

Network Computing Request for Information: **VoIP System**

Publication Date: **June 24, 2004**

I. Introduction

Network Computing's June 24, 2004 cover package will be devoted to the state of VoIP for smaller companies. Why should a 200-employee company buy your VoIP system rather than outsourcing its telecom needs? We're basing our analysis on a fictional 180-employee insurer that is moving into new offices (details below). If you would like to participate, please RSVP to the author, Peter Morrissey, by March 26, 2004, and return completed RFI to Peter by April 14.

A. Purpose

This Request for Information is proprietary to Network Computing and CMP Media, LLC. It is drafted and disseminated for the sole purpose of generating information on VoIP products for publication in Network Computing on June 24, 2004. Participating vendors must meet the minimum requirements for participation and agree that any information returned to Network Computing in response to this RFI will be published in print and electronic form on our Web site, www.networkcomputing.com.

B. Instructions

The following minimum requirements are essential to participate in this review. Please check all that apply.

Please note: Products proposed in this RFI **MUST** be shipping at time of your response. No beta products, please. We reserve the right to examine a test unit (either in our lab or at a customer site) of any product submitted.

Avaya Response:

✓ System must support a minimum of 220 Ethernet-attached IP phones (180 employees plus room to grow. Please list maximum number of phones supported.)

Avaya Response:

The maximum number of phones supported is 450.

- ✓ All phones must support 802.3af
- ✓ All phones must have two, 100 megabit ports
- ✓ All phones must support 802.3q/p and either DiffServ- or TOS-based QOS
- ✓ All responses must include Unified Messaging support
- ✓ All responses must include ACD support
- ✓ All responses must include Presence support
- ✓ All responses must include support for Telecommuters

If you do not meet all of these criteria, your product does not meet the minimum qualifications for this review. Please RSVP to Peter Morrissey (pmorrissey@nwc.com, 315-443-2575). Thank you for your consideration.

If you respond to the RFI, please note the dates in Section C to complete the RFI on time for inclusion in our June 24, 2004 issue. We suggest you read through the entire RFI before answering questions. You can reference answers to other questions in the RFI using the section and question number. Please do not reference materials outside the RFI; incorporate them into your answers. This RFI will be the **only** source used to compare the participating products.

Questions provide for Yes/No checkbox answers. In addition, some questions require more detail using an essay format. **Essay-type questions include word-count limits. Any responses submitted beyond the limit may be disqualified.**

Please answer all questions as this information is the foundation on which we determine the winning bid and our Editor's Choice Award. If you have questions, please contact Peter Morrissey.

C. Effective Dates

RFI Issue Date: March 12, 2004

RSVP Deadline: Postmarked by March 26, 2004

RFI Deadline: Postmarked by April 14, 2004

Publication Date: June 24, 2004

II. Business Overview

HaveNoFear Insurance LLC insures the makers of reality television programs, including everything from Fear Factor to Candid Camera. The growing reality TV media phenomenon requires insurance due to the dangerous, high-risk activities that make these shows so popular. The likelihood of a lawsuit from a stunt gone wrong, or mental abuse and humiliation from another contestant or panelist is high. As a result, insuring the sponsors, producers and staff of these shows has become a high-growth area.

HaveNoFear is growing quickly, but also faces stiff competition. As a result, actuaries, risk managers, loss control engineers, underwriters and legal counsel must work together to efficiently set premiums for new shows, sometimes on a stunt-by-stunt basis, while keeping the company's costs down. Case managers, customer service reps and claims adjusters have to work together to resolve claims in a timely manner.

The company plans to move its staff of 180 employees to larger headquarters and will require a new phone system. Upon occupying the building, HNF IT will install a high-bandwidth, high-quality LAN that will not be part of this RFI. While there are no satellite offices, about 20 employees telecommute from home, and 30 additional employees have offices at headquarters but also travel extensively and telecommute from home occasionally.

The company is seeking basic, reliable, cost-effective communications, but it is also interested in improving efficiency of staff interactions and optimizing business processes. Aside from traditional phone service, provided cost-effectively via VoIP, HNF is also interested in applications such as presence and unified messaging. The company hopes this new system will give it a competitive edge against larger, more well-established insurers who are increasingly attracted to the lucrative business of insuring those associated with reality TV.

III. HNF Business Essentials

A. Total employees: 180

B. Number working remotely: 50

C. Existing network infrastructure:

The network infrastructure will be LAN-based with Layer 2 and Layer 3 QoS enabled. There will be 100 megabit connections to desktops with 802.3af PoE support. A gigabit backbone will connect to the rest of the network. Assume that the network is more than adequate to support VoIP applications.

IV. Goals

The company hopes to keep costs low and improve productivity and its ability to compete.

V. Business Objectives

A. Improve internal communications

B. React quickly to new business prospects

C. Provide excellent customer support

D. Control costs

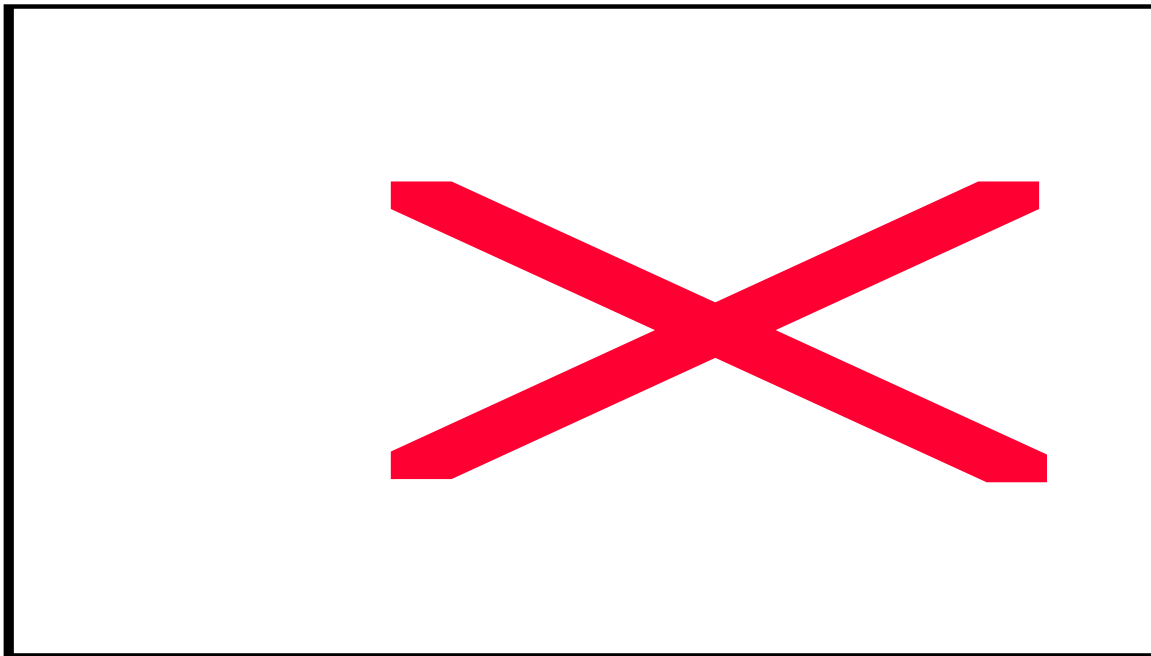
VI. Review Criteria:

The proposed solutions will be graded on the following criteria:

A. General Architecture

1. Provide a diagram of the major hardware and software components and how they are connected.

Avaya Response:



2. Provide the business case for your selection based on HaveNoFear's goals, objectives and business environment. You are free to include a competitive analysis. Please limit your answer to 500 words or fewer.

