



1			OF	*
RFQ No			IT-20152YP	
DATE			30.10.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100018842

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED			
	ON (Date)	10.11.2026	BY (Time)	

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %**
Rs. _____ **PO/DD NO.** _____

Title: Procurement of Avaya Server

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	<p><u>Servers</u></p> <p><u>PSO House</u> <u>EA</u></p> <p>Avaya Aura PABX # Enterprise 2U Rack Server :</p> <p>=====</p> <p>1. Description:</p> <p>-----</p> <p>The existing Avaya PABX infrastructure requires server hardware upgradation to support the planned upgrade and migration of the Avaya Aura Communication Platform. The existing server infrastructure is approaching end-of-life/end-of-support and may not adequately support the proposed Avaya Aura 10 software release, associated applications, virtualization requirements, and future expansion requirements.</p> <p>Therefore, the Procuring Agency intends to procure new enterprise-grade rack servers with adequate processing capacity, memory, enterprise storage, hardware RAID, redundancy, remote management, and network connectivity for deployment of the Avaya Aura PABX environment.</p> <p>The proposed server platform shall be capable of hosting the proposed Avaya Aura 10 application environment through a supported enterprise hypervisor platform. The environment shall be appropriately sized to support the planned Avaya Aura application virtual machines, including System Manager, Session Manager, Communication Manager, Avaya Aura Messaging (AAM), and other associated application components, as applicable to the final approved solution architecture.</p> <p>The scope shall include supply, delivery, installation, rack mounting, configuration, virtualization setup, commissioning, testing, and warranty/support of the servers. The bidder shall ensure compatibility of the proposed server hardware and virtualization platform with the applicable Avaya Aura 10 software release.</p> <p>2. Scope of Supply:</p> <p>-----</p> <p>The bidder shall supply complete enterprise-grade 2U rack servers, including all specified hardware components, accessories, required virtualization software/licensing, installation, configuration, commissioning, documentation, and minimum one (01) year OEM warranty/support.</p>	<u>PSO House</u>	<u>EA</u>	2		



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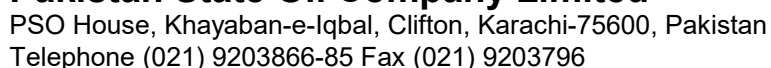
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	<p>3. Minimum Technical Specifications:</p> <p>-----</p> <ol style="list-style-type: none">1. Server Type: 2U rack-mount server suitable for 24×7 operation.2. Quantity: Two (02) servers.3. Server Architecture: x86-64 architecture.4. Chassis: 2U rack-mount chassis with front-accessible hot-plug drive bays.5. Drive Bays: Support for up to 16 × 2.5-inch SAS/SATA drives.6. Processor: Minimum one (01) x86-64 processor with 16 physical cores / 32 threads, 3.6 GHz base frequency, 72 MB cache, Turbo support and DDR5-6400 memory compatibility, or equivalent/better performance, suitable for the approved Avaya Aura 10 solution.7. Processor Cooling: Cooling assembly suitable for the installed processor and its rated power.8. Memory: Minimum 256 GB DDR5 ECC Registered DIMM (RDIMM), configured as 4 × 64 GB, with memory speed up to 6400 MT/s as supported by the proposed platform.9. Storage: Minimum six (06) 960 GB, 2.5-inch hot-plug SATA SSDs, 6 Gbps, 512e, Read Intensive, with minimum 1 DWPD.10. Storage Controller: Compatible hardware RAID controller.11. RAID Support: RAID 0, 1, 5, 6 and 10, subject to the capabilities of the proposed controller.12. RAID Configuration: Drives shall be configurable according to the approved Avaya Aura 10 solution requirements.13. Boot Support: UEFI BIOS with GPT support.14. Expansion Slots: Four (04) PCIe Gen5 ×16 full-height slots or equivalent supported expansion capability.15. Network Interface: Dual-port 25GbE SFP28 network adapter or equivalent.16. Network Adapter Interface: OCP 3.0 or equivalent.17. Power Supply: Dual 1400W hot-plug power supplies in 1+1 redundant configuration, compatible with the available site power supply.18. Cooling Fans: High-performance hot-plug cooling fans.19. Rack Rails: Compatible 2U rack rails.20. Cable Management: Cable Management Arm (CMA).21. Bezel: Standard 2U server bezel.					



