

**Request for Proposals**  
**The Associated Newspapers of Ceylon Ltd**  
**Private Automatic Branch Exchange – PABX System**  
**LPA/ 15/ 2024**

The Associated Newspapers of Ceylon Ltd (ANCL), calls for proposals from comprehensive and reliable service providers to enhance its communication infrastructure. This service contract will span 12 months (01 year), during which the provider must ensure consistent and dependable service.

The service provider shall provide following facilities:

- Service and maintain of the following equipment monthly.
  - PABX Main Switch
  - Operator console
  - Battery Charges
  - Batteries
- Checking of following equipment
  - Service features and functionalities of the system
- 24 / 7 Technical Support
- Emergency repairs
- Software updates
- User Training

Proposals including Company Profile, references, contact details and financial proposals for the above should be sent in a sealed envelope marked as “**Proposals for PABX System**” on the top left hand corner and sent to **Head of Procurement The Associated Newspapers of Ceylon Ltd, No. 35, D.R. Wijewardena Mw, Colombo 10, to reach on or before 24 July 2024 at 2.30 p.m.**

Detailed Service Specification could be downloaded from <http://www.lakehouse.lk/about/tenders> web site.

Proposals may be sent by post under registered cover or may be deposited in the bid box kept in the Procurement Dept. of The Associated Newspapers of Ceylon Ltd, Lake House, No. 35, D.R Wijewardena Mw, Colombo - 10.

Proposals will be opened immediately after the closing time. Bidders or their authorized representatives will be permitted to be present at the time of opening.

The Associated Newspapers of Ceylon Ltd. reserves the right to accept or reject any or all offers without assigning any reason what so ever.

**Head of Procurement  
THE ASSOCIATED NEWSPAPERS OF CEYLON  
LTD.**

**No. 35, Lake House, D.R. Wijewardene  
Mawatha,**

**Colombo – 10.**



**For Details : 011 – 2429422/ 2429451**

# PABX Service Specification

## Introduction

The Lake House Institute seeks a comprehensive and reliable Private Automatic Branch Exchange (PABX) system service provider to enhance its communication infrastructure. This document outlines the service specifications for the required PABX system, which is intended to support efficient internal and external communications within the Institute. The service contract will span 24 months (2 years), during which the provider must ensure consistent and dependable service.

## The service provider shall provide following facilities

- Service and maintain of the following equipment monthly
  - PABX Main Switch
  - Operator Console
  - Battery Chargers
  - Batteries
- Checking of following equipment
  - Service features and functionalities of the system
- 24/7 Technical Support
- Emergency Repairs
- Software Updates
- User Training

## Breakdowns

In the event of breakdowns, service is expected to be provided as outlined below.

Faults Classification	Response Time	Workaround to be Provided In	Resolution Time
Critical	Within One (1) Hour	Within Three (3) Hours	Within Six (6) Hours
Major	Within Two (2) Hours	Within Five (5) Hours	Within One (1) day
Minor	Within Five (5) Hours		Within Three (3) days
Information Request	Within One (1) day	Detailed information is to be provided within Five (5) working days	

An assessment report of the breakdowns and replacements (if any) shall be provided to Lake House. If parts to be replaced, an estimate to be submitted and prior approval should be obtained from Lake House.

## Software system

The PABX system should be able to provide 6 months of call logs for individual users using appropriate software.

Further technical details of the PABX System are provided in annexure 01.

**PABX System: NEC 9300**

<b>Item</b>	<b>Description</b>	<b>Qty.</b>
<b>1.0</b>	<b>Interface to Public Switch</b>	
1.1	Central Office Lines	32
1.2	SIP Trunks	200 Sessions
<b>2.0</b>	<b>Types of Extensions</b>	
2.1	Digital Extensions	96
2.2	Analog Extensions	480
<b>3.0</b>	<b>Operator Console &amp; Terminal</b>	
3.1	SN716 Desk Console	2
3.2	Headsets for SN716 Desk Console	3
<b>4.0</b>	<b>User Terminal</b>	
4.1	DTZ-12D-3P- Digital display with hands free	6
4.2	ITZ-6DE-IP-Digital display terminal with hands free	89
4.3	Single Line Phones (NEC AT40)	480
<b>5.0</b>	<b>Applications</b>	
5.1	Auto Attendant	16 channels
<b>6.0</b>	<b>Other Features and Facilities</b>	
6.1	Music on Hold	
6.2	Built-in Modem for Remote Maintenance	
6.3	32 bit Microprocessor - High Efficiency System Processor	
6.4	Built-in Rectifier and Power Supply	
6.5	Caller Line Identification (CLI)	
6.6	Call Conferencing	
<b>7.0</b>	<b>Others</b>	
7.1	Battery Backup	
7.2	Lightning Arrestors for CO Lines	
7.3	Main Distribution Frame and other Installation Materials	
7.4	SMDR - Call Billing Software	