Avaya Response:

Avaya converged communications solutions provide HaveNoFear with mobility tools that extend PBX phone features, advanced conferencing, and contact list access to any employee, regardless of location. Our telecommuting solution equips each user with VoIP-enabled VPN access and a soft phone application that accesses PBX call features and call directories using any available network connection. With a dial-up connection, the IP Softphone can initiate phone calls or multi-party call conferences over any available phone (ie. cell phone). With an available broadband connection, IP Softphone becomes a full VoIP solution that transmits voice calls over IP.

With the integration of a presence-enabled SIP-based instant messaging client, IP Softphone also improves internal communications by eliminating phone tag. From a single, easy to use interface, employees in any location can now virtually "peek over

the cubicle” to check on the availability of peers for communication, and initiate conversations using either instant messaging for quick questions or voice for involved discussions, with the option to switch from one mode to the other at the touch of a button. Additionally, with Avaya’s Meet Me conferencing, quick multi-party conferences are just a phone extension away.

Unlike other offerings, the Avaya solution supports both SIP instant messaging and SIP telephony based on the newer RFC 3261 SIP standard (vs. the older RFC 2541 spec) and SIP SIMPLE. And, our VoIP and instant messaging are secure. We are the only vendor to encrypt VoIP media on ALL of our IP phones, as well as VoIP signaling, SIP signaling, and SIP instant messaging sessions, providing HaveNoFear with protection against eavesdropping. Our instant messaging is behind the firewall and is archival, allowing HaveNoFear to meet any legal requirements for storage of communications records.

We support SIP telephony today; our 4602 IP phones can be converted to SIP operation via a simple firmware download. And, with an open architecture that promotes interoperability, HaveNoFear will have the ability to leverage 3rd party SIP endpoints to reduce costs. Through Communication Manager Extended Access, advanced telephony features can be extended to ANY telephone.

If HaveNoFear’s mobile employees use cell phones extensively, their productivity can be enhanced with Extension to Cellular, which maps their deskphone and cell phone together using a single extension. Incoming calls will now come to both phones, and outgoing calls from either phone appear as if they come from the desk set. Best of all, extended telephony feature sets are now available through the cell phone, enabling it to behave the same as on the desk set.

With our unified messaging and speech access features, any phone becomes an access portal for e-mail, voice mail, and calendar functions. Through the phone, employees can use contact lists in Outlook to make conference calls, respond to e-mails with e-mail transported voice messages, and access calendar information.

And with ACD functionality, HaveNoFear has call center features that will improve customer support without the need for additional adjunct devices or management tools. HaveNoFear can deploy call center and remote telecommuter agents today, with a migration path to advanced call center functionality as needs grow without the need for forklift upgrades.

B. Phones

Avaya Response:

Avaya 4600 Series IP Telephones are simple to use with both fixed and flexible feature buttons, easy-to-read graphics, and several wall mount and desk mount options. They have been optimized for reliable use in IP networks, with sophisticated security capabilities such as media encryption and protection from denial of service attacks. Built-in Ethernet switch ports enable streamlined desktop implementations, while voice packets are tagged with the appropriate quality of service (QoS) parameters such as 802.1p and DiffServ for priority treatment by QoS-enabled IP networks. The 4600 series IP Telephones also support the 802.3af power over Ethernet standard.

In addition, the following enhancements apply to the 4610SW and 4620SW IP Telephones.

- Security is enhanced by utilizing Advanced Encryption Standard (AES) for media encryption of VoIP communications.
- Enhanced globalization via support of Unicode (on 4620SW) for Japanese (Kanji), Russian (Cyrillic) and Chinese language display messages.

Basic phones for most employees. (These phones should be as low cost as possible while still containing required features)

1. Model of phone proposed:

Avaya Response:

Avaya is proposing the Model 4602SW.

2. Pricing per 100 phones including software licenses:

Avaya Response:

Basic Phones	Description	Price
	100 4602 IP Phones	\$ 19,175
	100 User Licenses (Avg. \$ For 180 License Sys)	\$ 15,145
	Total	\$ 34,320

Note: User license pricing is based on the average for 180 users with the configuration submitted in Section C. Software licensing beyond 180 users is priced at \$300 NPL (\$195 discounted) per user.

3. Insert picture of phone here:



Avaya 4602 SW

4. Please verify support for the following required features:

- ☒ 802.3af
- ☒ Two 100 megabit ports
- ☒ 802.3q/p and either DiffServ- or TOS-based QOS

5. Please check features tied to hard key: **Ten fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume Up/Down, Speaker, Voice Mail**

- ☒ Call transfer
- ☐ Call forwarding
- ☒ Call hold
- ☒ Volume control buttons

6. Please check additional features supported:

- ☒ Calling number & name on display
- ☒ Message-waiting indicator
- ☐ Backlit display
- ☐ Tilttable screen

7. Please fill in quantity:

Number of call appearances: 2

Number of bridged appearances: 2

Number of programmable keys: =

Size of display: 2 x 24 character based Eurofont display

8. List codecs available:

Avaya Response:

G711, G729 A/B

9. List codecs available with Voice Activity Detection/Silence Suppression:

Avaya Response:

G711 at a minimum.

2. Executive phones:

1. List model of phone proposed:

Avaya Response:

Avaya is proposing the Avaya 4610SW IP Telephone. If desired, the Avaya 4620SW IP Telephone, as described in response to Attendant Consoles, could also be used.

2. Pricing per 100 phones including software licenses:

Avaya Response:

Executive Phones	Description	Price
	100 4610 IP Phones	\$ 25,675
	100 User Licenses (Avg. \$ For 180 License Sys)	\$ 15,145
	Total	\$ 40,820

Note: User license pricing is based on the average for 180 users with the configuration submitted in Section C. Software licensing beyond 180 users is priced at \$300 NPL (\$195 discounted) per user.

