



**Federal Board of Revenue**  
Revenue Division – Government of Pakistan

## **Amendment No.01**

### **REQUEST FOR BIDS**

(One-Envelope Bidding Process)

## **Procurement of VOIP (Contact Center) Solution & IP Telephony for FBR**

Issuance Date	7 <sup>th</sup> February, 2025
Project Title	Pakistan Raises Revenue Program
Loan No./Credit No./ Grant No.:	6435-PK
RFB Reference No.	2(2)/2024-Addl.Dir(P&F)/ PK-FBR-468943-GO-RFB
Title	Procurement of VOIP (Contact Center) Solution & IP Telephony for FBR

This is in continuation of the Request for Bids (RFB) issued on 17<sup>th</sup> January, 2025 and Pre-bid Meeting held on 28<sup>th</sup> January, 2025 for the subject procurement activity. The following revisions in the RFB document may kindly be noted: -

**a. Section II - Bid Data Sheet**

Page No.	ITB Reference No.	Initial Requirements of RFB	Revised Requirements of RFB
35.	ITB 14.8 (b)(i)	Place of destination: FBR Data Centers Islamabad and Lahore.	Place of destination: FBR Data Centers Islamabad.
35.	ITB 14.8 (a)(iii), (b)(ii) and (c)(v)	Final Destination (Project Site): FBR Data Centers Islamabad and Lahore.	Final Destination (Project Site): FBR Data Centers Islamabad.
36.	ITB 22.1	The deadline for Bid submission is: <b>Date: 11<sup>th</sup> February, 2025</b> Time: 11:30 AM	The deadline for Bid submission is: <b>Date: 18<sup>th</sup> February, 2025</b> Time: 11:30 AM
36.	ITB 25.1	The Bid opening shall take place at: FBR House, Constitution Avenue Islamabad, Pakistan <b>Date: 18<sup>th</sup> February, 2025</b> Time: Immediately after the deadline for submission of Bids	The Bid opening shall take place at: FBR House, Constitution Avenue Islamabad, Pakistan <b>Date: 18<sup>th</sup> February, 2025</b> Time: Immediately after the deadline for submission of Bids

**b. Section VII - Schedule of Requirements**

**1. List of Goods and Delivery Schedule (Page No.70)**

Description of Goods	Quantity	Physical unit	Delivery (as per Incoterms) Date			
			Final Destination (Project Site) as specified in BDS	Earliest Delivery Date	Latest Delivery Date	Bidder's offered Delivery date [to be provided by the Bidder]
<b>Initial Requirements of RFB</b>						
VOIP (Contact Center) Solution and IP Telephony for FBR Contact Center	As per details given at Technical Specifications		FBR Data Centers Islamabad and Lahore.	04-06 weeks from the Contract signing date.	06-08 weeks from the Contract date.	
<b>Revised Requirements of RFB</b>						
VOIP (Contact Center) Solution and IP Telephony for FBR Contact Center	As per details given at Technical Specifications		FBR Data Centers Islamabad.	06-08 weeks from the Contract date.	08-12 weeks from the Contract date.	

### 3. Technical Specifications.

Page No.	Item No. & Text	Initial Requirements of RFB	Revised Requirements of RFB				
72.	Item 2: Contact Centre Solution	Solution must support seamless integration with IP PABX solution (Item 1).	Item 1: IP PABX Solution, Item 2: Contact Centre Solution, Item 3: Voice Gateways and Item 6: Call Recording must be from the same OEM.				
73.	Item 2: Contact Centre Solution	<p>The solution must support and comply to below security standards:</p> <ul style="list-style-type: none"> <li>• SRTP and Secure JTAPI</li> <li>• ISO 27001 certification</li> </ul>	<p>The solution must support and comply to below security standards:</p> <ul style="list-style-type: none"> <li>• SRTP / Secure JTAPI</li> <li>• ISO 27001 certification</li> </ul> <p>Bidder can propose alternative solutions that can provide similar functionality meeting FBR technical requirements.</p>				
75.	Bill of Quantities	<table border="1" data-bbox="537 821 954 890"> <thead> <tr> <th data-bbox="537 821 824 856">Item</th> <th data-bbox="824 821 954 856">Qty</th> </tr> </thead> <tbody> <tr> <td data-bbox="537 856 824 890">Training on OEM ebc</td> <td data-bbox="824 856 954 890">02</td> </tr> </tbody> </table>	Item	Qty	Training on OEM ebc	02	Local on-site comprehensive three-day deployment, operations, and features training program through OEM-certified trainer for designated resources/personnel.
Item	Qty						
Training on OEM ebc	02						