

Request for Sealed Quotations for Goods

Supply, Delivery and Installation of a Telephone System for the EIF with Support Services

Procurement Reference No: G/RFQ/EIF-17/2025

Name of Bidder		
E-mail Address		
Postal Address		
Contact Phone Number	Work:	Mobile:
Contact Person		

**Client: Environmental Investment Fund of Namibia (EIF),
Physical Address: 8933 Heinitzburg Heights,
c/o Heinitzburg & Dr. Theo Ben-Gurirab Streets, Klein Windhoek,
P.O. Box 28157,
Auas Valley, Windhoek,
Tel: +264 61 431 7700**



Letter of Invitation

G/RFQ/EIF-17/2025

08 September 2025

Dear Prospective Bidder,

Supply, Delivery and Installation of a Telephone System for the EIF with Support Services

1. The Environmental Investment Fund of Namibia (EIF) invites you to submit your best quote for the items described in detail hereunder.
2. Any resulting contract shall be subject to the terms and conditions referred to in the document.
3. Queries, if any, should be addressed to **Ms. Helvi Iileka, Assistant Procurement Officer , 8933 Heinitzburg Heights, c/o Heinitzburg & Dr. Theo Ben-Gurirab Streets, Klein Windhoek, Windhoek, Namibia** Tel +264 61 431 7733/38/45., Email Procurement@eif.org.na
4. Quotations should be deposited in the Quotation/Bid Box located at Environmental Investment Fund of Namibia (EIF), 8933 Heinitzburg Heights, c/o Heinitzburg & Dr. Theo Ben-Gurirab Streets, Klein Windhoek, Windhoek, Namibia, not later than **Wednesday, 08th October 2025 at 16H00**.
5. Request for clarifications should be received within two (2) days prior to the deadline set for submission of bids.
6. **Preparation of Quotations**
You are requested to quote for the items mentioned in Section III by completing, signing and returning:
 - (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration
 - (b) the List of Goods and Price Schedule Section III.

7. Any resulting contract shall be placed by means of a Purchase Order.
8. Delivery shall be 14 working days after acceptance/issue of Purchase Order.
9. Deviation in delivery period shall be considered if such deviation is reasonable.
10. The price charge for the Goods supplied and the related Services shall not be adjustable
11. Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.

12. The Environmental Investment Fund of Namibia (EIF) reserves the right:

- (a) to split the contract as per the lowest evaluated cost **per item**, or
- (b) to reduce or increase the quantities, or
- (b) to accept or reject any quotation; and
- (c) to cancel the quotation process and reject all quotations at any time prior to contract award.

13. To be eligible to participate in this Quotation exercise, you should:

- (a) Have a certified copy of either:
 - (i) Certificate of business registration for an entity incorporated or registered under the company or close corporation laws of Namibia;
 - (ii) Certificate of registration of a co-operative registered under the laws regulating co-operatives in Namibia;
 - (iii) Document serving as evidence of registration as a trust and the trust deed for a trust registered under the laws regulating trusts in Namibia.
- (b) Have an original or a certified copy (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963)), of **a valid good Standing Tax Certificate**, as certified by the Commissioner of Oath.
- (c) Have an original or a certified copy (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963)), **of a valid good Standing Social Security Certificate**, as certified by the Commissioner of Oath.
- (d) Have a valid certified copy (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963)), of Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative

Section II: Quotation Letter

Action Act, 1998 or a valid certified copy of the original document, as certified by the Commissioner of Oath.

- (e) Have a written undertaking as contemplated in section 138(2) of the Labour Act, 2007.

Yours faithfully,

David Hamukwaya

Secretary: Procurement Committee

SECTION II: QUOTATION LETTER*(to be completed by Bidders)*

*[Complete this form with all the requested details and submit it as the first page of your quotation with the Price list and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of the RFQ prevail over any attachments. **If your quotation is not authorised, it will be rejected.**]*

Quotation addressed to:	Environmental Investment Fund of Namibia (EIF)
Procurement Reference Number:	G/RFQ/EIF-17/2025
Subject matter of Procurement:	Supply, Delivery and Installation of a Telephone System for the EIF with Support Services

We offer to supply the items listed in the attached List of Goods and Price Schedule as per the defined specifications, *except for the qualified deviations [Bidder may delete this phrase in case of no deviation]* and, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

We confirm that we are eligible to participate in this Quotation exercise and meet the eligibility criteria specified in Section 1: Instruction to Bidders.