3. Insert picture of phone here:



Avaya 4610 SW

4. Please verify support for the following required features:

- ☒ 802.3af
- ☒ Two 100 megabit ports
- ☒ 802.3q/p and either DiffServ- or TOS-based QOS

5. Please check features tied to hard key: **Ten fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume Up/Down, Speaker, Voice Mail**

- ☒ Call transfer
- ☒ Call forwarding
- ☒ Call hold
- ☒ Volume control buttons

6. Please check additional features supported:

- ☒ Calling number & name on display
- ☒ Message-waiting indicator
- ☒ Backlit display
- ☒ Tiltable screen – **3-position adjustable Desk Stand, Wall Mountable with included desk/wall mount stand**

7. Please fill in quantity:

Number of call appearances: **12**

Number of bridged appearances: **12**

Number of programmable keys: **12**

Size of display: **Mid-sized Graphical gray-scale display (168 x 84 dots)**

8. List codecs available:

Avaya Response:

G.711, G.729A/B Voice Coders

9. List codecs available with Voice Activity Detection/Silence Suppression:

Avaya Response:

G.711, G.729B

3. Attendant Consoles:

1. List model of phone proposed:

Avaya Response:

Avaya is proposing the Avaya 4620SW with adjunct feature key expansion unit.

2. Pricing for two phones including software licenses:

Avaya Response:

Attendant Phones	Description	Price
	2 4620 IP Phones	\$ 644
	Feature Key Expansion Unit	\$ 254
	2 User Licenses (Avg. \$ For 180 License Sys)	\$ 303
	Total	\$ 1,200

Note: User license pricing is based on the average for 180 users with the configuration submitted in Section C. Software licensing beyond 180 users is priced at \$300 NPL (\$195 discounted) per user.

3. Insert picture of phone here: (Without Expansion Unit)



4. Please verify support for the following required features:

- ✓ 802.3af
- ✓ Two 100 megabit ports
- ✓ 802.3q/p and either DiffServ- or TOS-based QOS
(QoS Options of UDP Port selection, Diffserv, 802.1p/q)

5. Please check features tied to hard key: Ten fixed feature buttons: Conference, Transfer, Drop, Hold, Redial, Mute, Volume Up/Down, Speaker, Voice Mail

- ✓ Call transfer
- ✓ Call forwarding
- ✓ Call hold
- ✓ Volume control buttons

6. Please check additional features supported:

- ☒ Calling number & name on display
- ☒ Message waiting indicator
- ☐ Backlit display
- ☒ Tilttable screen – 7-position adjustable Desk Stand
- ☒ Direct trunk selection
- ☒ Incoming trunk display

7. Please fill in quantity:

Number of call appearances: 48

Number of bridged appearances: 48

Number of programmable keys: 24 + 24 = 48 Automatically labeled from the system (no paper labels)

Size of display: Large graphical gray-scale display (168 x 132 dots)

8. List codecs available:

Avaya Response:

G.711, G.729A/B Voice Coders

9. List codecs available with Voice Activity Detection/Silence Suppression:

Avaya Response:

G711, G729B

4. Conference phones:

1. List model of phone proposed:

Avaya Response:

Avaya is proposing the Avaya 4690 IP Speakerphone.

2. Pricing for five phones including software licenses:

Avaya Response:

Note: User license pricing is based on the average for 180 users with the configuration submitted in Section C. Software licensing beyond 180 users is priced at \$300 NPL (\$195 discounted) per user.

Conf. Phones	Description	Price
5	4690 IP Conference Phones	\$ 4,222
5	User Licenses (Avg. \$ For 180 License Sys)	\$ 757
Total		\$ 4,979

3. Insert picture of phone here:



4. Describe major features of conference phone: Limit answer to 100 words. (79 words below)

Avaya Response:

The Avaya 4690 IP Speakerphone provides the convenience and productivity benefits inherent in a purpose-built hands-free conference phone. It also delivers the extensive set of Avaya Communication Manager features directly to the conference room. It offers many of the same features as other Avaya Speakerphones (360 degree coverage, two optional extended microphones for expanded coverage, full-duplex operation) and adds to them some additional capabilities. These include downloadable software upgrades and simplified wiring to IP network via Ethernet LAN connectivity.

5. Describe how software images are updated on phones in order to minimize management costs and disruption to end users. Maximum of 100 words.

Avaya Response:

New software images can be downloaded to the phones via the Web at <http://support.avaya.com>. The software is downloaded from the Avaya support site to a TFTP server and the phones load the new software image upon being reset. Commands exist on Avaya Communication Manager to reset one phone, reset all telephones, or reset a group of telephones. Avaya Integrated Management can be used to schedule the reset commands to occur after-hours via a "reboot." The net effect is that IT staff can efficiently centralize software upgrades with minimal end-user disruption.

6. Provide the business case for your phone selection based on HaveNoFear's goals, objectives, and business environment. Please limit your answer to 100 words.

Avaya Response:

Avaya 4600 Series IP phones provide the same advanced calling features and functions as traditional Avaya digital telephones. Users do not compromise on features/functionality by shifting to IP telephony. These telephones make efficient use

of the enterprise IP network by leveraging a single Ethernet connection to the desktop. Avaya 4600 IP telephones encrypt voice communications, critical for the insurance business where many conversations are confidential. The 4610 and 4620 displays support a variety of advanced applications—such as call logging, directory dialing, and personal speed dialing—as well as optional applications such as emergency alerts or other push applications.

C. PBX

Pricing for PBX with the following capacities and features checked below:

- 180 IP phones
- 50 telecommuters
- 10 analog fax lines
- 48 Inbound digital trunks with DID support
- 35 Outbound digital trunks

1. PBX Model:

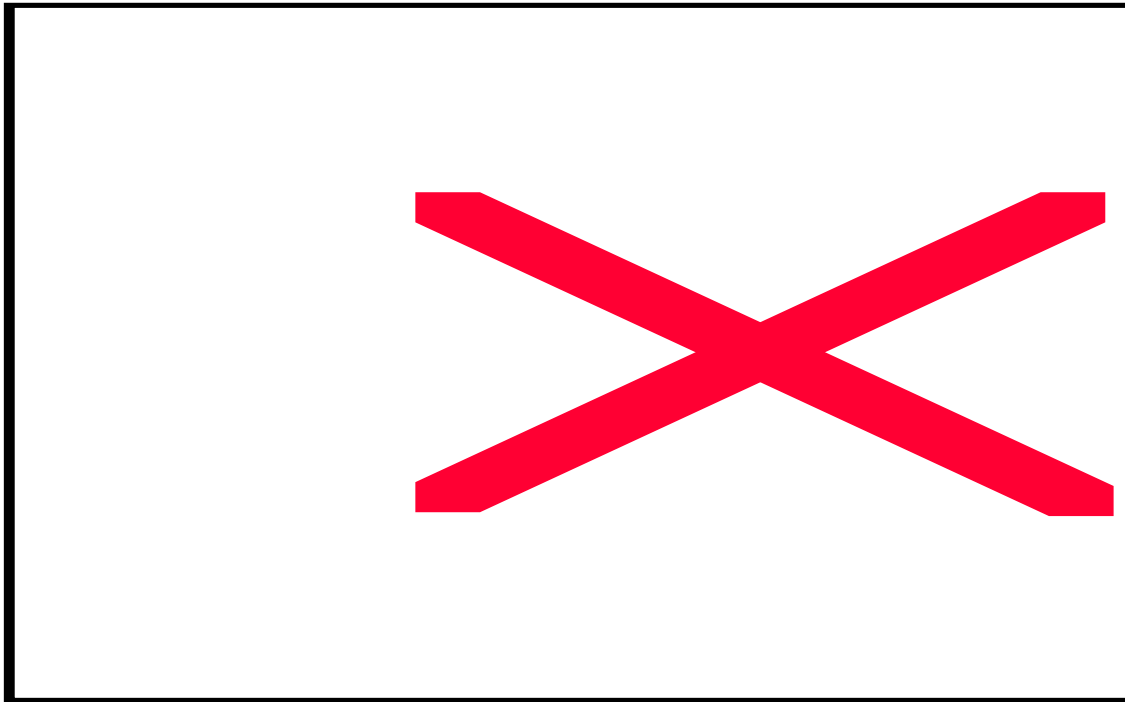
Avaya Response:

