements**

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Minimum Technical Specifications	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Term (INCOTERMS)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Lead Time: up to 60 calendar days	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Warranty and After-Sales Requirements	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

**Other Information:**

Estimated weight/volume/dimension of the Consignment:	Click or tap here to enter text.
Country/ies of Origin: (if export licence required this must be submitted if awarded the contract)	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<b>Exact name and address of company</b> Company Name Click or tap here to enter text. Address: Click or tap here to enter text.  Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: _____  Date: Click or tap here to enter text.  Name: Click or tap here to enter text.  Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.

**ANNEX 4: TECHNICAL RESPONSIVENESS TABLE**  
**NETWORK AND TELECOMMUNICATION INFRASTRUCTURE FOR MINISTRY OF ENERGY**

*Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form and Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.*

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RFQ25/03061	Date: Click or tap to enter a date.

Bidders shall supplement the information provided in the tables below with detailed description of the offered goods, including design and Technical Data Sheets (including photos).

#	Technical requirements (Features at least)		Conformity (Yes/No)	Offered Brand, Model and Exact characteristics <i>(Technical characteristics should not be less/worse than those listed in Annex 1: Schedule of Requirements)</i>
	<b>NETWORK EQUIPMENT</b>			
<b>1</b>	<b>Next Generation Firewall</b>			
	Firewall Throughput	Minimum 3Gbps		
	Concurrent Sessions	Minimum 1,000,000		
	VPN Support	IPSec VPN, L2TP		
	IPsec VPN Throughput	Minimum 1Gbps		
	Concurrent VPN Tunnels	Minimum 100		
	VPN Client Compatibility	Major platforms (Windows, MacOS, Android, iOS)		
	IPS/IDS Throughput	Minimum 1Gbps		
	Deep Packet Inspection (DPI)	Application visibility and control		
		Inspection of encrypted traffic (HTTPS) via self-signed CA		
	Content Filtering	URL filtering		
		Video filtering		
		Web content filtering		
		Application content filtering		
		Basic Antispam Module		
	Real-time Updates	Automatic signature updates		
	Physical Interfaces	Min 4 x 1/10G SFP+ ports or similar capacity interfaces		
	WAN Interfaces	Support for Dual WAN with Failover and Load Balancing		
	Management Console	Web-based management interface, CLI (ssh, serial), SNMP		
	Monitoring and reporting	Audit logging		
		Detailed logs of detected intrusions		

		Real-time alerts and notifications		
		Comprehensive reports and analytics		
	Dimensions	19-inch rack-mount, maximum 2U		
	Power supply	Dual, 220V AC		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>2</b>	<b>Access Switch Type I</b>			
	Type	Layer2 / Layer3 PoE switch		
	Physical interfaces	48 x 10/100/1000 Gigabit ethernet ports		
		4 x 10G SFP+ ports (4 SFP+ LR modules included)		
	PoE Capability	PoE/PoE+ support on all 48 ports (IEEE 802.3af/at)		
		Total power budget: Minimum 960W		
	Switching Capacity	Minimum 150Gbps		
	Forwarding Rate	Minimum 80Mpps		
	VLAN Support	802.1Q VLAN tagging, Q-in-Q support		
	Link Aggregation	LACP (802.11ad)		
	Spanning Tree Protocol	802.1D, 802.1W (STP, RSTP)		
	Port Mirroring	Multi-port mirroring support		
	Layer 3 Routing	Basic L3 features		
		IPV4/IPV6		
		Static inter-vlan routing		
	Security Features	Port Security, ACLs, 802.1x		
	Management Console	Web-based management interface, CLI (ssh, serial), SNMP		
	Dimensions	19-inch rack-mount, 1U		
	Power supply	Dual, 220V AC		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>3</b>	<b>Wireless Network Controller</b>			
	Type	Network controller for wireless access points management		
	Physical interfaces	Minimum 2 x 1G Ethernet interfaces (included modules for switch connection if needed)		