We undertake to abide ethical conduct during the procurement process and the execution of any resulting contract.

We have read and understood the content of the Bid Securing Declaration (BSD) attached hereto and subscribe fully to the terms and conditions contained therein. We further understand that this subscription could lead disqualification on the grounds mentioned in the BD. The validity period of the Quotation is _____ days from the date of the bid submission deadline.

We confirm that the prices quoted in the List of Goods and Price Schedule are fixed and firm and will not be subject to revision or variation, if we are awarded the contract **prior to the expiry** date of the quotation validity.

The delivery period offered from the date of issue of Purchaser Order/ Letter of Acceptance is as shown in the List of Goods items and Price Schedule.

Quotation Authorised by:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorising the Quotation:		Position:	Signature:
Date		Phone No./Fax	

Section III: List of Goods and Price Schedule

SECTION III: LIST OF GOODS AND PRICE SCHEDULE

QUOTATION FOR: Supply, Delivery and Installation of a Telephone System for the EIF with Support Services **Procurement Ref No. G/RFQ/EIF-17/2025**

INSTRUCTIONS TO THE PUBLIC ENTITY				INSTRUCTIONS TO BIDDERS					
At time of preparation of the RFQ, Columns A to D shall be filled in by the Public Entity. [To be filled by the Public Entity]				<u>Bidders shall fill-in columns E - I and fill the total</u> E= mark with a *if an equivalent is quoted F= Rate per unit G=Total price for one item (C x F) • If an equivalent is quoted, please attach to your quote appropriate technical information & specification • Bidders shall fill in and sign the bottom section of this page					
A	B	C	D	E	F	G	H	I	
Item no.	Description of Goods	Quantity required	Unit of measures	*	Price per unit NAD ¹	Total price without VAT NAD	VAT: NAD	Delivery weeks) (days/month	Country of Origin
1.	Refer to the Terms of References in annexure A								
					Total Value of the Bid (Including VAT)				
NAME:		POSITION:		SIGNATURE			DATE		
NAME OF BIDDER:		ADDRESS:							

1. If Price quoted is subject to change in rate of exchange at the time of delivery of goods provide details hereunder:

Currency: Exchange Rate:

If no base rate of exchange is given, the price shall be treated as firm in Namibian Dollars for all intent and purpose.

Key notes: **NA**=NOT APPLICABLE, **NQ**=NO QUOTE



Republic of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Written undertaking in terms of section 138 of the Labour Act, 2015

1. EMPLOYERS DETAILS

Company Trade Name:.....

Registration Number:.....

Vat Number:

Industry/Sector:

Place of Business:.....

Physical Address:.....

Tell No.:.....

Fax No.:.....

Email Address:.....

Postal Address:.....

Full name of Owner/Accounting Officer:.....

.....

Email Address:.....

2. PROCUREMENT DETAILS

Procurement Reference No.:

Procurement Description:

.....

.....

Anticipated Contract Duration:

Location where work will be done, good/services will be delivered:

.....

3. UNDERTAKING

I *[insert full name]*, owner/representative

of *[insert full name of company]*

hereby undertake in writing that my company will at all relevant times comply fully with the relevant provisions of the Labour Act and the Terms and Conditions of Collective Agreements as applicable.

I am fully aware that failure to abide to such shall lead to the action as stipulated in section 138 of the labour Act, 2007, which include but not limited to the cancellation of the contract/licence/grant/permit or concession.

Signature:

Date:

Seal:.....

Please take note:

1. A labour inspector may conduct unannounced inspections to assess the level of compliance
2. This undertaking must be displayed at the workplace where it will be readily accessible and visible by the employees rendering service(s) in relations to the goods and services being procured under this contract.

Section III - Evaluation Criteria

This section contains supplementary criteria that the Employer shall use to evaluate bids.