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	<p>22. Operating System: The server shall support the operating system and/or virtualization/hypervisor platform specified in the approved Avaya Aura 10 solution architecture. Any operating system or hypervisor specifically required as part of the approved solution shall be supplied and licensed as applicable.</p> <p>23. Virtualization: The proposed server shall support the Avaya-approved virtualization/hypervisor platform applicable to the approved Avaya Aura 10 architecture. The bidder shall provide supporting compatibility documentation.</p> <p>24. Avaya Compatibility: The proposed server hardware and virtualization platform shall be compatible with the applicable Avaya Aura 10 release. The bidder shall provide supporting documentation.</p> <p>25. Installation and Commissioning: Delivery, rack mounting, configuration, testing and commissioning of both servers shall be included.</p> <p>26. Documentation: Server datasheets, installation manuals, configuration documents and relevant technical documentation shall be provided.</p>					
2	<p><u>Software</u></p> <p>Avaya Aura R10 Core Suite # ADD Software Licenses:</p> <p>=====</p> <p>Avaya Aura R10 Core Suite Add Licenses Genuine, perpetual software licenses (NU/CU/SR) fully compatible with Avaya Aura R10. Includes 1-year Upgrade Advantage / Software Support entitlement providing new releases, patches, and updates.</p> <p>1. The vendor shall provide the latest available and fully supported version of the Avaya Aura R10 Core Suite software licenses at the time of supply.</p> <p>2. The vendor shall provide the original manufacturers part number(s), license details, and relevant documentation for all licenses supplied, enabling PSO to verify the authenticity, validity, and applicability of the licenses.</p> <p>3. The supplied licenses shall include Upgrade Advantage / Software Support entitlement for a minimum period of one (01) year from the date of activation.</p>	<u>PSO House</u>	<u>EA</u>	150		



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3	<p>During this period, any new software releases, updates, patches, upgrades, or revisions covered under the applicable entitlement shall be provided to PSO free of additional cost.</p> <p>4. The vendor shall ensure that all supplied licenses are genuine, perpetual/valid as applicable, transferable to the upgraded system, and fully compatible with the existing Avaya Aura R10 environment.</p> <p>5. The vendor shall provide the license certificate/entitlement details and activation information upon completion of the upgrade.</p> <p>6. All software licenses supplied under this Tender shall include Software Support and Upgrade Entitlement for a minimum period of one (1) year.</p> <p>The one-year Software Support and Upgrade Entitlement shall commence strictly from the date of issuance of the Final Acceptance Certificate (FAC) following the successful completion of migration, commissioning, testing, and acceptance of the complete solution.</p> <p>For the avoidance of doubt, the Software Support and Upgrade entitlement period shall not commence from the date of physical delivery, license activation, preliminary license generation, or any other date prior to issuance of the FAC**. The Bidder/Vendor shall ensure that PSO receives the full one-year entitlement commencing from the FAC date.</p> <p>Telephone Set</p> <p>Supply of IP-Phones for PABX System: =====</p> <p>Avaya J139 IP or Equivalenet Phones Feature a color display, 4 red/green line/feature LEDs, 4 programmable soft keys, dedicated hard keys (Phone, Contacts, History, Speaker, Volume, Mute), full-duplex speakerphone, and a dual-</p>	PSO House	EA	150		



