



المؤسسة العامة للرعاية السكنية
Public Authority for Housing Welfare

REQUEST FOR PROPOSAL

كراسة المواصفات الفنية الخاصة بمناقصة

IP Telephony صيانة أجهزة ونظام متكامل

للمؤسسة العامة للرعاية السكنية

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1. Introduction

In alignment with the Public Authority for Housing Welfare's commitment to maintaining the reliability, availability, and operational efficiency of its telecommunications infrastructure in accordance with industry best practices and international standards, the Authority seeks to procure comprehensive maintenance and support services for its existing AVAYA IP Telephony System.

The required services shall include preventive and corrective maintenance, technical support, software assurance, security updates, system upgrades, spare parts coverage, and professional services for a period of three (3) years, ensuring continuous system operation, optimal performance, and maximum service availability.

2. Scope of Work

The Contractor shall provide comprehensive maintenance, technical support, software assurance, spare parts coverage, and professional services for the existing AVAYA IP Office Telephony System and all associated applications and infrastructure for a period of Three (3) Years.

The scope of work shall include, but not be limited to, the following:

2.1 Maintenance and Technical Support Services

1. Support must be from back to back vendor.
2. Provide remote and on-site technical support services.
3. Deliver Level 1 and Level 2 support services.
4. Providing 24/7 technical support managed by a professional technical team with guaranteed rapid response for critical issues.
5. Provide configuration assistance.
6. Replacing faulty components with original and manufacturer-approved parts without additional cost.
7. Provide access to technical documentation and knowledge resources.
8. Troubleshoot and resolve system faults within the agreed Service Level Agreement (SLA).
9. Monitor, track, and close support tickets efficiently.
10. All maintenance activities affecting service operation shall be coordinated and approved by PAHW team.

2.2 Preventive Maintenance Services

The Contractor shall perform preventive maintenance activities including:

1. Quarterly system health checks.
2. Review of system logs and events.
3. Alarm and error monitoring.
4. Verification of server and controller performance.
5. Validation of database integrity and system configuration.
6. System performance assessment.
7. Submission of detailed maintenance reports.

2.3 Software Updates and Upgrades

The Contractor shall:

1. Provide software patches.
2. Provide security updates.
3. Implement major software upgrades released by the manufacturer during the contract period.
4. Maintain the system on the latest supported software release whenever technically feasible.

2.4 Support for Associated Applications

Support shall include:

1. Auto Attendant System.
2. Voice Mail System.
3. Operator Console.
4. SIP Trunk Services.
5. ISDN Connectivity.
6. Proteus Call Accounting and Billing Application.

3. Technical Requirements

1. The bidder is required to provide comprehensive maintenance and technical support for all equipment and services listed in the table below throughout the contract period. This includes technical assistance, repairs, replacement of major Avaya PBX parts if needed, and provision of necessary updates to ensure optimal operation of all hardware and software items.

SN	Description	Existing QTY	license
1	IPO R11.0 Sever Edition Select with Redundancy	LOT	license
2	ASP 110 DELL R240 SERVER IPO UC	4	server
3	IP500V2A Control Unit	3	Control unit
4	IP OFFICE R11 SERVER EDITION LIC	5	license
5	End Point License	290	license
6	Operator Console (Window Based)	1	console
7	ISDN PRI Card-Qty-3X30 == (90 Channel)	3	ISDN Card
8	Analog Trunk	60	Trunk
9	SIP Trunk	160	Virtual
10	Analog Extension IP500 Expansion	720	Extension
11	Auto Attendant & Voicemail System	LOT	system

2. The Contractor shall be fully responsible for the repair or replacement of any failed hardware component covered under this Contract, including but not limited to Servers, Control Units, ISDN PRI Cards, Analog Expansion Modules and all major AVAYA PBX system components. Any defective component shall be replaced with an original manufacturer-approved (OEM) part (submit evidence) at the Contractor's sole expense, including all labor, transportation, installation, programming, testing, and commissioning costs, without any additional financial obligation.

4. General requirement

The bidding company should meet the following requirements and qualifications:

1. Bidder must be registered with Central Agency of Information Technology (CAIT) with a valid proof upon submission.
2. The bidder must be a certified partner of the proposed solution and hold a minimum partnership level of Gold or higher. Proof of partnership status must be provided as part of the bid submission.
3. Bidder should submit Help Desk/Call Center Details including level of escalation and staff details.
4. Bidder must have experienced and qualified technical staffs that are capable of support and maintenance of the proposed solutions (CVs, civil IDs, and certificates for each staff has to be attached in the proposal).