TENDER REQUEST FORM
YEAR 2025-2026

REQUEST FOR QUOTATION (RFQ) IP PBX SYSTEM SUPPLY, INSTALLATION & CONFIGURATION

Date: 3rd February 2026
Reference: RFQ 010 IP PBX SYSTEM SUPPLY, INSTALLATION & CONFIGURATION

Dear Sir/Madam,

Cerba Lancet Kenya Ltd invites you to submit your bid for the supply, installation, configuration, testing, and commissioning of an IP PBX (RE2) system, as per the specifications provided in this RFQ document.

Bidders are required to carefully review the requirements and conditions relating to the provision of the listed solution. Submission of a quotation shall be deemed as an offer and does not constitute acceptance by Cerba Lancet Kenya Ltd.

Cerba Lancet Kenya Ltd is under no obligation to award the contract to the lowest or any bidder as a result of this RFQ.

All submissions must be in PDF format and free from viruses or corrupted files.

Delivery of bids: E-mail to **tenders-kenya@cerbalancetafrica.com**

1. REQUIREMENTS: -

1.	**Submission Deadline**	Date: 23rd February 2026					
2.	**Delivery Terms & Timelines**	Immediately upon confirmation of Order (LPO)					
3.	**Duration of tender price**	1 year State your proposed conditions of price increase if any					
4.	**Payment Terms (Tick as appropriate)**	60 Days		90 Days		120 Days	
6.	**Required Documents to be submitted**	Company Registration / Certificate of Incorporation					
		KRA PIN					
		Recent CR12					
		Valid Tax Compliance Cert					
		3 Reference Letters from existing clients					
		Company Profile					
		Any other Value additions					
		Duly filled mandatory business questionnaire with particulars of the supplier					
		Name of partners (for partnership)					
		Duly filled price schedule					

2. TECHNICAL EVALUATION ON CAPACITY TO DELIVER THE CONTRACT

Technical evaluation shall be conducted only for bids that pass the preliminary compliance review.

The bidder must demonstrate full compliance with the technical specifications and functional requirements outlined in this RFQ.

The Technical Evaluation will be based on compliance with the technical specifications set out below: -

TECHNICAL SPECIFICATIONS REQUIREMENTS	
	Provide a list of at least five (5) clients to which the company has done similar work in the last 2 years.
	Provide recommendation letters from the above-mentioned clients.
	Similar projects executed in the last three (3) years
	Technical capability and solution robustness with experience in IP PBX / VoIP deployments

3. TECHNICAL SPECIFICATION
3.1 IP PBX System Requirements
The proposed IP PBX system must support, at least, the following core features:

Features	Requirements
1. Call Management Features	• Call routing, forwarding, transfer (blind/attended) • Call parking, pick up, waiting and flip. • Ring groups, paging, intercom. • Caller ID, speed dial, dial-by-name. • Music on hold and custom prompts. • CDRs and basic call reports. • Browser-based calling. • CID/DID-based Call Routing • Direct Inward/Outward Dialling • DNIS, DND (Do Not Disturb) • Custom Prompts • Distinctive Ringtone • Music on Hold • MOH Playlist & Streaming • Advanced CDR & Basic Reports
2. Device Support	• SIP-compatible desk phones. • Softphones for Windows, macOS, Android, and iOS.
3. Unified Communications	• Web, desktop, and mobile clients. • Presence and custom status messages. • Audio conferencing. • Group voicemail and voicemail transcription. • Open APIs for integration. • T.38 Fax • Voicemail • Fax/ Voicemail to Email • Call Follow-Up via Email • Voicemail Transcription via Google Cloud STT1