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	<p>position stand. Includes dual 10/100/1000 Mbps Gigabit Ethernet ports with IEEE 802.3af PoE Class and IEEE 802.3az EEE support, power/PoE adapters, and patch cables. Fully compatible with Avaya Aura R10 and higher.</p> <p>The vendor shall supply, install, configure, test, and commission Avaya IP Phones compatible with the existing Avaya Communication Manager/Aura environment. The IP Phones shall meet, at minimum, the following technical requirements:</p> <p>1. Display: Color display with clear and user-friendly interface.</p> <p>2. Feature Indicators: Four (04) red/green line or feature indicators positioned around the display.</p> <p>3. Soft Keys: Four (04) programmable soft keys.</p> <p>4. Dedicated Function Keys: Hard buttons shall be provided for:</p> <ul style="list-style-type: none">o Phoneo Contactso Historyo Speakero Volumeo Mute <p>5. Speakerphone: Full-duplex, high-quality speakerphone functionality.</p> <p>6. Mute Function: Dedicated mute key with optional mute alerting functionality.</p> <p>7. Stand: Dual-position adjustable stand for flexible desktop installation.</p>					



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8.	Primary Ethernet Interface: One (01) Gigabit Ethernet port supporting 10/100/1000 Mbps connectivity.					
9.	Secondary Ethernet Interface: One (01) additional Ethernet port supporting 10/100/1000 Mbps, allowing connection of a user's PC or other network device.					
10.	Power over Ethernet (PoE): The IP Phone shall support IEEE 802.3af PoE Class and IEEE 802.3az Energy Efficient Ethernet (EEE).					
11.	Power Adapter: The IP Phone shall be supplied with an AC-to-DC 5V power adapter or a compatible PoE adapter, as applicable to the proposed model and installation requirements.					
12.	Software Compatibility: The IP Phone shall be supplied with software/firmware supporting the required features and functionality of Avaya Aura R10 and above, as applicable.					
13.	Part Number: The vendor shall provide the original manufacturer part number (P/N) for the proposed IP Phone and all associated accessories for technical verification.					
14.	Accessories: Each IP Phone shall be supplied complete with all necessary connectors, Ethernet cables, power adapters/PoE adapters, mounting/stand accessories, and other required accessories necessary for successful installation, commissioning, and operation of the solution.					
15.	Installation <>&<> Commissioning: The vendor shall be responsible for the					



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4	<p>installation, configuration, registration, testing, and successful commissioning of the IP Phones with the existing Avaya Aura environment.</p> <p>16. Documentation: The vendor shall provide the relevant technical datasheet,model number, part number, firmware/software version, and compatibility documentation along with the quotation for technical evaluation.</p> <p><u>PABX Media Gateway</u> <u>PSO House</u> <u>EA</u></p> <p>Avaya Media Gateway # Non-GSA</p> <p>=====</p> <p>Avaya G450 MP160 Media Gateway or equivalent Modular chassis equipped with MP160 media processor technology supporting up to 160 active voice channels (expandable to 320 with a second module). Supports V.150.1 Modem over IP, Opus codec, and T.38 Fax over SRTP.</p> <p>The vendor shall supply, install, configure, test, and commission genuine Avaya G450 MP160 Media Gateway # Non-GSA equipment compatible with the existing Avaya Aura/Communication Manager environment.</p> <p>The proposed equipment shall, at minimum, comply with the following requirements:</p> <p>1. Make: Avaya</p> <p>2. Product: Avaya G450 MP160 Media Gateway</p> <p>3. Configuration: MP160-based G450 Media Gateway / Branch Gateway.</p> <p>4. The G450 shall support MP160 Media Processor technology and shall provide up to 160 voice transport channels per MP160 module. The G450 platform can support up to two MP160 modules, providing up to 320 active voice channels, subject to the applicable hardware configuration and Avaya guidelines.</p> <p>5. The MP160 shall support the required Avaya voice-processing capabilities, including applicable codecs and media services supported by the proposed firmware/software release. MP160 also supports features such as V.150.1 Modem over IP, Opus codec, and T.38 Fax over SRTP where supported by the overall Avaya configuration.</p>			1		



