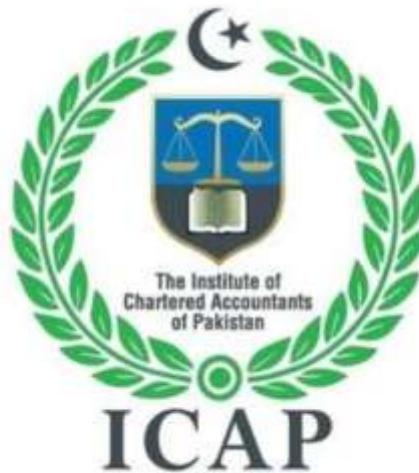




## Request for Proposal -IP PBX



# Request for Proposal (RFP) IP PBX February 09, 2026

### **Disclaimer:**

This RFP Document to procure IP-PBX solution to be deployed at offices of Institute of Chartered Accountants of Pakistan (ICAP), contains information about the Project and qualification process for short listing of applicants. While all efforts have been made to ensure the accuracy of information contained in this RFP Document, this document may not contain all the information required by the Bidder. The Bidder should conduct their own independent assessment, investigations and analysis and may prepare their proposals in the light of relevant experience and international best practices. Institute of Chartered Accountants of Pakistan (ICAP) or any of its employees or advisors/consultants, shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the RFP Document. ICAP reserves the right to change any or all conditions/ information set in this RFP Document by way of revision, deletion, and updating. Participation in the RFP process does not qualify any applicant for the next stage of the procurement process. ICAP will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the RFP proposal to be submitted in terms of this Document.



### 1. Background

The Institute of Chartered Accountants of Pakistan (ICAP) intends to purchase a modern IP-based PBX solution across its three branches located in Karachi (Head Office), Lahore, and Islamabad. The new solution shall support IVR, inter-branch connectivity over data links, direct PSTN lines, and IP-based extensions.

Vendors are invited to submit proposals based on the requirements and Bill of Quantities (BOQ) outlined in this RFP.

### 2. Scope of Work

The selected vendor shall be responsible for:

- Supply of IP PBX hardware and accessories
- Supply & Configuration of IP telephone sets
- Configuration of IVR
- Inter-branch connectivity over existing data/MPLS/VPN links
- Integration of PSTN / analog trunks (minimum 8 direct lines per location)
- System deployment, configuration, testing, and commissioning
- Documentation and basic knowledge transfer

### 3. Technical Requirements (Common for All Locations)

- IP-based PBX solution (on-premises)
- IVR with customizable call flow
- Inter-branch dialling using short codes
- Support for minimum 8 PSTN lines per location
- Operator console phone with BLF
- PoE-based IP phones
- Scalability for future expansion
- Compatibility with existing LAN infrastructure
- Minimum 1-year warranty on equipment
- Call Recording Feature (inbound and outbound calls with configurable policies)
- Softphone Support (desktop and mobile softphones for authorized users)
- Detailed Call Log & Reporting including:
  - Call Detail Records (CDR)
  - User-wise and extension-wise reports
  - Inbound, outbound, and missed call reports
  - Export of reports in standard formats (CSV/PDF)
  - Search and filter capabilities

**4. Bill of Quantities (BOQ)**

All quoted equipment shall be based on Grandstream Networks or equivalent international brands with equal or better specifications.

| <b>Grandstream or Equivalent - KARACHI</b> |                       |                                                                                                                                                           |                 |
|--------------------------------------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>S.No</b>                                | <b>Item</b>           | <b>Description</b>                                                                                                                                        | <b>Quantity</b> |
| 1                                          | IP PBX                | Grandstream IP PBX with 8 FXO Ports for 8 Analog Trunks, 8 FXS Ports for 8 Analog Ext., 1500 Users along with Expansion Module for Second SIP integration | 1               |
| 2                                          | Gateway               | Grandstream 8 Ports VoIP Gateway for 8 Analog PSTN Lines                                                                                                  | 1               |
| 3                                          | Operator Phone        | Grandstream IP Phone as Operator Console with 12 Lines, 6 SIP Accounts, PoE +GigE, Color Screen, with adapter                                             | 1               |
| 4                                          | Expansion Module      | Grandstream LCD Extension Module for Operator use only (40 Programmable Keys)                                                                             | 1               |
| 5                                          | IP Phones - Executive | Grandstream Executive Level IP Phone with 4+4 lines, Gigabit, WiFi/BT, Colour Screen, 10 paper based BLF keys                                             | 30              |
| 6                                          | IP Phones             | Grandstream IP Phone with 2 Lines, 4 Sip Account, 2.21 in scrn, PoE with Adapter                                                                          | 270             |
| 7                                          |                       | Configuration, Integration, Commissioning & Testing of IP PBX Systems for Karachi, Lahore, and Islamabad Offices                                          | 1               |