Evaluation Criteria

In addition to the eligibility criteria specified in Clause ITB4 of Section I 'Instruction to Bidders' (ITB) the following margin of preference and evaluation criteria shall apply:

1. Evaluation

In addition to the eligibility criteria listed in ITB 4 the following criteria shall apply:

a) Request for Quotation

- This bid is in terms of the **Public Procurement Act 15 of 2015**, and it is limited to the following:
 - Supply and installation of the system through request for quotations.
 - If the estimated value of work does not exceed the prescribed threshold.

b) Range of Bid

- Only bids that fall within a range of 10% below or 10% above the estimated construction cost, including provisional sums, contingencies, escalation and VAT, will be adjudicated.

c) Evaluation Criteria

- Quotations will be evaluated based on eligibility criteria and value for quote. The quote with the lowest value will be selected to execute the work.

d) Financial Evaluation

- The bidder offering the lowest responsive bid will be considered for award.

Stage 1: Eligibility and Legal Evaluation

#	DESCRIPTION	Bidder	
		Yes	No
1.	A valid certified copy by the Namibian Police of the Company Registration Certificate.		
2.	A valid original/Certified Copy of Good Standing Tax Certificate from the Receiver of Revenue (NamRA);		
3.	A valid original/Certified Copy of Good Standing Certificate from Social Security Commission;		
4.	A valid certified copy by the Namibian Police of an Affirmative Action Compliance Certificate or in its absence, proof from the Employment Equity Commissioner that the Bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998;		
5.	A duly completed and signed - An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable if it is awarded the contract or part thereof.		
6.	A valid fitness certificate from the authority in which the business is registered and operating from.		
	OVERALL LEGAL AND ADMINISTRATIVE COMPLIANCE		

NB: Any bid found non-compliant to this section will not be evaluated further.

Stage 2: Technical Evaluation

The **Technical Score** will be calculated for each Tender in accordance with the following formula:

$$T_s = (T_1 + T_2 + T_3 + T_4 + T_5 + T_6)$$

Where the various elements of the equation are defined and derived as follows:

TYPICAL TECHNICAL SCORE TABLE

ITEM	NON-PRICE ATTRIBUTES TECHNICAL / CAPACITY/ PDN ATTRIBUTES	MAX. POINTS	CLAUSES IN SEC I: ITB
T1	Compliance with Technical Specifications (20 Marks) <ul style="list-style-type: none"> • System Type & Capacity – Must meet or exceed the required number of extensions, trunk lines, and simultaneous calls. • Compatibility – Integrates with existing IT/network infrastructure and supports VoIP/SIP, PSTN, or other required protocols. • Features – Caller ID, call forwarding, voicemail-to-email, auto-attendant, conferencing, call recording, IVR, and other required functionalities. • Scalability – Ability to add more lines/users without replacing core hardware. • Standards Compliance – Adherence to relevant telecom and ICT standards (e.g., IEEE, ITU-T). 	20 Points	
T2	Installation, Configuration, and Commissioning Plan (15 Marks) <ul style="list-style-type: none"> • Detailed Methodology – Clear step-by-step plan for delivery, installation, and commissioning. • Timeline – Ability to meet or beat the project timeline. • Testing & Handover – System testing, user acceptance testing, and documentation of results. 	15 Points	

T3	Support & Maintenance Services (20 points) <ul style="list-style-type: none"> • Warranty – Minimum hardware and software warranty period (e.g., 12–36 months). • Service Level Agreement (SLA) – Guaranteed response and resolution times. • Spare Parts Availability – Local or regional availability of replacements. • Remote & On-Site Support – Capacity to provide both, including after-hours support if required. 	20 Points	
T4	Training & Documentation (10 points) <ul style="list-style-type: none"> • End-User Training – Quality and scope of training for staff. • Technical Training – For in-house ICT/staff. • User Manuals – Clear manuals and configuration documentation. 	10 Points	
T5	Organisational Capacity & Experience (15 points) <ul style="list-style-type: none"> • Relevant Experience – Previous projects of similar size and complexity (with references). • Qualified Personnel – CVs/certifications of technical staff (e.g., Cisco, Avaya, Alcatel, Asterisk certifications). • Financial Stability – Demonstrated ability to deliver without risk of project abandonment. 	15 Points	
T6	Value-Added Services (10 points) <ul style="list-style-type: none"> • Additional Features – e.g., integration with CRM systems, mobile apps, analytics dashboards. • Future-Proofing – Ability to support emerging technologies (e.g., cloud-based PBX, AI-powered call routing). • Network Optimization Advice – Recommendations to improve call quality, reduce downtime, and improve security. 	15 Points	
TS	Technical Score	100	

Note:

With reference to the Technical Score Table above, Bidders are required to fill in all the relevant Bidding Forms in Section II and to submit certified copies of supporting documentation that will enable the Evaluators to verify (and award points regarding) the above-mentioned attributes. Bidders who achieve a Technical Score of less than 70 will be deemed to be non-compliant and will be disqualified from any further evaluation.