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5	<p>6. The proposed G450 shall be fully compatible with the existing Avaya Communication Manager / Avaya Aura Release 10 environment and shall support the applicable current firmware release recommended by Avaya.</p> <p>7. The G450 shall provide the required LAN/WAN connectivity and interfaces necessary for integration with the existing PSO voice and data network.</p> <p>8. The G450 shall support the required Avaya endpoint and trunk connectivity through the applicable supported media modules, where required by the existing site configuration. The G450 is a modular platform with slots for optional media modules for telephony, trunk, and WAN interfaces.</p> <p>09. The equipment shall include all required power supply units, fan assembly, MP160 module(s), media modules, cables, connectors, mounting hardware, and other accessories necessary for complete installation and commissioning, as per the approved Bill of Quantity (BoQ).</p> <p>10. The vendor shall provide manufacturer-original and genuine equipment. Refurbished, used, reconditioned, or unauthorized equipment shall not be acceptable unless specifically approved by PSO in writing.</p> <p>11. The vendor shall provide the manufacturer part number/Comcode, serial number, hardware vintage, firmware version, and product datasheet for technical verification.</p> <p><u>I/O Communication Module</u> <u>PSO House</u> <u>EA</u></p> <p>MEDIA MODULE - NON-GSA: =====</p> <p>Avaya MM710B E1/T1 Media Module or equivalent: 1-port software-selectable E1/T1 trunk module with ISDN PRI support, integrated CSU, A-law/i-law gain control, echo cancellation, DB-25 interface, and Bantam test ports. Installs into G450 slots V1#V8.</p> <p>The vendor shall supply, install, configure, test, and commission a genuine</p>			1		



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	<p>Avaya MM710B T1/E1 Media Module # Non-GSA or equivalent, fully compatible with the existing Avaya G450 Media Gateway and Avaya Aura/Communication Manager environment.</p> <p>1. Manufacturer: Avaya or equivalent</p> <p>2. Product: Avaya MM710B T1/E1 Media Module # Non-GSA.</p> <p>3. Function: The MM710B shall provide termination of an E1 or T1 telephone trunk and shall be suitable for connection to private enterprise network trunks or public network trunks.</p> <p>4. E1/T1 Interface: One (01) E1/T1 trunk port.</p> <p>5. Operating Mode: The module shall support software-selectable T1 or E1 operation.</p> <p>6. ISDN PRI: Shall support ISDN PRI configurations:</p> <p>7. Channel Service Unit (CSU): The MM710B shall have an integrated CSU, eliminating the requirement for an external CSU for normal T1 circuit termination.</p> <p>8. Voice Gain / Echo Cancellation: Shall provide applicable A-law gain control for E1, l-law gain control for T1, and echo cancellation in either direction.</p> <p>9. Trunk Signaling: Shall support trunk signaling as applicable to the configured deployment.</p> <p>10. Interface: Shall provide the manufacturer's specified OIC DB-25 interface and associated connection requirements.</p> <p>11. Testing: Shall provide the applicable Bantam loopback/test interface for testing T1/E1 circuits.</p> <p>12. Compatibility: The MM710B shall be fully compatible with the Avaya G450 Media Gateway and the existing Avaya Aura/Communication Manager Release 10 and higher, subject to the applicable Avaya-supported configuration. Avaya lists MM710B as a supported telephony media module for the G450.</p> <p>13. Slot Compatibility: The MM710B shall be installable in the supported G450 media-module slots V1#V8.</p> <p>14. Part Number: Vendor shall clearly mention the original Avaya part number of the proposed MM710B Non-GSA module for verification by PSO.</p> <p>15. Accessories: The module shall be supplied with all required connectors, cables, interface accessories, mounting hardware, and other accessories</p>					



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6 6.01	<p>necessary for successful installation and commissioning.</p> <p>16. Condition: The supplied module shall be brand-new, genuine, unused, and manufacturer-supported. Refurbished or reconditioned equipment shall not be acceptable unless specifically approved by PSO.</p> <p>The vendor shall be responsible for the complete supply, installation, configuration, integration, testing, commissioning, and handover of the MM710B Media Module.</p> <p><u>PABX Service</u> <u>PSO House</u></p> <p><u>Software support</u> <u>EA</u></p> <p>MAINTENANCE & SUPPORT WITH OEM BACK-TO-BACK SUPPORT # 12 MONTHS: =====</p> <p>1.#Scope of Maintenance & Support -----</p> <p>1.#The Vendor shall provide 12 months of Annual Maintenance and Support Services with OEM Back-to-Back Support for the PSO Avaya PABX Solution including Servers, Avaya Aura Licenses, Gateways, IP Phones, associated hardware and software.</p> <p>2.# The Maintenance & Support shall cover preventive and corrective maintenance, fault diagnosis, troubleshooting, configuration, software support, upgrades, repairs, replacement of defective components, testing, and restoration of the system to fully operational condition, under the following categories:</p> <p>a). Hardware Support The Maintenance & Support shall cover servers, gateways, and IP phones, including preventive and corrective maintenance, fault diagnosis, troubleshooting, repairs, testing, and replacement of defective hardware components to ensure the system remains fully operational.</p> <p>b) Software Support The Maintenance & Support shall cover software licenses, patches, upgrades, updates, configuration, troubleshooting, and fault resolution</p>			12		



