



TERMS OF REFERENCE

I. REQUIREMENT: TELEPHONE BUSINESS SYSTEM

II. SPECIFICATIONS

PDOT-London is looking for a reliable telephone business system that will aid the office in fulfilling its marketing and promotions functions.

Below are the minimum requirements/specifications. Proponent may recommend other features and functionalities or their equivalent as long as within the budget.

A. SERVICES & EQUIPMENT

- Free UK Landline, Mobile & 03 Calls
- Line Rentals
- Auto Emergency Divert
- Internet Speed (minimum 80Mb)
- Internet Allowance (Unlimited)
- Hybrid Telephone System, Handset (Ericsson-LG 9071 or Siemens equivalent) & WiFi
- Emergency Back Up System on-site
- 4 users + 1 Conference Call Unit (lease to own)
- SIPs as necessary

B. HYBRID TELEPHONE SYSTEM FUNCTIONALITY

- Integrated auto-attendant
- Voicemail
- Mobile Extension
- Automatic Call Distribution
- Web Call Back
- Call Control and Click to Dial from Desktop
- Audio Conference Manager
- Video Conference and Collaboration
- Voicemail-To-Email
- Voicemail greetings (Professional)
- Call Logging
- Call Waiting
- On Hold Marketing (or Music)
- Contact Name Display
- Contact Database Import
- Call Divert
- Call Transfer
- Remote set up of call divert
- Remote access of voice mail
- Call Scheduling
- Cordless Phone Coverage (100% guaranteed)
- Mobile App
- Door Open Function and main door hardware and installation, as necessary

C. WIFI SYSTEM FUNCTIONALITY

WiFi Coverage (100% guaranteed)
Number of WiFi Network Names (up to 4)
Ultra Fast WiFi (Dual-Band)
Business Grade Security (Firewall)

D. OTHERS

Delivery and Installation (minimum 1 week)
Staff Training
Warranty & Software Updates (5 years minimum)
Price Promise Guarantee
Support (24/7)
Maintenance and Accidental Damage Cover (1 year minimum)
Dedicated Account Manager
Cabling and fixing / replacement of existing cables and data cabinet (as necessary)
Free tech-swap
Fully Managed Switch-Over
Take over from existing ADSL and phone line provider
To quote international call rates to the Philippines and to Northern and Southern Europe

III. DOCUMENTARY REQUIREMENTS

Bidders are required to submit the following together documents together with their proposal:

- Business Registration Document
- Company Portfolio including company background and relevant previous sample of work
- Latest Tax Certificate / Proof of Filing

IV. BUDGET: Maximum of GBP400 per month inclusive of VAT for a 3 or 5 year contract.

V. PAYMENT PROCEDURE

Monthly basis

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Tourism Attaché

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