



Request for Quotation
Number: QUOTE/01/2015
Project: ESF 4.221

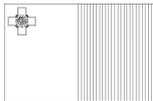
Voice of the Workers

CALL FOR QUOTATIONS

PROVISION OF CONTACT CENTRE/PABX FOR THE VOICE OF THE WORKERS PROJECT

Closing Date: 07.01.2015 at noon CET

Date Published: 21.01.2015



Operational Programme II – Cohesion Policy 2007-2013
Empowering People for More Jobs and a Better Quality of Life
Part Financed by the European Union
European Social Fund (ESF)
Co-financing rate: 72.25%EU, 12.75% MT, 15% UHM own funds
Investing in your future



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Description

Within the project Voice of the Workers - ESF 4.221, UHM requires the provision and installation of a contact centre.

The portal www.voiceoftheworkers.eu created through the Voice of the Workers project generates activities that require the support of a contact centre (PABX).

The staff of UHM deployed in the contact centre shall undergo induction training for the use of such equipment. The training for the use of the new equipment shall be provided by the selected contractor.

List of Products/Services required

PBX:

1. Software Based VOIP PBX
2. A Compatible VOIP Gateway
3. 4 Handsets
4. Implementation Training (minimum of 3 days) + Implementation Assistance within the first 60 days of delivery of the project
5. Server

Minimum System Requirements

1. Software Based VOIP PBX
 - a. Runs on Windows
 - b. Supports 4 incoming calls
 - c. Supports SIP standard based IP Phones, SIP trunks and VoIP Gateways
 - d. Microsoft Exchange integration
 - e. Very good integration with mobile telephony
 - f. Call Centre Functionality
 - g. Microsoft Sharepoint Integration for CRM Solution
2. A Compatible VOIP Gateway
3. 4 Handsets
 - a. Compatible with Software Based VOIP
4. Implementation Training (minimum of 3 days @ 6 hours/day) + Implementation Assistance within the first 60 days of delivery of the project
5. Server
 - a. Microsoft Windows Server Standard Edition 2012
 - b. RAM: 8 GB
 - c. Processor 6 core
 - d. Disk space: 128 GB
 - e. Ethernet card x2
 - f. Keyboard + Mouse
 - g. Monitor - 19''

Installation shall be carried out by the provider on delivery at UHM, Dar Reggie Miller, St. Thomas St. Floriana.

UHM will indicate the exact delivery date according to its needs. Delivery at UHM premises. Items shall be available within 2 days from signature of the Purchase Order from the last part.

Submission of Quotations:

Providers are requested to send a global price quote. Providers are requested to quote VAT separately. Handwritten quotations will not be accepted. Maximum budget € 6,000 + VAT

Deadline for the submission of quotations: 21.01.2015 at noon
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Providers are kindly asked to issue the quotation on their letterhead, sign it and send it by post or else deliver by hand to the following address:

UHM
Project Leader Voice of the Workers, ESF 4.221
Dar Reggie Miller, St. Thomas Street
Floriana

In case of post or hand delivery, the quotation shall reach UHM offices before the deadline.

Or a scanned copy of the signed quotation by email to: projects@uhm.org.mt .

Special conditions

Validity of quotation: 6 months from date of issue

Selection criteria

The cheapest eligible offer.