| <b>Grandstream or Equivalent - LAHORE</b> |                       |                                                                                                               |                 |
|-------------------------------------------|-----------------------|---------------------------------------------------------------------------------------------------------------|-----------------|
| <b>S.No</b>                               | <b>Item</b>           | <b>Description</b>                                                                                            | <b>Quantity</b> |
| 1                                         | IP PBX                | Grandstream IP PBX with 2 FXO Ports for 2 PSTN Lines, 2 FXS Ports for 2 Analog Ext., 500 Users                | 1               |
| 2                                         | Gateway               | Grandstream 8 Ports VoIP Gateway for 8 Analog PSTN Lines                                                      | 1               |
| 3                                         | Operator Phone        | Grandstream IP Phone as Operator Console with 12 Lines, 6 SIP Accounts, PoE +GigE, Color Screen               | 1               |
| 4                                         | IP Phones - Executive | Grandstream Executive Level IP Phone with 4+4 lines, Gigabit, WiFi/BT, Colour Screen, 10 paper based BLF keys | 5               |
| 5                                         | IP Phones             | Grandstream IP Phone with 2 Lines, 4 Sip Account, 2.21 in scrn, PoE with Adapter                              | 70              |

| <b>Grandstream or Equivalent - ISLAMABAD</b> |                |                                                                                                               |                 |
|----------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------|-----------------|
| <b>S.No</b>                                  | <b>Item</b>    | <b>Description</b>                                                                                            | <b>Quantity</b> |
| 1                                            | IP PBX         | Grandstream IP PBX with 2 FXO Ports for 2 PSTN Lines, 2 FXS Ports for 2 Analog Ext., 500 Users                | 1               |
| 2                                            | Gateway        | Grandstream 8 Ports VoIP Gateway for 8 Analog PSTN Lines                                                      | 1               |
| 3                                            | Operator Phone | Grandstream IP Phone as Operator Console with 12 Lines, 6 SIP Accounts, PoE +GigE, Color Screen, with adapter | 1               |



**ICAP**

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|   |                       |                                                                                                              |    |
|---|-----------------------|--------------------------------------------------------------------------------------------------------------|----|
| 4 | IP Phones - Executive | Grandstream Executive Level IP Phone with 4+4 lines, Gigabit, WiFi/BT, Colour Screen, 10paper based BLF keys | 4  |
| 5 | IP Phones             | Grandstream IP Phone with 2 Lines, 4 Sip Account, 2.21 in scrn, PoE with Adapter                             | 26 |

### **5. Inter-Branch Connectivity**

- All three PBX systems must be interconnected over secure data links
- Free internal calling between offices
- Centralized dialing plan
- Redundancy and failover support (preferred)

### **6. Vendor Responsibilities**

- Supply brand-new equipment
- Perform on-site installation and configuration
- Coordinate with IT team for network readiness
- Provide system documentation and credentials
- Ensure smooth cutover with minimal downtime

### **7. Commercial Terms**

- Prices should be quoted location-wise and item-wise in PKR
- All applicable taxes must be clearly mentioned
- Validity of quotation: minimum 30 days
- Delivery timeline to be clearly specified

### **8. Warranty & Support**

- Minimum 1-year warranty on all equipment
- Post-implementation support and SLA details to be provided
- Availability of local technical support in all three cities

### **9. Evaluation Criteria**

- Proposals will be evaluated based on:
- Compliance with technical requirements
- Commercial competitiveness
- Vendor experience and references
- After-sales support capability



### 10. Bid Document:

ICAP, (hereinafter referred to as “the Purchaser”) invites / requests Proposals (hereinafter referred to as “the Bidders”) for supply/delivery, installation & commissioning of required procurement of the IP PBX at ICAP Karachi, ICAP Lahore & ICAP Islamabad, Pakistan.