Avaya is proposing a G700 Media Gateway with S8300 Media Server

2. PBX Price:

Avaya Response:

Section C	Description	Price
	S8300/G700 Communications System	\$ 21,077



Note: Sized for 180 Phones

- Solution expandable to 450 IP phones
- 16 Analog station lines
- 4 x T1 digital trunks (96 lines)
- Telecommuter solution priced in Section D
- User licenses are priced with the phone submissions
- Includes 200 licenses for Communication Manager Speech Access

3. Describe high- availability and redundancy features. Limit answer to 200 words:

Avaya Response:

The G700 Media Gateways can be integrated as a single logical unit using a resilient 8Gbps Octaplane stack connection. If the primary stack connection fails, traffic between the gateways is automatically re-routed through a redundant cable. The gateways can also be physically distributed within the network for additional safety. Each gateway contains half of HaveNoFear's analog port, VoIP processor, and digital trunk resources. In the event of gateway failure, phones can switch to the surviving gateway, which will continue to support operations with the remaining trunk, VoIP, and analog port resources. To protect against link failures, the gateways support multiple LAN links using Spanning Tree or port redundancy to fail-over to a back-up link. For critical availability, HaveNoFear can duplicate the call controller by adding a second S8300 media server (\$2000).

Security is also important within an IP network. All H.248 control and VoIP media streams can be encrypted to prevent covert eavesdropping and signal hijacking, and all unnecessary services are disabled, with no root access to prevent unauthorized access. Management access can be secured using SSH, and an internal IP chains firewall and Tripwire monitoring provide additional protection.

4. Check the following features that are supported in the proposed system:

- ☒ Authorization codes
- ☒ Automatic callback
- ☒ Add-on conference
- ☒ Call waiting
- ☒ Paging
- ☒ Hoteling
- ☒ Automatic camp-on (Avaya provides multiple call appearances per user, eliminating the need for this feature)
- ☒ Automatic alternate routing
- ☒ Trunk callback queuing
- ☒ Uniform dial plan
- ☒ Night service
- ☒ E911 Support
- ☒ Class of service
- ☒ Class of restriction
- ☒ Intercom groups
- ☒ Group paging
- ☒ Directed call pickup
- ☒ Group call pickup
- ☒ Distinctive ring

5. Provide the business case for your selection based on HaveNoFear's goals, objectives, and business environment. You are free to include a competitive analysis. Limit response to 300 words.

Avaya Response:

Avaya Communication Manager centralizes call processing onto powerful servers controlling a distributed network of gateways to interconnect analog, digital, and IP communication devices into an integrated environment. With Communication Manager, HaveNoFear has a solution designed for growth. The basic G700/S8300 solution can easily support growth of more than double HaveNoFear's initial deployment. And with Communication Manager distributed gateway support and up to 7-digit dialplan support, HaveNoFear can grow further or add new locations simply by deploying additional networked gateways to extend the exact same communications features to all users, while centralizing administration in the main location to reduce operating costs.

User applications such as IP softphone allow HaveNoFear to deploy distributed call agents and telecommuters, bringing the full power of Communication Manager to users whether in the office or working remotely. Innovative technologies such as

Speech Access for Communication Manager give office and mobile workers the power to manage telephony features through any office or cell phone by using simple voice commands. Through Speech Access and presence (Section D), HaveNoFear employees can react quickly to new business prospects by checking the availability of required colleagues, then accessing the directory for contact numbers and quickly arranging Meet Me conference calls using simple voice commands over any available phone. **Taking advantage of this offer only requires that HaveNoFear provide their own standard PC Server.**

Finally, Communication Manager is SIP-enabled to extend telephony support to a new generation of SIP telephony endpoints. Through the Converged Communications Server (Section D), Communication Manager will enable HaveNoFear to take advantage of an open standards-based architecture and multi-vendor interoperability to reduce costs for telephony, instant messaging, and other communications services.

D. Telecommuting:

Currently there are 20 employees who live in the area and want to telecommute from home via their broadband connections. The company wants to provide the flexibility for those in the call center to be able to work from home in a seamless manner. There will also be 30 additional telecommuters who also have office phones but spend a majority of their time on the road.

1. Provide name of telecommuting product:

Avaya Response:

Avaya is proposing the SG 200 Gateway/VPNremote Client/IP Softphone.

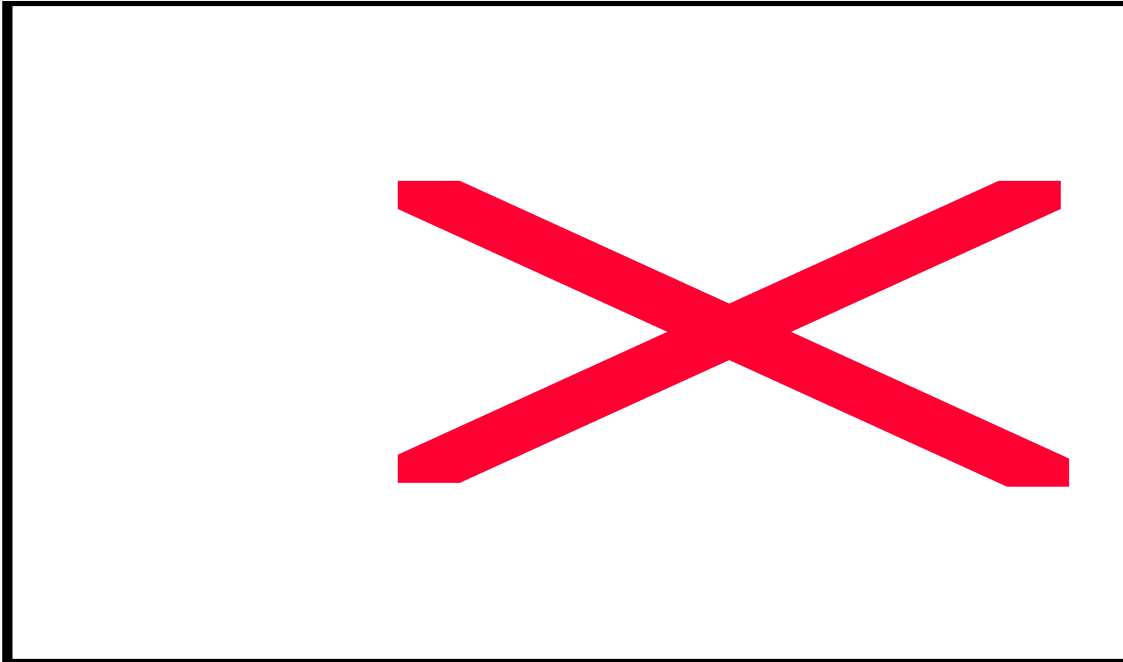
2. Provide per employee price for telecommuting product:

Avaya Response:

Section D	Description	Price
	50 User Telecommuting Solution	\$ 5,327

3. Provide a diagram of your proposed telecommuting solution:

Avaya Response:



4. Describe how you provide this in a secure, functional environment. Limit response to 150 words.

Avaya Response:

With broadband internet access, users can make/receive calls via VoIP using IP Softphone on their notebook computers. If only POTS dial-up service is available, users with a cell phone can still access PBX call features by using IP Softphone to provide call control signaling.