Stage 3: Financial Evaluation

- 3.1 The Bidder having submitted the lowest evaluated responsive quotation and qualified to perform the contract shall be selected for award of contract.

SECTION VI: GENERAL CONDITIONS OF CONTRACT AND CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods - Ref. **G/RFQ-GCC** on the website of the Public Entity (*insert website address*) except were modified by the Special Conditions below.

SECTION VI: CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods except were modified by the Special Conditions below.

SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **G/RFQ/EIF-17/2025**

The clause numbers given in the first column correspond to the relevant clause number of the GCC. *[This section is to be customised by the Public Entity to suit the requirements of the specific procurement].*

Subject and GCC clause reference	Special Conditions
Purchaser GCC 1.1(h)	The purchaser is: Environmental Investment Fund of Namibia
Site GCC 1.1(m)	The Site/destination for delivery of the Goods is: Physical Address: 8933 Heinitzburg Heights, c/o Heinitzburg & Dr. Theo Ben-Gurirab Streets, Klein Windhoek, P O Box 28157, Auas Valley, Windhoek,
Incoterms Edition GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.

Subject and GCC clause reference	Special Conditions
Notices GCC 8.1	Any notice shall be sent to the following addresses: Physical Address: 8933 Heinitzburg Heights, c/o Heinitzburg & Dr. Theo Ben-Gurirab Streets, Klein Windhoek, Windhoek, For the Supplier, the address and contact name shall be: <i>(Insert Address)</i>
Delivery and Documents GCC 13.1	The Goods are to be delivered within 14 days from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note; (b) Supplier Invoice and; (c) The Original Purchase Order
Price Adjustment GCC 15.1	The price charge for the Goods supplied and the related Services performed shall not be adjustable.
Terms of Payment GCC 16.1	The structure of payments shall be: full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1
Terms of Payment GCC 16.3	Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.
Terms of Payment GCC 16.4 (a)	The price shall be adjustable to the fluctuation in the rate of exchange.

Subject and GCC clause reference	Special Conditions
Payment Period GCC 16.5	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p>On Acceptance: The Contract Price of goods received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser's name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal) supported by the Acceptance Certificate issued by the Purchaser.</p>
Packing GCC 23.2	<p>The packing, marking and documentation within and outside the packages shall be Supply, Delivery and Installation of a Telephone System for the EIF with Support Services</p>
Insurance GCC 24.1	<p>..... <i>[where goods are ordered from overseas Suppliers, insert percentage and type of insurance required for transportation]</i></p>
Transportation GCC 25	<p>The Goods shall be delivered on time at; shortlisted bidders will be notified through Notification letters</p> <p>The following tests and inspections will be carried conducted on the goods at delivery:</p>
Location of Inspection and Tests GCC 26.2	<p>Shortlisted bidders will be notified through Notification letters for physical inspection.</p>
Liquidated Damages GCC 27.1	<p>Liquidated damages for the whole contract are 5% per day. The maximum number of liquidated damages for the whole contract is 5% of the final contract price.</p>
Warranty GCC 28.3	<p>The period of validity of the warranty shall be: 90 days</p> <p>For the purpose of the Warranty, the place(s) of the final destination(s) shall be:</p> <p>EIF HEAD OFFICE</p>

SCHEDULE 2*COST STRUCTURE FOR VALUE ADDED CALCULATION PER PRODUCT*

<u>COST STRUCTURE FOR VALUE ADDED CALCULATION</u> <u>PER PRODUCT</u>		
	N\$	N\$
Raw Materials, Accessories & Components		
• Imported (CIF)	
• Local (VAT & Excise Duty Fee)		
Labour Cost		
• Direct Labour
• Clerical Wages
• Salaries to Management
Utilities		
• Electricity	
• Water	
• Telephone
Depreciation	
Interest on Loans	
Rent
Other (please specify)		