4	Number of managed APs	Minimum 25, with the included license		
	Wireless Features	Automatic Wireless Access Point provisioning		
		Support for multiple SSIDs		
		Active monitoring of radio frequency spectrum usage		
		Automatic channel selection for APs based on environmental interference		
		Support for Wireless Mesh and roaming		
	Authentication	WEP, WPA, WPA2, WPA2 Enterprise, 802.1x		
	Security features	Support for Captive Portal		
		Guest account management functionality via a separate web interface from the global administration interface		
		Wireless IDS		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
	<b>Wireless Access Points</b>			
5	Wireless Standards	IEEE 802.11a/b/g/n/ac/ax		
		Optional: WiFi 6E		
	Frequency Bands	Double-band: 2.4 GHz, 5 GHz		
		Optional: 6GHz band support		
	Radio transmit power	Configurable up to 23 dBm		
	Antenna gain	Minimum 5dBi		
	Physical interfaces	1 x 100/1000Mbps RJ-45		
	Wireless Security	WPA3, WPA2-Enterprise, WPA2-Personal, 802.1x		
	Mounting Options	Ceiling and wall mountable		
	Power Supply	Power over Ethernet (PoE) support, 802.3at		
	Power Consumption	Maximum 30W		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
	<b>UPS</b>			
	VA rating	2000VA		
	Input nominal voltage	190V-250V single phase		
	Output voltage	220/230/240 V +/- 2%		
	Output waveform	Sinewave		

	Battery type	Replaceable, Sealed, lead-acid batteries		
	Battery management	Temperature compensated charging method		
		Automatic battery test		
		Deep discharge protection		
	Communication	Serial, Ethernet connectivity		
	Accessories	Rack-mounted kit 4 IEC-IEC output cables		
	Dimensions	19-inch rack-mount, maximum 3U		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>6</b>	<b>Network Configuration services</b>			
	Firewall configuration	Configure the Next Generation Firewall according to specified security policies		
		Setup firewall rules, NAT, and routing as required		
		Implement IPS/IDS and content filtering policies		
		Define and implement access control policies.		
		Set up VPN configurations for remote access.		
		Enable logging and monitoring features for security events		
	Switch Configuration	Configure VLANs and trunking on access switches.		
		Set up link aggregation (LACP) for redundancy and load balancing (if needed)		
		Configure 802.1X authentication for wired clients		
	Wireless Network Setup	Implement two separate Wireless networks: Private and Public_Guest		
		Configure SSIDs, security settings (WPA3/WPA2), and VLAN assignments		
		Apply different access policies for Private and Public_Guest networks		
		Configure 802.1X authentication for wireless clients		
	UPS setup	Set up remote management interface of the UPS		
<b>7</b>	<b>ISP Connectivity services</b>			

	Setup	Configure WAN interfaces on the firewall for ISP connectivity.		
		Set up failover and load balancing if multiple ISP connections are available.		
		Ensure public IP addresses and DNS settings are correctly configured		
	Testing	Test internet connectivity and performance.		
		Validate security policies and firewall rules.		
		Ensure proper routing and NAT configurations		
<b>8</b>	<b>Documentation and Training</b>			
	Network Documentation	Provide detailed documentation of the network setup, including diagrams, IP addressing schemes, and VLAN configurations.		
		Include configuration backups for all network devices		
	Training and Support	Conduct a training session for the client's IT staff (up to 5 persons) on managing and maintaining the new network infrastructure (1 day)		
<b>IP TELEPHONY</b>				
<b>9</b>	<b>IP-PBX SIP Appliance</b>			
	Type	Enterprise grade software / hardware solution (based on Asterisk, 3CX, Freeswitch, or other)		
	Capacity	Minimum 200 SIP users / extensions		
		Minimum 20 SIP trunks		
		Minimum 100 concurrent calls		
	Codecs	G.711, G.722, G.729, iLBC		
	Management	Web interface for management and statistics SSH / console access		
	Features	Flexible time-based call routing		
		IVR		
		Music-on-hold		
		Call queues		
		Hunt / ring groups		
		Video calls, IM and presence		
		Call recoding and monitoring		