The description, specification, and other technical details of items for which Bid has been called for should be as per the description of the item in the Advertisement ICAP website/document.

Queries of the Bidders (if any) for seeking clarifications must be received in writing to the Purchaser as per timeline defined. Any query received after deadline will not be entertained. ICAP may host a Q&A session, if required, at ICAP head office (Chartered Accountants Avenue Clifton block 8, Karachi). All Bidders shall be informed of the date and time in advance.

The Contact for all correspondence in relation to this bid is as follows:

#### **Manager Procurement**

The Institute of Chartered Accountants of Pakistan  
Chartered Accountants Avenue, Block-8, Clifton, Karachi.

Phone: 0092-21 111-000-422 (Ext 302) email: [procurement@icap.org.pk](mailto:procurement@icap.org.pk)

In accordance with these rules, interested companies (hereinafter referred to as “Bidders”) applying for bids should submit two separate bids/envelopes for Financial Proposal and Technical Proposal. The envelopes shall be marked as “Financial Proposal” and “Technical Proposal” in bold and legible to avoid confusion. Initially, only the envelope marked “Technical Proposal” shall be opened. The envelope marked as “Financial Proposal” shall be retained in the custody of the ICAP Head office without being opened.

ICAP Head office shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal, which does not confirm to the specified requirements.

Bidders will be solely responsible for delivering all required items/materials as well as completing the project within the decided timeframe in all aspects.

During the Bid period, Bidder can request site visits to the installation areas as well as the construction areas if required for understanding all the information needed for Bid document.

- **Technical Proposal**

The Technical Proposal must Include:

- All documents related to eligibility, technical compliance and proposed solution for IP PBX.
- Must be clearly marked: “Technical Proposal-IP PBX”.



- **Financial Proposal**

The financial Proposal must:

- Quoted rate/ price should be inclusive of all applicable taxes.
- The quotation should be submitted on the firm's letter head duly signed by the Head of the firm/authorized person.
- Include a validity period of at least 30 calendar days from the date of submission.
- The amount quoted should be written in words and figures clearly.
- Mention warranty details (if applicable), highlighted in bold.
- There should be no cutting/ crossing, erasing, or overwriting in the quotation.
- Retention money will be withheld at the discretion of ICAP upto 10% for 90 days or mutually agreed term.
- Advance payment only against insurance / bank guarantee or mutually agreed term.
- Must be clearly marked: " Financial Proposal – IP PBX".

- **Additional Compliance Requirement:**

- During the technical evaluation no amendments in the technical proposal shall be permitted.
- Conditional/ Partial item / Optional quotation shall not be accepted.
- All Taxes will be deducted from the billed amount as per Govt. Rules. GST invoice to be provided with the bill.
- The items being quoted should be Supplied/ Delivered and Commission at ICAP KHI, LHR & ISB Offices.
- As authority competent to accept the Bid, the Purchaser reserves the right to cancel the Bid, accept or reject one or all bids without assigning any reason thereof.
- Payment will be made after delivery and commissioning against the original invoice and all related documents.
- The sizing/quantity/period mentioned may vary at the time of issuing purchase order.
- The Penalty will be imposed @10% of quoted value, if project completion timelines are not met.
- ICAP may ask for any information and details at any time during evaluation period, if required.

- **Critical Success Factors**

ICAP places critical importance on the following factors when selecting a vendor:

The ability of the vendor to guarantee that the complete solution will be deployed, and will become fully operational, within the timescale agreed between ICAP and the vendor

The Quality of Service that will be delivered by the vendor.