•	
•	
•
TOTAL COST		

$$\text{Local Value Added} = \frac{\text{Total Cost} - \text{Cost of imported inputs}}{\text{Total Cost}} \times 100$$

NB! The cost structure should be certified by a Certified Accountant

Terms of Reference

**FOR THE SUPPLY, DELIVERY, AND INSTALLATION OF
TELEPHONE SYSTEM FOR THE ENVIRONMENTAL
INVESTMENT FUND (EIF) OF NAMIBIA WITH SUPPORT
SERVICES**

1. Introduction

The Environmental Investment Fund of Namibia (EIF) is a Public Enterprise, established by Act 13 of 2001 of the Parliament of the Republic of Namibia, which reports under the Ministry of Finance. The EIF was created with the overall aim of supporting individual and community projects that ensure the sustainable use of natural resources.

The EIF is accredited by the Green Climate Fund (GCF), giving it eligibility to access climate change finances for direct investment into low-emission and climate-resilient development. Over the years, the central government has also supported the EIF's operations in the form of subsidies and recently introduced environmental levies. All the different funds received by the EIF are invested in projects that are meant to promote sustainable development and environmental protection through sustainable management and the use of natural resources.

2. Specific Background

The Environmental Investment Fund is seeking proposals from qualified suppliers for the supply, delivery, and installation of a new telephone system. The current telephone system is outdated and no longer meets the organization's communication needs. The new system should enhance communication efficiency, reliability, and scalability.

3. Objectives

The purpose of this procurement is to upgrade the existing telephone infrastructure to improve communication efficiency and meet the organisation's evolving needs. To procure a state-of-the-art telephone system with modern features and functionalities. To enhance internal and external communication capabilities. To ensure a smooth transition from the current system to the new telephone infrastructure.

4. Technical Requirements:

i. **Scalability and User Capacity**

Ensure the system can scale to accommodate the current and future needs of your organization. It should be able to handle a growing number of users and extensions. The current requirement is 100 units.

ii. **VoIP (Voice over Internet Protocol) Support:**

VoIP allows for cost-effective and efficient communication over the Internet. Look for a system that supports VoIP for flexibility and potential cost savings.

iii. **Reliability and Redundancy:**

High availability is crucial for business communication. Look for systems that offer redundancy and failover capabilities to minimize downtime.

iv. **Integration with Other Systems:**

Seamless integration with other communication and business systems (email, CRM, etc.) can enhance productivity. Ensure the telephone system can integrate with other tools you use.

v. **Unified Communications:**

A unified communications system combines various communication tools (voice, video, messaging, conferencing) into one platform for a more cohesive and efficient communication experience.

vi. **Mobile Integration:**

Support for mobile devices is essential in today's mobile workforce. Looking for systems that offer mobile apps or seamless integration with mobile devices.

vii. **Security Features:**

Security is paramount in any communication system. Encryption, secure protocols, and other security features are used to protect our communications.

viii. **User-Friendly Interface:**

A user-friendly interface is crucial for ease of use and quick adoption. Ensure that the system's interface is intuitive and easy for users to navigate.

ix. **Quality of Service (QoS):**

QoS features help prioritize voice traffic over the network, ensuring clear and reliable voice communication, especially in environments with heavy network traffic.

x. **Customization and Flexibility:**

A system that allows customization to meet our specific needs. Flexibility in terms of configurations and settings is essential.

xi. **Support and Maintenance:**

Ensure good support and maintenance services. A reliable support system is crucial for addressing issues promptly.

P-Series PBX System

Go boundless Converge voice, video, applications, collaboration and more.



Technologies are constantly revolutionizing the way businesses communicate. More and more businesses realize that they need something beyond just a PBX in their digital transformation strategy. The aspiration to remain competitive press them to look for a system that breaks down the barriers of distance and embraces flexibility and customization.

For businesses that have higher expectations of a sophisticated communication system, they need a professional, reliable, and adaptable PBX system in place. Lack of efficiency-enhancing features, poor user experience, and inability to adapt to the fast-paced business environment make a communication system less desirable.

PBX Plus More Values and Possibilities

We address the challenges through the P-Series PBX System, a “PBX Plus More” product that allows businesses to have uninterrupted communications at all times in a fully-fledged system. Beyond just a PBX, it provides visualized call management, video communications, advanced call center features, unified communications applications, anywhere anytime connectivity, and everything practical yet outperforming across browsers, mobiles, and desktops.

