



المؤسسة العامة للرعاية السكنية
Public Authority for Housing Welfare

دولة الكويت المؤسسة العامة للرعاية السكنية

REQUEST FOR PROPOSAL

كراسة المواصفات الفنية الخاصة بأعمال
الممارسة لشراء أجهزة هاتف وخادم رئيسي
لنظام خدمة العملاء الهاتفية في قسم الاتصال
التابع لإدارة خدمة المواطن وصيانة الأجهزة
التابعة للنظام

2022

Table of content

Contents

1. Introduction	2
2. Scope of work	2
3. Bidder Qualifications	3
4. Technical Requirements:	4
4.1 High End Rack Servers:.....	4
5. Support and Service Requirements.....	5
5.1 <i>Hardware Support:</i>	5
5.2 <i>Professional Services</i>	6

1. Introduction

The Public Authority for Housing Welfare (“PAHW”) was established in accordance with Law (47) of 1993 to provide different housing welfare alternatives for eligible citizens. The Authority implements government-housing policies while its directions form an integral part of the economic and social system of the State of Kuwait. With a higher demand to increase the rate of implementation, PAHW’s strategy and projects introduce a higher level of public- private interaction and partnership; encouraging real estate developers to further interact with its plans and projects.

As the demand grows annually, PAHW faces many challenges in aligning its strategic and business decisions to meet the increasing demands.

The PAHW is looking for installation and configuration of Call-Center. Installation of Server and Telephone with Enhanced Smart License to call center Environment.

The bidder must be responsible of the supply of the services and required components.

2. Scope of work

PAHW intend to have one new high-end rack servers to run Call-Center. The new requested servers must be migrated with the existing Call-Center and configured as a clustered with redundancy. The bidder is responsible to deliver, install operating system & configure Call Center License, configure agents, maintain and test all the new requested devices as following in PAHW Main site (The technical requirements are mentioned in **Section 4. (Technical Requirement)**):

#	Item name	Quantity
1	IP Phone Cisco 8851	5
2	Headset (Bluetooth)	5
3	Call center server (Call Manager)	1

The bidder is responsible to deliver any additional cables, wires or connectivity required to accomplish the project. PAHW is responsible to provide Cabinet The bidder will install and run the provided license on the servers and insure the connectivity between all the devices.

3. Bidder Qualifications

The Bidder has to present its credentials in terms of staff qualifications as follows and failure to comply with the below shall result in disqualification of the Bidder offer.

- Bidder must have qualified staffs that are capable of Support and Maintenance of proposed solution.
- Bidder must provide a valid copy of Cisco Gold gold partner certificate and support letter from manufacturer addressed to PAHW
- Bidder must provide a valid certificate of Advanced Collaboration Architecture Specialized.
- Bidder must have record of accomplishment at least (3) Projects in Similar Solution.
- Bidder shall submit with his proposal detailed information of each project including Customer Name, Contract Title, Description of Work, Contract Date, and Contract Details.
- The bidder must have the staff with the qualifications [(Two) CCIE Collaboration] (attach CVs, Civil IDs and Certificates)
- Bidder must have a qualified staff that are capable of implementing all hardware & Software mentioned in the RFP.
- Bidder should be in operation for at least 5 years as on the date of proposal submission and shall have their registered offices in Kuwait.
- Bidder must have 24x7 ISO Certified Network Operation Center (NOC) & Security Operation Centre (SOC) managed by a team of professionals
- Bidder should submit Help Desk/Call Center Details including level of escalation and staff details.
- All Hardware installation, implementation, and configuration should be qualified engineers from the bidder.
- Bidder should provide support letter from the vendor stating vendor support to the bidder in this project.
- Bidder should provide support letter confirming that bidder will offer vendor support and warranty for proposed solution.
- The bidder must submit along with his submission complete details on the support services including Support Coverage, Escalation Procedures and SLA.

