

VOLTA RIVER AUTHORITY

EXPRESSION OF INTEREST

ENTERPRISE VOICE OVER INTERNET PROTOCOL (VoIP) TELEPHONY SYSTEM PROJECT

The Volta River Authority (VRA) intends to apply part of its Budgetary Allocation to make payments under the contract to deploy and maintain Avaya Enterprise Voice over Internet Protocol (VoIP) systems.

The scope of the project includes but not limited to:

- i. Two Server-based (primary and secondary) Public Branch Exchanges (PABX) to be deployed one each at the datacenter (DC) and disaster recovery (DR) site for redundant supply of VoIP services including a Billing Software;
- ii. About Six Hundred (600) IP Telephony endpoints to replace existing Analog legacy Telephone Handsets in all work locations (Accra, Tema, Akuse, Akosombo, Ada, Navrongo and Aboadze) of the Authority.
- iii. Provide preventive and corrective maintenance services after deployment for one year (renewable);
- iv. Migrate existing IP Telephony endpoints currently on locational PABXs in all work locations where they exist (Accra, Tema, Kpone, Akuse, Akosombo and Navrongo) to the central PAB
- v. Existing locational IP PABX boxes serving various locations to be repurposed to provide location/branch survivability in case of WAN outage to the location/branch;
- vi. ISDN resources from Vodafone to be redistributed to serve business requirements especially at the various power houses of our generation plants (Akosombo, Akuse, Aboadze, Kpone and Tema), Head Office and other required areas/offices as may be identified.

A. The VRA now invites eligible service providers, companies or organisations registered in Ghana to indicate their interest in providing the service.

B. Interested Firms must provide Expression of Interest (EOI) for the service with the following mandatory requirements and other additional information listed below:

Mandatory Requirements:

1. Company Profile to include ownership/directorship structure, experience in deploying an enterprise VoIP telephony system.
2. Provide documentary evidence to support the following:
 - a. Performance record of undertaking **similar service in the last 8 years** (Name of clients, scope of services, value of contracts, year executed etc. to be stated).
 - b. Availability and experience of Key Personnel (to include summarized CV's of at least 3 key personnel).
 - c.. Availability of equipment to undertake the service.
 - d. Financial capability (2016, 2017 & 2018 Audited Financial Statements to be provided)
 - e. Submission of the under listed documents
 - Business Registration and Incorporation Certificates.
 - Valid Tax Clearance Certificate.
 - Valid SSNIT Clearance Certificate.
 - VAT Registration Certificate
 - Registration with the Public Procurement Authority as a Service Provider.

C. Notes

1. Selection/shortlisting of Firms will be in accordance with the mandatory requirements, additional requirements (where applicable) and guided by the requirements of the Public Procurement Act 2003, (Act 663) as amended, of the Republic of Ghana.
2. One (1) original and two (2) printed copies of the EOI in sealed Envelopes clearly marked with the right EOI subject shall be submitted.

3. A Submission Form must be signed at the time an EOI is submitted by a representative of a company or organization.

4. Only shortlisted firms will be invited for the Second Stage of the procurement process (Request for Proposal) leading to a final selection of the successful firm.

5. Interested firms may obtain further information at the address below from 9.00 am to 3.00 pm each working day from Monday **February 10, 2020** till the closing date for receiving of proposals.

Tel No: 0302 744410; 0303 936162

Email: secprd@vra.com

6. Expression of Interest must be Signed, Sealed, and clearly marked

“EXPRESSION OF INTEREST – ENTERPRISE VOICE OVER INTERNET PROTOCOL (VoIP) TELEPHONY SYSTEM PROJECT (Package No. VRA/EOI/MIS/01/2020

The EOI must be addressed to the address below:

**THE DIRECTOR
PROCUREMENT DEPARTMENT
VOLTA RIVER AUTHORITY
TEMA**

And delivered to:

**THE OFFICE OF THE DIRECTOR PROCUREMENT,
PROCUREMENT DEPARTMENT, VOLTA RIVER
AUTHORITY, located at Kpone Thermal Power Plant (KTPP), approximately 6.6 kilometers off the Tema Motorway roundabout to Aflao Road (Near Delhi Public School International (DPS International) Community 25, Tema by 1200 hours GMT on Monday **March 9, 2020****

7. Late Expressions of Interest shall not be accepted.



**VOLTA
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