For security, VoIP media streams are encrypted End-to-End using AEA or AES. All telecommuter signaling and media traffic is tunneled in an IPSec VPN using VPNremote Client software, which adds strong two-factor user authentication and additional 3DES encryption protection. VPN policies restrict user access to specific corporate network resources based on the user's assigned security policy group. A SMLI (Stateful Multi-Layer Inspection) firewall in the SG Security Gateway provides firewall security for the network, with an integrated H.323 Application proxy that allows H.323 telecommuter VoIP to securely traverse the firewall. A built-in bandwidth manager provides QoS support for VoIP streams.

E. Presence:

The second set of telecommuters mentioned above will need to be accessed as quickly as possible. There are also numerous other groups of individuals within the company who need to access each other at a moment's notice. The company would like the option of knowing the availability information of individuals, or groups of individuals, who can

quickly be consulted or patched into a call to address problems via office phone, telecommuting phone, cell phone, IM or e-mail.

1. Indicate the product name or feature that provides this option:

Avaya Response:

Avaya is proposing the Converged Communications Server and IP Softphone R5.

2. Provide the price for this feature per 100 users:

Avaya Response:

Section E	Description	Price
	100 User Pres. W/Rem. Communication Access	\$ 14,128

Note: This pricing submission includes IP Softphones for each user, which integrates advance telephony, SIP Instant Messaging client and presence notification.

3. Describe the hardware/software platform and requirements.

Avaya Response:

Avaya Converged Communications Server (CCS) provides the essential services required to establish a SIP communications infrastructure. These SIP service elements are modular software components that run over Linux on one or more Avaya S8500 media server platforms to create a scalable solution for integrating SIP with conventional telephony, and for introducing secure instant messaging to the enterprise.

CCS supports instant messaging services through the Avaya IP Softphone R5 application, which integrates IP telephony with a SIP-based instant messaging client. While Instant Messaging (IM) by itself is an undeniable tool for effective communications, Avaya offers an even more powerful solution—multi-modal real-time voice and IM communications with integrated presence.

4. List the features available:

Avaya Response:

Available features include:

- Secure Instant Messaging with TLS encryption
- Open SIP-based Telephony
- Integrated telephony/IM contact list with presence notification
- Multi-modal voice/IM at a touch of a button
- Presence access filtering
- SIP/H.323/Analog/DCP telephony integration
- IM Logging
- Presence access management
- Remote communications access via IP Softphone

5. Describe how a user updates his or her own presence, for example, the application and rules available.

Avaya Response:

The user can easily update his or her own presence from the main IP Softphone interface. A configurable feature automatically updates presence information when the user makes a call through the Softphone, alerting potential callers and avoiding wasted phone calls. Another optional feature allows IP Softphone to automatically change the user's status to "Away" when it detects idle PC activity for a configurable number of minutes. To support privacy, the IP Softphone allows the user to control access of other users to his or her online status, or to block IM messages from certain users. It can also log information about instant messaging sessions.

6. List enterprise IM products supported that will display presence information

Avaya Response:

The proposed Avaya IP Softphone R5 displays presence information.

7. List phones that will reveal presence information, and describe the presence information that they will reveal to presence application. Limit description to 100 words.

Avaya Response:

The IP Softphone reveals presence information on user status (ie. online, busy, away, on phone, appear offline, etc). When the IP softphone is associated with the user's desk phone, the user's presence is updated and communicated to other users when the phone is in use.

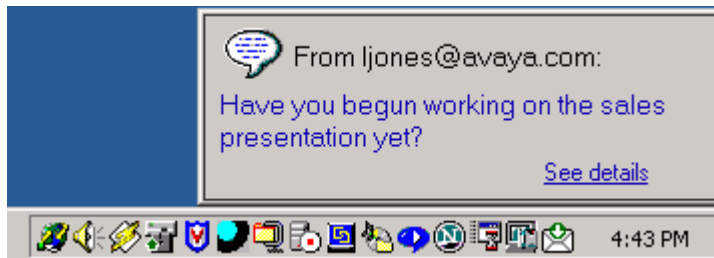
8. List desktop applications that reveal desktop presence, and how presence is monitored and revealed. For example, keystroke monitoring, application usage monitoring.

Avaya Response:

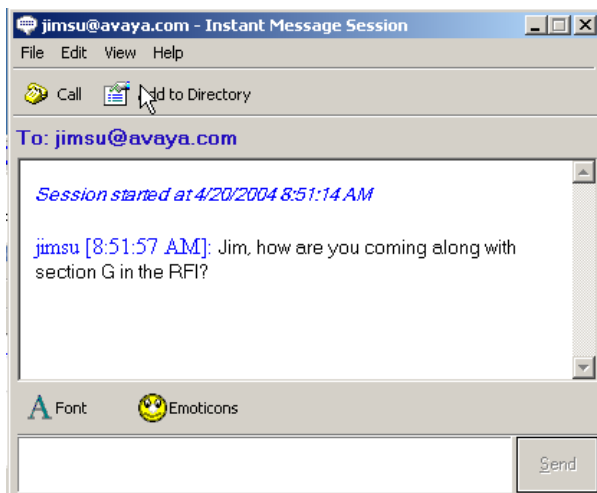
User presence is revealed through the IP Softphone. When a contact comes online or goes offline, a slowly appearing (and disappearing) pop-up dialog box is displayed near the system tray to indicate that a contact has come online or gone offline.



When an instant message comes in, a slowly appearing (and disappearing) pop-up dialog box is displayed near the system tray to indicate that a new instant message has arrived.



The user at that point can choose to engage by opening up the IM message session:



A configurable feature automatically updates the user's status when they are on the phone, which helps prevent phone tag and enables "polite calling" using IM (ie. "give me a call when you get off the phone"). Another configurable feature automatically updates presence to "Away" after a certain period of PC inactivity.

