

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.

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

☐ 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

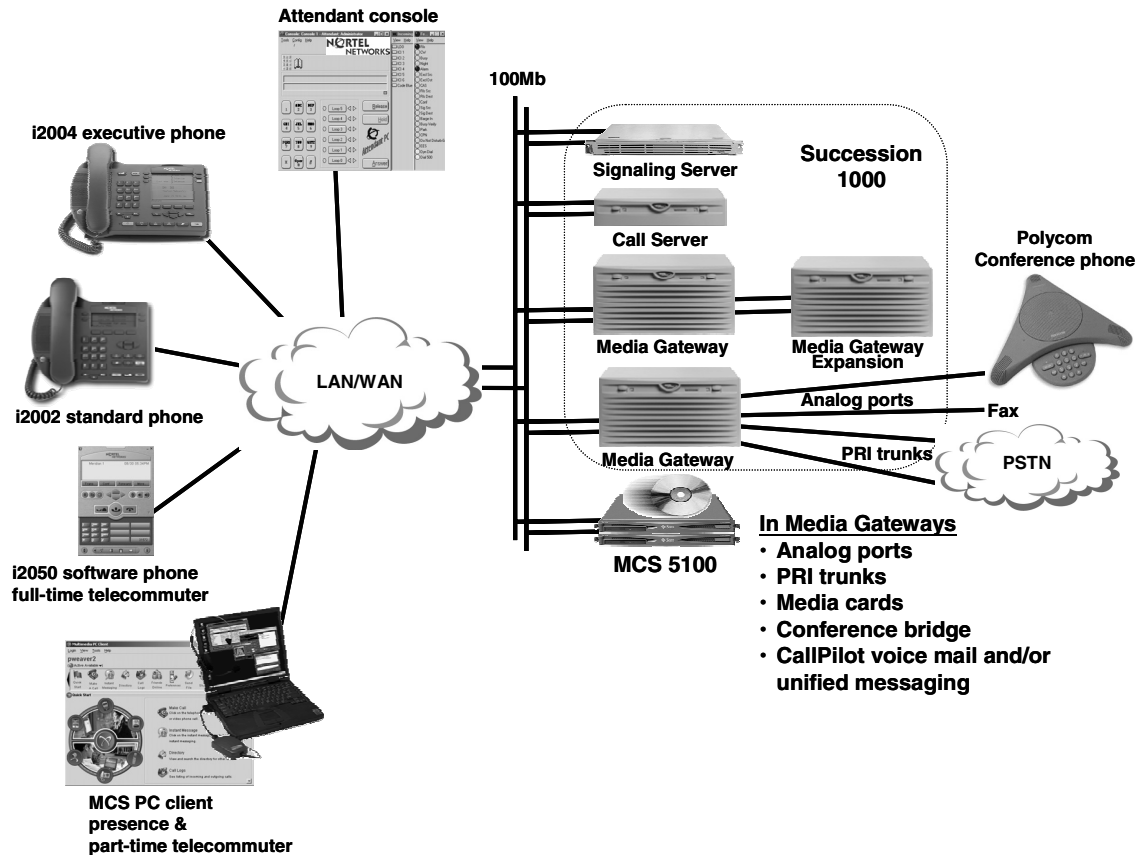
- A. Improve internal communications
- B. React quickly to new business prospects
- C. Provide excellent customer support
- D. Control costs

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.



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.

Nortel Networks' enterprise business communications strategy is centered around the vision of "One Network. A World of Choice", achieved through the delivery of voice, data, video or applications over one network -- wired or wireless. Communications convergence rides on a converged network and delivers enriched telephony and multimedia capabilities including new features and client options and increased mobility. Application convergence goes one step further by providing engaged applications to HaveNoFear's customers and collaboration tools to its employees.

Nortel Networks agrees that IP telephony is an important direction for HaveNoFear, that can not only lower operating expenses, but can also increase user productivity through mobility and new feature/functionality. The proposed solution for HaveNoFear addresses IP telephony and provides a path for convergence overall in a number of unique ways. Our architectural approach:

- Defines a distributed architecture for IP telephony with uncompromised features, reliability and voice quality, through a range of clients, IP Telephony communications servers, application servers (e.g., for Unified Messaging), Media Gateways and Survivable Remote Gateways.

- Provides a framework for application convergence at both the desktop and at the customer touch-points, and has the flexibility to support SIP-based (Session Initiation Protocol) multimedia communications enabling presence capabilities and employee collaboration. Applications such as our Unified Messaging and the Multimedia Communication Server enable significant gains in employee productivity, organizational efficiency, and mobility. Basic ACD capabilities and innovative multimedia collaboration tools are built into the solution configured for HaveNoFear. As the company's customer contact requirements become more sophisticated, the addition of Web-enabled contact centers and Self Service applications will greatly enhance the end customer experience and enable HaveNoFear to differentiate itself from its competitors.
- Provides a secure and highly reliable environment by building communications servers on real-time VxWorks operating system, highly reliable hardware components and incorporating various mechanisms for survivability and/or redundancy.
- Provides HaveNoFear flexibility in choosing its data infrastructure, allowing the voice & data environments to evolve independently with the option of incorporating Nortel Networks data networking solutions for reliable, secure and high quality communications infrastructure.
- Is based on open standards and on multi-vendor interoperability.
- Easily supports the current capacity required by HaveNoFear, and allows room to grow with support for up to 1,000 IP phones per call server

Nortel Networks is uniquely positioned to transform HaveNoFear's network and contribute to their success. We are a global corporation with a long track record and are experienced in deploying services spanning public and private, wireline and wireless, and voice and data networks. We have a powerful combination of expertise in wireless, packet, voice and optics, with a portfolio which includes leading solutions across these key network areas.