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	<p>to ensure system stability, compatibility, security, and optimal performance.</p> <p>c) OEM Back-to-Back Support</p> <p>The Maintenance & Support shall include Original Equipment Manufacturer (OEM) back-to-back support, covering direct OEM-level technical assistance, advanced fault diagnosis, issue escalation, and resolution of hardware- and software-related issues in accordance with the applicable OEM support arrangements.</p> <p>3.#The Vendor shall provide 24/7 local and OEM Back-to-Back technical support for troubleshooting, diagnostics and resolution of faults related to Addition & Migration of Servers, Licenses, Gateways, IP Phones and associated software.</p> <p>4.#All required maintenance visits, labor, tools, diagnostic equipment, transportation, handling and repair/replacement activities shall be included in the quoted maintenance rates. No additional charges shall be payable by PSO for services covered under the contract.</p> <p>5.#Preventive Maintenance (PM) shall be carried out quarterly, up to four (4) times per year, or as scheduled by PSO, including system health checks, cleaning, diagnostics, testing, backup verification and performance monitoring.</p> <p>6.#The Vendor shall maintain adequate availability of required spare parts, replacement equipment, software backups and technical resources to meet the specified Turnaround Times (TATs).</p> <p>7.#Replacement parts shall be new, genuine OEM parts or equivalent approved by PSO and shall become the property of PSO upon replacement. Defective/replaced components shall be removed from PSO premises by the Vendor at its own cost.</p> <p>8.#Where a component becomes obsolete, discontinued or unavailable, the Vendor shall provide an equivalent or upgraded OEM-supported replacement</p>					



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	<p>at no additional cost where required to maintain system functionality.</p> <p>9.#The Vendor shall provide all required hardware/software configuration, reinstallation, patches, upgrades and technical changes necessary to maintain system performance. No modification or enhancement shall be made without prior PSO approval, except where required for immediate fault restoration.</p> <p>10.#The Vendor shall maintain the system to achieve an operational availability of 99.0%, subject to the agreed exclusions and TAT provisions.</p> <p>2.#OEM Authorization & Support: -----</p> <p>1.#The Vendor shall be an Avaya OEM or an authorized Avaya Partner, duly authorized for supply, implementation, maintenance and support of the proposed Avaya PABX solution.</p> <p>2.#The Vendor shall provide a tender-specific OEM Authorization Letter confirming its authorization to supply and support the proposed solution.</p> <p>3.#All proposed Avaya hardware, software, licenses and components shall be genuine, OEM-supported and registered with the Avaya official portal <(>,<)> where applicable.</p> <p>4.#The Vendor shall provide official OEM evidence confirming technical support availability for the proposed solution for a minimum of five (5) years, wherever available from the OEM.</p> <p>5.# The Vendor shall ensure the availability of all required spare parts and replacements for a minimum period of Five (5) years, or as committed</p>					