9. List groupware/calendaring systems that support user-driven status updates and describe their level of integration.

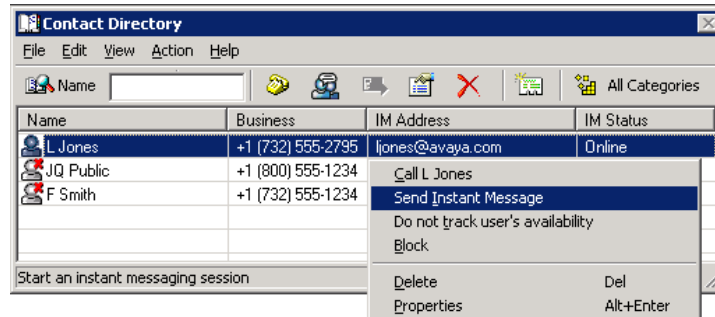
Avaya Response:

Avaya UCC provides user-driven updates of Outlook calendar and schedules using voice commands.

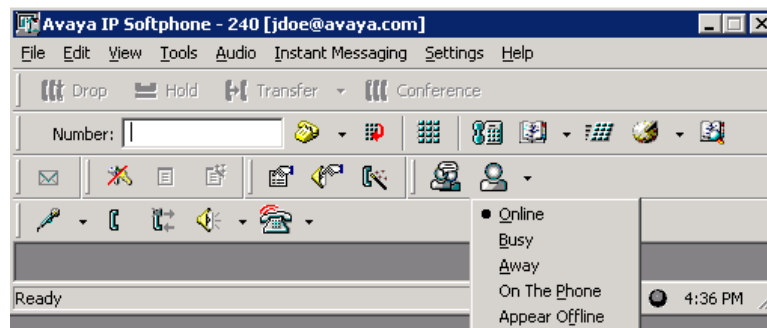
10. Provide screenshot of presence client interface.

Avaya Response:

Please see the following screenshots.



Integrated IM/Telephony Contact list with Presence Notification



Presence Management

11. Provide the business case for your selection based on HaveNoFear's goals, objectives, and business environment. You are free to include a competitive analysis. Limit response to 300 words

Avaya Response:

The Avaya Converged Communications Servers (CCS) provides HaveNoFear with three compelling value propositions: Application integration, reduced costs, and enhanced internal communications.

CCS establishes a standards-based SIP communications architecture for telephony, instant messaging, and other media. Through CCS, Communication Manager transforms into a powerful telephony feature server accessible to a wide range of standards-based user agents, telephony and IP-enabled communication devices, and web-based applications. For HaveNoFear, this provides an open path for integrating telephony, instant messaging and presence capabilities into internet-enabled business applications as SIP-based service components. Avaya's presence solution also promises reduced costs through SIP telephony and interoperability. When HaveNoFear is ready to transition to SIP, you can reduce costs by deploying SIP-standard telephony devices or converting

your existing 4602 IP phones to SIP operation via a free, simple firmware upgrade. Investment protection is assured.

CCS also works with the IP Softphone Client and Communication Manager to improve worker productivity by integrating enterprise-class Instant Messaging (IM), telephony, and presence to streamline communications. For HaveNoFear, this means improved internal communications by providing all employees with real-time access to the presence availability of their peers, regardless of location. By tying user presence to voice communications, wasted time due to phone tag is eliminated. Through a common interface, users can optimize communications by switching between secure voice and instant messaging with colleagues at a push of a button. HaveNoFear call agents can now quickly find and contact internal case manager, claims adjusters, and field representatives through optimized multi-modal communications:

- Instant messaging for quick questions and information exchange
- Telephony for more involved communication
- Switch modality during the same session with the click of a mouse

And for legal/liability protection, log call detail records and IM sessions can be logged and archived.

F. Conference Calls

Currently the company rents a conference bridge for conference calls. It would like three simultaneous conference bridges with 6 participants each.

Please describe the features and limitations of your system, including additional cost if necessary, that will allow the company to set up calls with one call-in number that will include external participants.

1. Indicate the product name or feature that provides this option

Avaya Response:

The Meet-Me Conference feature provides this capability.

2. Provide the per user price for this feature:

Avaya Response:

The Meet-Me Conference feature is an integral part of Communication Manager software and therefore has no additional cost to provide to all users.

3. Describe how conference calls are set up and reserved. Limit response to 100 words.

Avaya Response:

The Meet-Me Conference feature allows employees to set up a dial-in conference of up to six parties. The feature uses Call Vectoring to process the conference call setup. Optionally, if the vector is programmed to expect an access code, each user dialing in to the conference call must enter the correct code to be added to the call. Any internal or remote access users can dial the Meet-me Conference extension, as can external

parties if the extension number is part of the DID block of numbers leased by the company.

G. Voice Mail

Approximately 50 hours of voicemail for 220 employees is requested. Please indicate the per user price of the voicemail and the maximum hours allowed.

1. Indicate the product name or feature that provides this option:

Avaya Response:

Avaya is proposing the IA770 Messaging System.

2. Provide the per user price for this feature plus maximum per user hours:

Avaya Response:

The street price is about \$27 per user for 220 users. The system supports 100 hours of message storage and up to 30 minutes of storage per mailbox

H. Unified Messaging

Employees rely on voicemail and e-mail for communications. HNF would like to simplify the process of retrieving voicemail and possibly provide more flexibility in retrieving e-mail. For this reason the company is investigating the possibility of integrating its voicemail system with a future new e-mail system. Please indicate which of the following features are supported:

1. Indicate the product name or feature that provides this option:

Avaya Response:

Avaya is proposing the IA770 with Unified Communication Center Speech Access.

2. Provide the price for this feature or product per 100 employees:

Avaya Response:

The street price for UCC Speech Access is approximately \$7,800/4 ports and unlimited enabled users

3. Check all the features provided in the quoted product:

- ☒ Read voicemail messages from e-mail
- ☒ Caller ID information provided in header of e-mail
- ☐ Delete voicemail messages on voicemail system from e-mail
- ☒ Listen to e-mail messages from phone
- ☒ Delete e-mail from phone
- ☒ Forward e-mail messages from phone
- ☒ Forward e-mail messages from phone with comments

4. Describe any IVR or speech recognition capabilities that add value to the product. Limit response to 100 words.

Avaya Response:

UCC Speech Access provides the ability to access Microsoft Exchange and IBM Lotus Domino to create, send and listen to email messages (email messages are read over the phone via text-to-speech); access to contact lists, calendar functions, and tasks (in MS Exchange only at this time), manage voice mail messages, make calls and conference calls by simply speaking names. UCC Speech Access also includes the ability to screen calls and “follow” the user to other phone numbers based on user-defined rules.

5. List the e-mail packages that support the unified messaging feature

Avaya Response:

Microsoft Exchange and IBM Lotus Domino are supported with UCC Speech Access.

6. Provide additional comments as necessary. Limit comments to 100 words.

Avaya Response:

The customer must provide a server and NMS line-card (about \$5,000) for the UCC server. Application integration for UCC Speech Access is \$7,000.

I. Application Integration

HNF is open to the possibility of realizing gains by integrating its phone system with business applications. The company will be investing upgrades to its business apps in the near future. It is currently interested in exploring the possibilities for integrating these apps with their VoIP system.