Available in the Appliance, Software, and Cloud Edition, P-Series provides flexible deployment options, allowing you to have it sited on-premises or in the cloud. Reducing costs and future growth, it requires a lower total cost of ownership, less training, and fewer management efforts, whether making a phone system transition or starting from the ground up.

Third-party communication resources including IP Phones, CRM, collaboration tools can also be integrated easily with the P-Series to form a cohesive communication and collaboration solution and break the boundary of systems.

Optimized with the right set of features, ease of use and management, future-proof flexibility and adaptability, P-Series unifies voice, video, applications, collaboration and more to facilitate boundless communications.

Beyond just a PBX

- Cloud-based and on-premises options with minimal setup hassle
- Deliver, manage, and monitor services through Central Management
- Regardless of distance and the choice of device
- Superior telephony features covering the must-haves to nice-to-haves
- Integrated video conferencing for engaging remote meetings
- An integrated model that embraces more possibilities
- Streamlined operations with visual call activities
- Panel-based administration that makes things straightforward
- Granular permission based on different user roles
- Built-in security mechanism to minimize system vulnerabilities
- Remarkable functionality at a better price



1 PBX Plus UC Clients

Designed to enhance communication experience and efficiency, Linkus UC Clients allow P-Series PBX users to easily access a comprehensive suite of calling, conference, voicemail, presence, enterprise contacts, collaboration from a single interface using web browsers, mobile phones, and desktops. Employees can stay connected with colleagues and customers where, when, and however they prefer.

2 PBX Plus Video Communications

P-Series PBX System makes remote face-to-face communications instant, simple, secure, and engaging with the integrated 1:1 web video call and video conferencing features. Through a multimedia environment for interactive virtual conferences, SMEs can benefit from a more engaging meeting experience along with the integrated screen sharing, in-meeting team chat, and more.

3 PBX Plus Call Center

P-Series PBX System introduces an inbound call center solution to improve agent efficiency, responsiveness, and ultimately customer satisfaction for SMEs running service centers. Besides standard communications features, Call Distribution, Queue Panel, Wallboard, SLA, and Call Reports are all designed to support more proactive performance monitoring, reporting, and management.

6 PBX Plus Contacts Directory

P-Series PBX System makes it easy and intuitive to organize contacts. Users can create and manage a company-wide directory and personal contact entries. Both are synced across Linkus UC Clients, IP phones, and the PBX, enabling easy access and dialing from anywhere. Each department have separate permissions to different phonebooks with CRM contacts automatically synced and updated.

P-Series PBX System



4 PBX Plus Presence & IM

As fundamental parts of unified communications, Presence and IM help businesses realize contextual collaboration and level up productivity. The Presence feature in P-Series PBX comes with rich information about users' availability and great flexibility in switching the status while the IM feature, along with file sharing, complements other forms of communication and prompt employee engagement.

7 PBX Plus Remote Working

P-Series PBX System helps businesses adapt to the new norm of working from home by enabling BYOD mobility, reducing security and network administration challenges, supporting remote control and management, and combining team collaborations. With teleworking-friendly features available out of the box, the dispersed teams unified under the same PBX system can remain engaged and productive.

5 PBX Plus Operator Panel

The Operator Panel is a visualized console for corporate operators and receptionists to quickly handle incoming calls based on the real-time availability of employees. They can simply drag and drop on the panel to dispatch calls to extensions, ring groups, and queues. Besides, the flexible role-based permissions make it helpful under various scenarios by facilitating great

8 PBX Plus Integrated System

Besides built-in functionalities, P-Series PBX System can also work with 3rd party systems, including standard SIP endpoints, CRM, collaboration tools, etc., delivering a unified experience with unmatched simplicity and new possibilities. Breaking the barriers among a wide variety of systems, P-Series PBX is designed to unleash the true power of business communications.