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	<p>by the OEM, particularly throughout the SLA period.</p> <p>6.#The Vendor shall bear all costs associated with OEM Back-to-Back Support, OEM support subscriptions, applicable licenses, technical assistance and related support requirements during the applicable support period.</p> <p>3.#Warranty: -----</p> <p>1.# The Vendor shall provide a comprehensive one (1) year hardware and software warranty, including OEM Back-to-Back support for all supplied Servers, Gateways, and licenses. This warranty shall be provided at no additional cost and shall commence strictly from the date of successful deployment, commissioning, and the issuance of the Final Acceptance Certificate (FAC) by the procuring agency.</p> <p>2.#During the warranty period, the Vendor shall provide local and OEM Back-to-Back support for all supplied Gateways, IP Phones, hardware, software and associated components.</p> <p>3.#All repairs, replacements, configuration changes and support required due to defects or failures during the warranty period shall be provided at no additional cost to PSO.</p> <p>4.#The warranty/support obligation shall cover all required visits, labor, transportation, repair/replacement of defective parts and OEM technical assistance.</p> <p>5.#PSO's inspection, testing, acceptance or payment shall not relieve the Vendor of its warranty obligations.</p> <p>4.#Service Levels & Turnaround Time:</p>					



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PAKISTAN

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ON
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	<p>-----</p> <p>1.#The Vendor shall complete the migration and implementation within a maximum of 16 weeks from delivery of the required equipment, while maintaining the existing PABX system operational until successful migration.</p> <p>2.#Upon receipt of a fault call/email:</p> <p>o#Within office hours (09:00#18:00): Vendor shall respond and reach the PSO premises within 1 hour.</p> <p>o#Outside office hours: Vendor shall reach the PSO premises within 2 hours.</p> <p>o#the system shall be restored to operational condition within a maximum of 6 hours after reaching the PSO premises.</p> <p>3.#Any anticipated TAT exception shall be communicated to PSO in writing with justification and shall require PSO's approval.</p> <p>4.#Failure to meet the agreed service levels/TATs shall be subject to the applicable penalties/Liquidated Damages specified in the contract as defined in Penalty clause 18.</p> <p>5.#Migration, Configuration & System Support:</p> <p>-----</p> <p>1.#The Vendor shall provide complete end-to-end migration, configuration, testing and commissioning of the existing Avaya solution onto the proposed dual-server architecture with primary-to-secondary automatic failover.</p> <p>2.#The migration shall include, but not be limited to:</p> <p>o#Avaya Aura Communication Manager (CM) R10</p>					



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	<p>o#Avaya Aura System Manager (SMGR) R10</p> <p>o#Avaya Web Licensing Manager</p> <p>o#Existing IP, Digital and Analog Phones</p> <p>o#Existing system features, configurations and applicable licenses.</p> <p>3.#The Vendor shall commission and tag existing cables, pairs and MDF connections associated with the upgraded PABX Gateways.</p> <p>4.#The proposed solution shall provide automatic failover from the primary to secondary server in case of failure, with minimum possible interruption to PABX services.</p> <p>5.#The Vendor shall provide required software patches, configuration changes and remote/on-site technical support during implementation and migration.</p> <p>6.#The Vendor shall provide complete system documentation, configuration backups, diagnostic reports, test results, manuals and troubleshooting information upon completion.</p> <p>6.#Spare Parts, Inventory & Logistics:</p> <p>-----</p> <p>1.#The Vendor shall maintain sufficient local inventory of critical Gateways,Servers, IP Phones, cards, modules and other required spare parts to meet the agreed TATs.</p> <p>2.#All transportation, labor, forwarding, handling, repair and return costs associated with defective equipment/spares shall be borne by the Vendor.</p> <p>3.#Where equipment requires repair by the OEM or an overseas facility, the Vendor shall arrange shipment, customs clearance, repair and return at its own cost.</p> <p>4.#The Vendor shall provide and install all repaired/replacement</p>					



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	<p>hardware and software and ensure that the system is fully functional after replacement.</p> <p>7.#Training & Documentation: -----</p> <p>1.#The Vendor shall provide end-to-end technical and administrative training to designated PSO personnel, including troubleshooting<(>,<)> administration, configuration and restoration of Avaya-based VM applications and IP Phones.</p> <p>2.#Training shall include all applicable logistics, training material and technical resources at no additional cost to PSO.</p> <p>3.#The Vendor shall provide the following documentation: o#Equipment manuals o#Software manuals o#Installation/configuration documents o#Troubleshooting guides o#As-built/configuration documentation o#System backups o#Service/fault reports and diagnostic results.</p> <p>4.#The Vendor shall intimate PSO regarding relevant OEM/Avaya training opportunities available in Pakistan.</p> <p>8.#Monitoring & Reporting: -----</p> <p>1.#The Vendor shall monitor the Avaya solution and provide recommendations for optimum system performance.</p> <p>2.#The Vendor shall provide service/fault reports identifying the fault, root cause, corrective action and recommendations to prevent recurrence.</p>					