4. Technical Requirements:

The bidder must meet & deliver devices with below specifications or higher.

Line Number	Item Name	Description	Quantity
1.0	A-FLEX-3	Collaboration Flex Plan 3.0	1
1.1	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	1
1.2	A-FLEX-NUPL-E	NU On-Premises Calling Enhanced	5
1.3	A-FLEX-SRST-E	SRST Endpoints (1)	5
1.4	A-FLEX-P-ENH	Enhanced Smart License (1)	5
1.5	A-FLEX-P-ER	Emergency Responder Smart License (1)	5
1.6	A-FLEX-FILESTG-ENT	File Storage Entitlement	100
1.7	A-FLEX-PROPACK-ENT	Pro Pack for Cisco Control Hub Entitlement	5
1.8	A-FLEX-MSG-NU-ENT	Messaging Named User Entitlement (1)	5
1.9	A-FLEX-11.X-LIC	Version 11x license entitlement	1
2.0	CP-8851-K9=	Cisco IP Phone 8851	5
2.0.1	CON-SNT-CP8851K9	SNTC-8X5XNBD Cisco UC Phone 8851	5
3.0	BE6M-M5-K9	Cisco Business Edition 6000M (M5) Appliance, Export Restr SW	1
3.0.1	CON-SNT-BE6MM5K9	SNTC-8X5XNBD Cisco Business Edition 6000M (M5) Applia	1
3.1	BE6K-PSU	Cisco UCS 770W AC Power Supply for Rack Server	1
3.2	BE6K-RAIDCTRLR	Cisco 12G Modular RAID controller with 2GB cache	1
3.3	BE6K-DISK	300GB 12G SAS 10K RPM SFF HDD	6
3.4	R2XX-RAID5	Enable RAID 5 Setting	1
3.5	BE6K-RAM-M5-NEW	16GB DDR4-2933-MHz RDIMM/1Rx4/1.2v	3
3.6	BE6K-CPU	2.2 GHz 4114/85W 10C/13.75MB Cache/DDR4 2400MHz	1
3.7	CAB-9K10A-UK	Power Cord, 250VAC 10A BS1363 Plug (13 A fuse), UK	1
3.8	BE6K-VIRTBAS-7X	Cisco BE Embedded Virt. Basic 7x, BE6K only	1
3.8.0.1	CON-ECMU-BE6KVIRX	SWSS UPGRADES Cisco BE Embedded Virt. Basic 7x, BE6K o	1
4.0	CCX-125-ADD-K9	CCX 12.5 Add-on Licenses	1
4.0.1	CON-ECMU-CCX125AK	SWSS UPGRADES CCX 12.5 Add-on Licenses	1
4.1	CCX-125-PHA-LIC	CCX 12.5 PRE HA LICENSE ONLY	1
4.2	CCX-125-PAK	CCX 12.5 autoexpanded PAK	1

5. Support and Service Requirements

5.1 Hardware Support:

- The whole solutions should have 3 years of support with 24*7 Support from the vendor.
- The Bidder shall have a well-organized 'Help Desk' system in their office, where a support call can be placed. Immediately after placing the call, helpdesk operators shall be able to provide the Company with a ticket number. This ticket number shall be used as a reference for any future communication about that particular call.
- Providing the required hardware/software licenses per the requirements.
- Installing & configuring all requested hardware/software.
- Conduct the needed awareness sessions and training.
- Maintenance & Support service.

5.2 Professional Services

- Bidder is very responsible for the delivery of the necessary hardware for the project.
- The successful bidder takes full responsibility for installation, configuration, testing and maintaining all delivered devices in accordance to PAHW scope of work.
- The bidder should be responsible to provide detailed system knowledge transfer and support during the support period.
- The Bidder should offer complete system description, brochure, and catalogue of proposed system.
- The Bidder should offer project implementation time schedule. Bidder should provide detailed project plan with deadlines for each task.