1. Please list the business applications that will integrate with your system, along with a brief summary.

Avaya Response:

Avaya solutions have been integrated with a broad range of leading business applications from vendors such as:

- IBM
- Microsoft
- PeopleSoft
- SAP
- Siebel

2. List the software vendors not mentioned above with which you have established partnerships:

Avaya Response:

Please see the Avaya [DeveloperConnection program](#) web site for a comprehensive list of additional software vendors and partners that support and integrate with Avaya solutions.

3. Provide additional comments about the current or planned business value of support for third party integration. Limit response to 100 words.

Avaya Response:

Avaya is continually seeking industry innovators to complement and add value to our current communications solutions. The Avaya DeveloperConnection program taps experienced business and technology market leaders selected by Avaya for their expertise in hardware, software, and other services.

Avaya's new Application Programming Interface (API)—Communication Manager API—allows third-party developers to "communication-enable" their business applications via Java and XML APIs. Avaya development partners can create next generation communication applications that directly leverage and extend the rich VOIP feature set of Avaya Communication Manager. The API allows a developer to control any Communication Manager endpoint and build first party call control applications.

J. Business Summary (Optional)

You may use this section to summarize the business value that you are providing that you were not able to cover in any of the above sections. You may also use it to make additional recommendations or comments on the RFI. Limit your answer to 200 words.

(190 words)

Avaya Response:

With telecom fraud generating record losses, this business can avoid becoming another statistic by relying on Avaya's end-to-end security solutions that combine the built-in security of our communications products with services to audit and assess the current security coverage. For example, many Avaya servers feature complete encryption of maintenance and administration and control links, system partitioning, password protection policies and more. Once these solutions are configured and implemented, Avaya Security services can initiate hardening and lockdown services to help keep the communication network operating securely.

Our **PBX Security Services** deliver comprehensive, pinpoint assessments of vulnerabilities in voice mail, dialing features, administrative access controls, 700/809 area codes and more. Once potential trouble spots are identified, Avaya Security services perform the specialized lockdown processes necessary to implement safeguards to fully secure the PBX system.

In addition, our **Security Hardening Services** scan for vulnerabilities in networks, operating systems, control and reporting technologies, and voice mail applications that can compromise the entire communication system's integrity. This enables businesses to assess their security against 'best practices,' provides independent, third-party review and documentation for internal security audit requirements, and helps fulfill regulatory and industry compliance requirements.

J. Pricing Summary and Totals

Please include all costs incurred by HNF in incorporating your system.

1. Provide pricing summary for sections B – I, by section.

Avaya Response: Important note – Pricing submission below includes typical discounts based on this proposed solution. However, pricing of specific configurations may vary based on a number of factors.

Section B

Basic Phones

Description	Price
100 4602 IP Phones	\$ 19,175
100 User Licenses (Avg. \$ For 180 License Sys)	\$ 15,145
Total	\$ 34,320

Executive Phones

Description	Price
100 4610 IP Phones	\$ 25,675
100 User Licenses (Avg. \$ For 180 License Sys)	\$ 15,145
Total	\$ 40,820

Attendant Phones

Description	Price
2 4620 IP Phones	\$ 644
Feature Key Expansion Unit	\$ 254
2 User Licenses (Avg. \$ For 180 License Sys)	\$ 303
Total	\$ 1,200

Conf. Phones

Description	Price
5 4690 IP Conference Phones	\$ 4,222
5 User Licenses (Avg. \$ For 180 License Sys)	\$ 757
Total	\$ 4,979

Section C

Description	Price
S8300/G700 Communications System	\$ 21,077

Section D

Description	Price
50 User Telecommuting Solution	\$ 5,327

Section E

Description	Price
100 User Pres. W/Rem. Communication Access	\$ 14,128

Section F

Description	Price
6-Party Conferencing Included With System	\$ -

Section G

Description	Price
300 User Voicemail System	\$ 5,850

Section H

Description	Price
4 Port/Unlimited User UCC Speech Access	\$ 7,800

2. Provide all installation costs and maintenance costs

Avaya Response:

The pricing proposal in this section is for planning purposes only. A firm quotation may require more detailed information on install dates, facilities, and specific maintenance support requirements. Pricing submission below includes typical discounts based on this proposed solution. However, pricing of specific configurations may vary based on a number of factors.

Installation Costs

Section	Description	Install Subtotal
Section B (Basic Phones)	Qty 100 4602SW IP Phones	4,875
Section B (Executive Phones)	Qty 100 4610SW IP Phones	4,875
	Qty 2 4620 IP Phones with Key	
Section B (Attendant Phones)	Expansion	98
Section B (Conference Phones)	Qty 5 4690 IP Conference Phones	244
Section C (PBX)	Does not include phones	1,959
	Includes pricing for 50 IP Softphone	
Section D (Telecommuting)	users	558
	Includes pricing for 100 IP Softphone	
Section E (Presence)	users	293
Section F (Conferencing)	Included with Section C	
Section G (Voice Mail)	Qty 220 voice mail boxes	488
Section H (Unified Messaging)	System level pricing	5,740

Maintenance Costs

Section	Description	Maint Subtotal (\$/Month)
Section B (Basic Phones)	Qty 100 4602SW IP Phones	301
Section B (Executive Phones)	Qty 100 4610SW IP Phones	301
Section B (Attendant Phones)	Qty 2 4620 IP Phones with Key Expansion	8
Section B (Conference Phones)	Qty 5 4690 IP Conference Phones	25
Section C (PBX)	Does not include phones	206
Section D (Telecommuting)	Includes pricing for 50 IP Softphone users	167
Section E (Presence)	Includes pricing for 100 IP Softphone users	351
Section F (Conferencing)	Included with Section C	
Section G (Voice Mail)	Qty 220 voice mail boxes	605
Section H (Unified Messaging)	System level pricing	312

Specific requirements were not provided for maintenance. As a guideline, our submission provides full coverage 8 x 5 as described below, based on a four (4) year Maintenance Agreement. A variety of alternative maintenance plans can be quoted pending information on HaveNoFear's specific requirements.

Maintenance Plan Summary

Full Coverage 8x5: 8:00a.m. to 5:00 p.m. in the time zone of the covered products, Monday through Friday, excluding Avaya observed holidays.

Coverage Elements

1. Remote Maintenance Support through Avaya Services Center (includes 24 x 7 access to remote maintenance assistance, documentation, and other information via web-enabled case-based reasoning tools on <http://avaya.com/support>)
2. On-site Maintenance Support for faults that cannot be resolved remotely
3. Parts and Materials Replacement
4. Software Updates and Product Correction Notices
5. Power Surge Protection (see Maintenance Service Coverage Document for details)

K. Distribution Channel

1. Is the system purchased through direct sale, resellers, and/or channel partners?

- ☒ Direct sale
- ☒ Resellers
- ☒ Certified Resellers
- ☒ Channel Partners
- ☒ Other. Please explain:

Avaya Response:

At Avaya, we recognize the important role our BusinessPartners play in bringing leading-edge communication solutions to global markets with first-hand knowledge of customers' demanding requirements. An extensive BusinessPartner Certification Program is in place. BusinessPartners can achieve the optional Silver, Gold, or Platinum designation that distinguishes them as a leader that has invested in additional resources to help businesses manage their communications and networks.