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	<p>3.#The Vendor shall provide a CDR (Call Detail Record) application for call recording/reporting as specified by PSO.</p> <p>4.#The solution shall provide, where supported by the proposed Avaya architecture, real-time monitoring/logging of IP Phones and communication devices, including connection/disconnection events<(>,<)> through an appropriate management interface/GUI.</p> <p>9.#Site, Safety & Personnel Requirements: -----</p> <p>1.#The Vendor shall deploy only qualified, competent and experienced personnel for installation, maintenance and support.</p> <p>2.#Vendor personnel shall comply with all PSO HSE, security, access control and site requirements.</p> <p>3.#The Vendor shall provide all required PPE, safety equipment, tools ,testing equipment and firefighting equipment for its personnel.</p> <p>4.#The Vendor shall maintain proper housekeeping and remove all waste, debris and surplus material from the worksite upon completion.</p> <p>5.#The Vendor shall ensure appropriate verification and credentials of its personnel as required by PSO.</p> <p>10.#Equipment Quality & Compliance: -----</p> <p>1.#All equipment and materials shall be new, genuine OEM products and shall not be used, refurbished, counterfeit or gray-channel equipment.</p> <p>2.#The Vendor shall provide documentary evidence of product origin, including applicable Bill of Entry/Goods Declaration, shipment details or OEM documentation, when required by PSO.</p> <p>3.#The Vendor shall ensure that no End-of-Sale (EOS) or End-of-Support (EoS) equipment is proposed or supplied.</p>					



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	<p>4.#Any proposed substitution due to product unavailability shall require prior written approval from PSO and shall be equal to or better than the specified equipment without additional cost.</p> <p>5.#The Vendor shall comply with all applicable laws, regulations, PSO policies and contractual requirements.</p> <p>11.#Commercial & Payment Terms: -----</p> <p>1.#The bidder shall quote all rates in PKR and provide prices against each line item as well as the total project cost.</p> <p>2.#The commercial evaluation shall be based on the cumulative project cost, including the supplied equipment, Servers, licenses, implementation and the applicable OEM Back-to-Back Support.</p> <p>3. The bidder shall provide separate annual maintenance and support rates for the following three components, each with independent scope and pricing, as per the format specified in</p> <p>Annexure A:</p> <p>1. Hardware Support # covering Gateways, and IP Phones<(>,<)> including preventive and corrective maintenance, fault diagnosis, and replacement of defective components.</p> <p>2. Software Support # covering software licenses, patches, upgrades, and updates.</p> <p>3. OEM Back-to-Back Support # shall be provided covering direct OEM-level technical support and escalation, where applicable.</p> <p>4.#Maintenance and support rates shall remain fixed during the</p>					



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	<p>applicable contract period and may be utilized through separate Annual Service Orders.</p> <p>5.#Maintenance and Support Services shall commence after expiry of the one-year warranty period, unless otherwise specified in the Purchase Order/Contract.</p> <p>6.#Payments shall be made in PKR against approved work orders and actual accepted quantities/services, subject to applicable taxes, deductions and PSO's contractual terms.</p> <p>12.#Acceptance: -----</p> <p>1.#The solution shall be accepted only after successful completion of installation, configuration, migration, testing and commissioning and written acceptance by PSO.</p> <p>2.#Following repair or replacement, the affected equipment shall be tested in the operational environment and accepted only after satisfactory performance.</p> <p>3.#The Vendor shall ensure that existing PABX functionality and services are not adversely affected by the implementation, maintenance or migration activities.</p> <p>13.#Confidentiality & Data Protection: -----</p> <p>1.#The Vendor and its personnel shall maintain strict confidentiality of all PSO technical, operational, commercial and system information accessed during the contract.</p> <p>2.#PSO information shall not be disclosed to any third party or used for any purpose other than execution of the contract without prior written</p>					