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### • Vendor Selection

- Bidder will be evaluated on several criteria, including (but not limited to):
- Ability to guarantee delivery of proposal within agreed timeframes
- Quality of service, Commercial offering
- Technical capability, Product suitability
- Installation and commissioning experience in the region.
- Future-proof aspects of technical solution
- Value added service platform capability
- Business support capability
- Track record in completing projects of a similar scale
- Should have deployed at least five IP PBX solutions of similar nature

### Evaluation Scoring Matrix

Proposals shall be evaluated using the following weighted criteria:

| Technical Compliance: 40%           | Commercial Evaluation: 30% | Vendor Experience & References: 20% | After-Sales Support & SLA: 10% |
|-------------------------------------|----------------------------|-------------------------------------|--------------------------------|
| Compliance with specifications      | Cost competitiveness       | Relevant deployments                | Warranty                       |
| Proposed architecture & scalability | Transparency of pricing    | Local presence & support capability | Support response times         |
| Feature completeness                |                            |                                     |                                |

### • Vendor Compliance Checklist (Mandatory - Annexure A)

Bidders must submit the following documents with their Technical Proposal:

- Company Profile
- NTN & GST Registration Certificates
- Active Taxpayer Certificate (ATL)
- Authorization Letter (if applicable)
- Technical Datasheets
- Compliance Statement
- Client References (minimum three)
- Warranty & SLA Details

**11. Procurement Compliance**

ICAP reserves the right to accept or reject any or all proposals prior to acceptance without incurring any liability.

No bidder shall have any claim whatsoever against ICAP for rejection of proposals.

**Bid Timetable:**

| DESCRIPTION                                                                     | DATE              |
|---------------------------------------------------------------------------------|-------------------|
| RFP Advertisement ICAP Website                                                  | February 9, 2026  |
| Prospective bidders may submit questions and comments regarding RFP document by | February 13, 2026 |
| Bids Submission                                                                 | February 22, 2026 |
| Bid Opening – Technical Bid                                                     | February 23, 2026 |

**Please Note:**

Request for Clarification should be submitted with subjected via email to: [procurement@icap.org.pk](mailto:procurement@icap.org.pk)  
Caution: All Vendors are requested to read this document carefully and must fulfill the mentioned requirements otherwise, they will not be allowed to participate.



ICAP

**Date** : \_\_\_\_\_  
**Subject** : \_\_\_\_\_

## Request for Proposal -IP PBX

### Annexure A

The Subject vendor is required for enlisting to ICAP vendors list. Following are the criteria as per procurement Manual.

| Sr. | Requirement                                                                                      | Compliance / Details |
|-----|--------------------------------------------------------------------------------------------------|----------------------|
| 1   | Registered Name of the Company                                                                   |                      |
| 2   | NTN / CNIC Number                                                                                |                      |
| 3   | Sales Tax Registration under Sales Tax Act, 1990                                                 |                      |
| 4   | Official Address / Telephone / Mobile / Email                                                    |                      |
| 5   | Date and Place of Establishment of the Company                                                   |                      |
| 6   | Name of Proprietor / Owner / CEO                                                                 |                      |
| 7   | CNIC Number of Proprietor / Authorized Person                                                    |                      |
| 8   | Name, Designation and Qualifications of Authorized Representative(s)                             |                      |
| 9   | Company Profile – Soft Copy   Digital Platform                                                   |                      |
| 10  | Bank Account Maintenance Certificate for Financial Standing                                      |                      |
| 11  | Bank Name, Title of Account, IBAN and Account Number                                             |                      |
| 12  | List of major clients with contact details                                                       |                      |
| 13  | Type of Organization (Manufacturer / Importer / Trader / Service Provider / Contractor / Others) |                      |
| 14  | Disclosure of any relationship with ICAP employees<br>(Yes / No – details if yes)                |                      |

**Note:**

For construction projects, statutory and technical requirements (including but not limited to PEC registration, relevant experience, financial capacity, manpower and equipment) shall be evaluated at the tender or project stage, in accordance with Section D of the Procurement Manual 2025.

**Declaration:**

We certify that the information provided above is true and correct. We understand that vendor enlistment does not guarantee award of any contract and all procurements are subject to ICAP's Procurement Manual 2025.

\_\_\_\_\_  
Name (authorized person)

\_\_\_\_\_  
Signature (authorized person)

\_\_\_\_\_  
Company Stamp & Date