Avaya's Alliance Network unites all of our alliance and indirect channel programs under a single worldwide program. In addition to BusinessPartners, Avaya also maintains the following relationships.

- *Alliances* – The Alliance Program brings together Avaya's strength as a market leader with best-in-class system integrators and technology companies to deliver multi-vendor solutions to businesses. Avaya has open-ended alliances with several large system integrators and/or technology leaders such as Accenture, IBM, Siebel, Unisys, AT&T, CGEY, CSC, Deloitte Consulting, EDS, HP/Compaq, Bearing Point, KPMG, SAIC, Microsoft. Avaya partners with system integrators to offer a comprehensive suite of integrated CRM services and solutions. We also partner with System Integrators to provide complete solutions in the managed services, wireless, unified messaging, and Internet Telephony solution areas.

- *Consultants* – Avaya's aim is to provide consultants with the tools and information essential for success. We provide the independent consultant community with an entry point into Avaya.
- *Service Providers* – Avaya is committed to developing a multi-dimensional business relationship with Service Providers, leveraging our proven enterprise communications capabilities to help customers meet their strategic objectives.
- *DeveloperConnection Program* – Our global DeveloperConnection Program combines the capabilities of our market-leading communications offerings with the innovative products of a select group of third-party developers.

VII. Vendor Information

1. How long have you been in business?

Avaya Response:

Avaya is a publicly-held corporation. Avaya's existence as a standalone company began Oct. 2, 2000, when we were spun off from Lucent Technologies and began trading on the New York Stock Exchange under the symbol AV. For more than a century prior to that day, we were a part of Lucent, AT&T, and originally as Western Electric.

With more than one million customers around the world, Avaya is a leader in business communications and services. More than 90% of the FORTUNE 500® and government organizations rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage. Avaya combines experience in technologies, services, and support, and we maintain alliances with leading technology vendors, including Siebel Systems, IBM, and many others.

This dedicated focus on the enterprise has earned us an enviable and expanding global customer base spanning North and South America, The Caribbean, Eastern and Western Europe and the Asia/Pacific region. Our customers include: Siebel, Atento, Bank One, Amazon.com, Lufthansa, Prudential, Uniglobe.com, KPMG, GE, Intel, Telecom Italia, Morgan Stanley Dean Witter, AXA, Hilton, CITI, IBM, Telefonica, Samsung, Compaq, Cable & Wireless, Paine Webber, Lloyds TSB, McGraw-Hill, Qantas, JetBlue, WalMart, Deutsche Bank, Nextstar, Lucent, EDS, France Telecom, Metlife, Sitel, University of Maryland, Ford, AT&T, Caterpillar and Merrill Lynch.

Other Avaya facts include:

- We have approximately 500,000 service maintenance contracts worldwide.
- Every day, people use 100 million of our voice mailboxes.
- We employ more than 16,000 people, including some 2,500 research and development professionals worldwide.
- We have about 2,500 authorized or certified Partners.
- We are one of the most widely held stocks in America with about 3 million shareholders.

Evolution: 128 Years & Counting

AVAYA

AVAYA SPOFF
2000

Lucent Technologies
Bell Labs Innovations



LUCENT SPOFF
1996

AT&T



DIVESTITURE
1984








BELL SYSTEM
1875-1984

2. What is the size of your organization by number of employees?

Avaya Response:

As of 9-30-03, Avaya employed 16,900 global employees.

3. How long has the product been shipping?

Avaya Response:

The core of the solution is Avaya Communication Manager. This 526+ feature set software, derived from our legacy products such as Dimension, System 85, and DEFINITY, is now available on open hardware server platforms running Linux and Windows 2000. These new server platforms support gateways that allow traditional telephony features to work across all types of media while supporting analog, digital, and IP endpoints. This approach provides scalability and topology independence along with common management and administration capabilities, regardless of endpoint. Call handling capacities have grown to 300,000 busy hour call completions, and the architecture can support up to 36,000 endpoints.

4. Do you provide onsite support for installation and configuration?

Avaya Response:

Yes

5. In how many cities do you provide onsite support?

Avaya Response:

Avaya Services to look at Avaya's presence extends worldwide with the following direct offices.

Avaya Argentina S.R.L.	Argentina
Avaya Australia Pty. Ltd.	Australia
Avaya Belgium sprl/bvba	Belgium
Avaya Brasil Ltda.	Brazil
Avaya Canada Corp.	Canada
Avaya Communication de Colombia S.A.	Colombia
Avaya Czech Republic s.r.o.	Czech Republic

Avaya France S.A.	France
Avaya Deutschland GmbH	Germany
Avaya Magyarorszag Kommunikacios Kft. /Avaya Hungary Ltd.	Hungary
Avaya Israel	Israel
Avaya Italia S.p.A.	Italy
Avaya Japan	Japan
Avaya Communication de México, S.A. de C.V.	Mexico
Avaya Nederland B.V.	Netherlands
Avaya Poland Sp. z.o.o.	Poland
Avaya International Sales Limited (Moscow Branch)	Russian Federation
Avaya Slovakia s.r.o.	Slovak Republic
Avaya Comunicación España S.L.	Spain
Avaya Switzerland GmbH	Switzerland
Avaya UK	United Kingdom and Ireland
Avaya Inc.	United States

As a global solution provider, Avaya's 24 Network Operations Centers provide proactive maintenance and repair services and extend Avaya EXPERT Systems Diagnostic Tools to the corners of the globe—wherever DHL does business. Our 13 additional Technical Support Centers also provide maintenance and repair services.

24 Network Operations Centers

St. Petersburg, Florida
Dallas, Texas
Markham, Ontario, Canada
Miami, Florida
Mexico City, Mexico
Sao Paulo, Brazil
Argentina
Colombia
Tokyo, Japan
Singapore
Sydney, Australia
Hong Kong, China
Tel Aviv, Israel
Shanghai, China
South Korea
Guildford, United Kingdom
Saumur, France
Budapest, Hungary
Munich, Germany
Moscow, Russia
Manama, Bahrain

13 Technical Support Centers

Ville St. Laurent, Quebec, Canada
Beijing, China
Malaysia
Ireland
Spain
Milan, Italy
Hilversum, Netherlands
Belgium
Czech Republic
Slovakia
Poland
Egypt
Saudi Arabia

Denver, Colorado (3 locations)

6. List three enterprises that are currently using the proposed solution.

Avaya Response:

QualChoice <Health Care Industry>

Troy Tinsley, Senior Telecommunications Specialist

Email: ttinsley@qchp.com

IPass <Roaming Access>

Paule Bates, Telecom Project Manager

Email: sspaule@earthlink.net

Banner & Witcoff, Ltd <Law Firm>

Bill Costello, Director of IT

Email: wcostello@bannerwitcoff.com