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	<p>approval from PSO.</p> <p>3.#All PSO documents, data, configurations, reports and other information shall be returned to PSO upon request or expiry/termination of the contract.</p> <p>4.#The confidentiality obligations shall survive expiry or termination of the contract.</p> <p>14.#Liability, Indemnity & Insurance: -----</p> <p>1.#The Vendor shall be responsible for loss, damage, delay or inconvenience caused to PSO due to the Vendor's negligence, omission, misconduct or failure to comply with contractual requirements.</p> <p>2.#The Vendor shall indemnify and hold PSO harmless against claims, losses, damages and expenses arising from defects, negligence, infringement of third-party intellectual property rights or acts/omissions of the Vendor, its employees or subcontractors.</p> <p>3.#The Vendor shall comply with all applicable labor, safety and statutory requirements and shall remain responsible for its personnel.</p> <p>15.#Contractual Conditions: -----</p> <p>1.#The Vendor shall not assign or subcontract any substantial portion of the work without prior written approval from PSO.</p> <p>2.#Quantities may increase or decrease according to actual requirements, and payment shall be based on the quantities/services actually accepted by PSO.</p> <p>3.#PSO reserves the right to terminate the contract in accordance with the applicable termination provisions of the Purchase Order/Contract.</p>					



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	<p>4.#Failure to comply with contractual requirements, service levels or TATs may result in applicable penalties, Liquidated Damages, withholding of payments, forfeiture of performance security or termination, as provided in the contract.</p> <p>5.#Any dispute shall be resolved in accordance with the applicable Arbitration Act, 1940 and the dispute-resolution provisions of the contract.</p> <p>6.#The Vendor shall comply with all applicable PSO terms and conditions forming part of the Purchase Order/Contract.</p> <p>16.,,Period of contract: -----</p> <p>1. The one (1) year comprehensive warranty period shall apply in Year 1, commencing from the date of successful deployment, commissioning, and issuance of the Final Acceptance Certificate (FAC), as defined under the Warranty clause of this document.</p> <p>2. Upon expiry of the one (1) year warranty period, the Service Level Agreement (SLA) shall commence and shall initially be valid for a period of one (1) year. PSO may issue a separate annual work order, inclusive of OEM Back-to-Back support, for the maintenance and support of all equipment during this period.</p> <p>3. The SLA may be renewed annually for up to a maximum of three (3) years, through separate annual work orders, subject to satisfactory performance of the vendor.</p> <p>4.PSO reserves the right to discontinue maintenance and support services under this contract at any stage, in accordance with the termination</p>					



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	<p>provisions defined elsewhere in this document.</p> <p>17.,Termination: -----</p> <p>17.1 This contract may be terminated by PSO under either of the following conditions:</p> <p>(a) Termination for Convenience: PSO may terminate this contract at any time, without assigning any reason(s), by giving thirty (30) days' prior written notice to the Vendor.</p> <p>(b) Termination for Cause: PSO may terminate this contract immediately, without prior notice period, if the Vendor commits a substantial breach of any of its obligations under this contract and fails to remedy such breach within fifteen (15) days of receiving written notice of the breach from PSO.</p> <p>17.2 In either case, the Vendor shall not be entitled to claim any termination damages on any count whatsoever.</p> <p>18.Penalties: -----</p> <p>1. If the Vendor fails to complete the work within the time stipulated,</p>					



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	<p>SO will be entitled to deduct from his bills for work given in this order or other monies due to him by PSO, a value of 0.1% of work order per day and subject to maximum 10% value of Purchase Order. Payment against the Job(s) will be made against the vendor invoices after completion of work and passing quality/ quantity of goods/ works and services including all verifications/ inspections by the PSO designated official in-charge.</p> <p>2. PSO holds the right to penalize the Service Provider in case operational services are not provided as per TATs. The penalization shall be carried out as per the terms defined in this agreement.</p>					