		Call forwarding / Call waiting / Call transfer		
		CDR export		
		Auto-provisioning for IP phones		
	Power Supply	230V AC		
	Dimensions	19-inch rack-mount, maximum 4U		
	Support and Updates	Regular software and firmware updates for minimum 3 years included		
	Warranty	Minimum 3-year hardware warranty from vendor		
<b>10</b>	<b>SIP phones</b>			
	Type	Desktop SIP phone		
	Capacity	Minimum 2 channels		
	Display	Graphical / Color LCD display		
	Features	Standard key set		
		Support for G.711 $\mu$ /A and G.729A (Annex B) codecs		
		Manual or dynamic host configuration protocol (DHCP) setup		
		QoS support		
		Call transfer, hold, divert (forward)		
		Called, calling, connected party identification / information		
	Physical interfaces	Dual 10/100 Mbps switched Ethernet POE ports		
	Security	Encrypted configuration files		
		Password login		
		Auto provisioning support		
	Power Supply	External universal AC adapter		
		Integrated IEEE 802.3af/at Power over Ethernet support		
	Warranty	Minimum 1-year hardware warranty from vendor		
<b>11</b>	<b>Setup and commissioning</b>			
	IP-PBX	Install the equipment into provided racks		
		Configure the network connectivity / security profiles		
		Configure the local SIP extensions		
		Configure SIP trunks with telephony operator		
		Setup SIP phones auto provisioning		

		Setup call routing / call recording features		
		Setup basic IVR flows		
	SIP phones	Install the sip phones		
		Test auto provision profiles and ensure the current extension assignment		
		Test inbound / outbound calls		
	<b>STRUCTURED CABLING AND SUPPORT</b>			
<b>12</b>	<b>Cabling</b>			
	Cooper cable	Supply and install a minimum of 800 meters of CAT6 ethernet cable		
	Optical cable	Supply and install a minimum of 400 meters of optical fiber cable, 4 fibers, indoor use		
	Cable Management	Supply and install appropriate conduit, raceways, or cable trays to protect and organize cabling		
	Testing	Test all installed cables for connectivity and performance.		
		Provide documentation of test result		
	Warranty	At least 1-year warranty on cabling		
<b>13</b>	<b>19' RACK 42U</b>			
	Height	42U		
	Width	Standard width, 600mm		
	Doors	Perforated doors		
	Accessories	Cable management system, cooling fans		
<b>14</b>	<b>19' RACK 20U</b>			
	Height	15U		
	Width	Standard width, 600mm		
	Doors	Perforated doors		
	Accessories	Cable management system, cooling fans		
<b>15</b>	<b>Device Installation</b>			
<b>16</b>	Mounting and Setup	Securely mount all network devices, including switches, firewalls, access points, UPS in their specific racks		
		Install Wireless access points in optimal locations for coverage and performance		
	<b>Technical and Operational Support Services for 12 Months</b>			

	Availability	Provide technical support 8 hours per day, 5 days a week (8/5).		
		Best-effort support outside of regular hours		
	Response Time	Critical issues: Response within 2 hours during support hours.		
		High priority issues: Response within 6 hours during support hours.		
		Normal issues: Response within 24 hours during support hours.		
	Support Coverage	Team with equipment seller / vendor for equipment support / warranty claims		
	On-Site Support	On-site support for critical and high-priority issues.		
		Scheduled on-site visits for preventive maintenance and audits		
	Monthly Support Hours	Provide a minimum of 32 person-hours of support services per month		
		Any additional hours required will be billed separately		

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

*Exact name and address of company*

Company Name Click or tap here to enter text.

Address: Click or tap here to enter text.

Phone No.: Click or tap here to enter text.

Email Address: Click or tap here to enter text.

Authorized Signature: \_\_\_\_\_

Date: Click or tap here to enter text.

Name: Click or tap here to enter text.

Functional Title of Authorised Signatory: Click or tap here to enter text.

Email Address: Click or tap here to enter text.