	• Group Voicemail • Personal & Company Contacts • Call Pop-up URL • Headset Integration
4. Business Features	• Call Operator Panel • Desk Phone Control (CTI) • BLF Support • Busy Camp-on • Business Hours & Holidays • Multi-Time Zones • Boss-Secretary • Hot Desking • Emergency Calling • Feature Code • Function Key • LDAP Server • TAPI Driver
5. Scalability	• Ability to scale from small teams to enterprise deployment. • Simple user add/remove capability.
6. Call Analytics & Reporting	• Call logs and detailed reports. • Real-time call monitoring.
7. Connectivity And Reliability	**1. VoIP (Voice over IP):** •HD voice quality. •SIP trunking for call routing. **2. Internet Requirements:** •Minimum bandwidth: 100 Kbps per concurrent call. •QoS (Quality of Service) prioritization for voice traffic . **3. High Availability:** •99.9% uptime SLA. •Redundant server locations for failover.
8. Security	• Auto & Static Défense • Global Anti-hacking IP Blocklist • Allowed Country IP's & Codes • Outbound Call Frequency Restriction • Password Policy Enforcement **Encryption:** • TLS and SRTP for secure calls.

	Authentication: • Multi-factor authentication (MFA) for admin accounts. **Fraud Prevention:** • Usage monitoring and alerts for unusual activity. • User codes required to call outside the organisation.

9. Call Centre Features	• Call Recording:
	  - On-demand or automatic recording with storage options.
	  - Playback via a web portal.
	• Listen/Whisper/Barge-in Monitoring
	• IVR , Auto-attendant (IVR) for routing calls.
	• Queue
	• Queue Priority & Acceleration
	• Queue Announcement
	• Queue Call Logs & Missed Call Disposition

10. Advanced Features	**Integration:** • CRM and Helpdesk platforms (e.g., Salesforce, HubSpot, Zendesk). • Office productivity suites (e.g., Microsoft 365, Google Workspace). • APIs for custom integration. **Global Reach:** • Local numbers and toll-free numbers across multiple countries. • International call routing with competitive rates.
11. Administration And User Management	**Administration** •Web Admin Portal & Dashboard •Extension Group & Organization •User Role & Permission •IP Phone Auto Provisioning •SIP Forking •Event Logs & Notifications •Troubleshooting •Backup and Restore •Built-in SMTP Server •Network Drive •SNMP Support •Spilt DNS •Hot Standby •Remote Management •Trunk Sharing **Users Self-service:** •Users can configure voicemail, call forwarding, and availability.

12. COMPLIANCE	**a. Regulations:**
	  • GDPR, HIPAA, or local telecom compliance.
	
	b. Data Residency:
	  • Option to store call data in specific regions.

3.2 IP Phones & Equipment Requirements

Entry-Level Phones:
1. Minimum 2 SIP accounts.
2. HD voice.
3. PoE support.

Mid-Range Phones:
1. 4–8 SIP accounts.
2. Colour display.
3. PoE support.

Conference Phones:
1. 360° microphone coverage.
2. Echo cancellation.
3. SIP compatible.

Indicative Quantities:	
1.	Entry-Level Phones: 20 pcs (Fanvil X3U Pro or equivalent).
2.	Mid-Range Phones: 6 pcs (Fanvil X7 or equivalent)
3.	Conference Phones: 2 pcs (Yealink CP960 or equivalent)
4.	Call Centre Headsets: 6 pcs

3.3 Network & Integration

The vendor shall provide:

1. PBX-to-LAN integration.
2. QoS configuration guidance.
3. SIP trunk configuration.
4. End-to-end system testing.

4. DELIVERABLES

The successful bidder shall deliver:
1. Fully installed and operational IP PBX system.
2. System documentation and configuration details.
3. User and administrator training.
4. Warranty and support documentation

5. PRICING SCHEDULE

Prices must be inclusive of all taxes, delivery, installation, and configuration costs.

Item.	Qty	Unit Price	Unit Price
1.			
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6. TERMS & CONDITIONS

1. All equipment supplied must be new and original with a minimum warranty period of 12 months
2. Late submissions will not be accepted
3. Cerba Lancet Kenya Ltd reserves the right to accept or reject any bid

7. VENDOR DECLARATION

I/We certify that the information provided is accurate and that we agree to the terms and conditions of this RFQ.

Vendor Name: _____ Authorized Person: _____

Signature & Stamp: _____ Date: _____

Contact Us:

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Tel: 254 703 061000

Email: info@lancet.co.ke
Web: www.cerbalancetafrica.ke