Available in Any Subscription Plan

Business Features

- | | | |
|--|--|-------------------------------|
| • BLF Support • | Emergency Notifications • | |
| • Business Hours & Holidays • | Fax to Email • | • Personal Voicemail Greeting |
| • Blocked & Allow Numbers • | Group Voicemail • | • PIN List |
| • Call Recording* • | LDAP Server • | • Remote Extensions |
| • Concurrent Registrations for IP Phones • | Mobility Extension • | • Speed Dial |
| • Custom Prompts • | Music on Hold • | • T.38 Fax |
| • Distinctive Ringtone • | MOH Playlist • | • Voicemail |
| • DNIS • | MOH Streaming • | • Voicemail to Email |
| • Emergency Number • | Organizational Hierarchical Management • | WebRTC Audio Call |

Telephony Features

- | | | |
|---|--------------------------------------|--------------------------------|
| • AutoCLIP • | Call Waiting • | |
| • Call Forwarding • | Caller ID • | • DOD (Direct Outward Dialing) |
| • Call Monitoring (Listen/Whisper/Barge-in) • | CID-based & DID-based Call Routing • | • DND (Do Not Disturb) |
| • Call Parking • | Conference Rooms • | • IVR |
| • Call Pickup • | CDR & Basic Reports • | • Paging & Intercom |
| • Call Routing • | Dial by Name • | • Queue |
| • Call Transfer (Attended & Blind) • | DID (Direct Inward Dialing) • | Ring Group |

Administration & Security

- | | | |
|--|--------------------------------------|---|
| • Central Management • | Built-in SMTP Server • | Security • |
| • Auto Provisioning • | Hot Standby (Appliance, Software) • | • Password Policy Enforcement |
| • AMI (Asterisk Manager Interface) • | Event Logs • | • Auto & Static Defense (Appliance, Software) |
| • Web-based GUI • | Event Notifications • | • IP Allowlist (Cloud) |
| • Dashboard • | Network Drive • | • IP Blocklist |
| • Granular User Role • | Backup and Restore • | • Allowed Country IPs & Codes • |
| • Bulk Import & Export (Extension, Trunk, Route, Contacts) • | Operation Logs • | Certificates (Appliance, Software) |
| • Extension Group • | Secure Communications (SRTP & TLS) • | • Outbound Call Frequency Restriction |
| | Troubleshooting • | • Security Alerts via Email |

Unified Communications

- | | | |
|---|--|---|
| • Linkus Web Client • | CTI (Computer Telephony Integration) • | Headset Integration • |
| • Linkus Mobile Client (iOS & Android) • | Company & Personal Contacts • | • Operator Panel |
| • Linkus Desktop Client (Windows & MacOS) • | Linkus Web Client Function Key • | • Unlimited Users |
| • Linkus for Google Chrome • | Select & Dial with Hotkey • | • Dispatch Active Calls (Redirect, Transfer, Hang up, Record, Park, Monitor) |
| Extension • | Voicemail Transcription • | • Monitor Call Status (Inbound, Outbound, Extension, Parked Calls, Ring Group, Queue) |
| • Microsoft Teams Integration • | Audio Conferencing • | • Unified Presence |
| • Presence • | Unified Messaging • | • Control Extension Presence |
| • Custom Presence Description • | Voicemail & Recording List • | |
| | Pop-up URL • | |

P-Series PBX System

APPLIANCE EDITION

General Specifications

Appliances	P550	P560	P570
Base Users / Max Users	50	100 / 200	300 / 500
Max Concurrent Calls	25	30 / 60	60 / 120
Base / Max Call Center Agents	50	100 / 200	300 / 500
Max FXS Ports	8	8	16
Max FXO/BRI Ports	8	8	16
Max GSM/3G/4G Ports	4	4	6
Max E1/T1/J1 Ports	–	1	2
Expandable D30	0	1	2
NFC Read/Write	Yes	Yes	Yes
Ethernet Interfaces	2 x (10/100/1000 Mbps)		
Hard Disk	No	1 SATA (Up to 2TB)	
USB	1 (Up to 2TB)		
Power Supply	AC 100-240V 50/60HZ 0.6A max	AC 100-240V 50/60HZ 1.5A max	
Size (L x W x H) (cm)	34 x 21 x 4.4	44 x 25.2 x 4.4	44 x 25.2 x 4.4
Weight	1.64 KG	2.37 KG	2.38 KG
Form Factor	1U Rackmount		
Environment	Operation Range: 0°C to 40°C, 32°F to 104°F Storage Range: -20°C to 65°C, -4°F to 149°F Humidity: 10-90% non-condensing		