B. Phones

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

1. Model of phone proposed:

Nortel Networks i2002 IP phone with integrated 3 port switch

2. Pricing per 100 phones including software licenses:

\$43,250 MSRP per 100 phones including software license

3. Insert picture of phone here:



4. Please verify support for the following required features:

☒_Y_ 802.3af

☒_Y_ Two 100-megabit ports

☒_Y_ 802.3q/p and either DiffServ- or TOS-based QoS

5. Please check features tied to hard key:

☒_Y_ (provided as soft key) Call transfer

☒_Y_ (provided as soft key) Call forwarding

☒_Y_ Call hold

☒_Y_ Volume control buttons

6. Please check additional features supported:

☒_Y_ Calling number & name on display

☒_Y_ Message-waiting indicator

☐_N_ Backlit display

☒_Y_ Tilttable screen

7. Please fill in quantity:

Number of call appearances:

Number of bridged appearances:

Number of programmable keys:

Size of display: 2 lines x 24 characters + 4 field x 10 characters

8. List codecs available:

G.711 a-law, G.711 mu-law

G.723.1

G.729A, G.729AB

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

G.723.1

G.729AB

2. Executive phones:

1. List model of phone proposed:

Nortel Networks i2004 IP phone with integrated 3 port switch

2. Pricing per 100 phones including software licenses:

\$55,750 MSRP per 100 phones including software license

3. Insert picture of phone here:



4. Please verify support for the following required features:

☒ _Y_ 802.3af

☒ _Y_ Two 100 megabit ports

☒ _Y_ 802.3q/p and either DiffServ- or TOS-based QOS

5. Please check features tied to hard key:

☒ _Y (provided as soft key) Call transfer

☒ _Y (provided as soft key) Call forwarding

☒ _Y_Call hold

☒ _Y_Volume control buttons

6. Please check additional features supported:

☒ _Y_Calling number & name on display

☒ _Y_Message-waiting indicator

☐ _N_Backlit display

☒ _Y_Tiltable screen

7. Please fill in quantity:

Number of call appearances: 12

Number of bridged appearances: 12

Number of programmable keys: 12

Size of display: 8 lines x 24 characters

8. List codecs available:

G.711 a-law, G.711 mu-law

G.723.1

G.729A, G.729AB

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

G.723.1

G.729AB

3. Attendant Consoles:

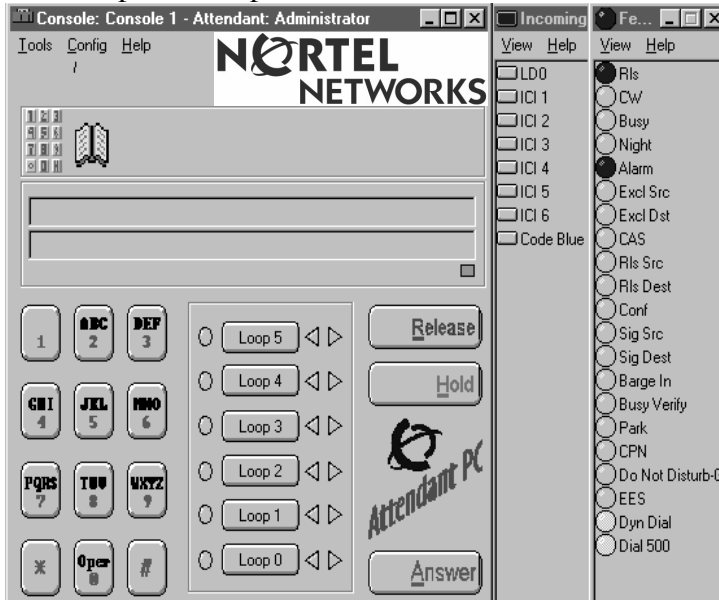
1. List model of phone proposed:

Nortel Networks Succession Attendant PC (PC software client) including digital line card, digital software license

2. Pricing for two phones including software licenses:

\$7,750 MSRP for 2 consoles including software license

3. Insert picture of phone here:



4 Please verify support for the following required features:

(not applicable)

__ 802.3af

__ Two 100-megabit ports

__ 802.3q/p and either DiffServ- or TOS-based QOS

5. Please check features tied to hard key:

(not applicable as hard keys but buttons available on PC console)

_Y_Call transfer

_Y_Call forwarding

_Y_Call hold

_Y_Volume control buttons

6. Please check additional features supported:

☒ _Y_ Calling number & name on display

☐ _N_ Message waiting indicator

☒ _Y_ Backlit display

☒ _Y_ Tilttable screen

☒ _Y_ Direct trunk selection

☒ _Y_ Incoming trunk display

7. Please fill in quantity:

Number of call appearances: 6

Number of bridged appearances: 6

Number of programmable keys: 10

Size of display: 2 lines x 80 characters

8. List codecs available:

G.711 a-law, G.711 mu-law

G.723.1

G.729A, G.729AB

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

G.723.1

G.729AB

4. Conference phones:

List model of phone proposed:

3rd party analog Polycom Soundstation

Pricing for five phones including software licenses:

\$2,500 MSRP for 5 phones and software licenses

Insert picture of phone here:



Polycom Soundstation

Describe major features of conference phone: Limit answer to 100 words.

Soundstation highlights include:

- Echo cancellation and suppression which adapt automatically to changing rooms and telephone lines
- Mute buttons/dual color LED status lights
- Integrated keypad eliminates the need for a separate phone
- Three quality cardioid microphones
- Full duplex operation for natural, clear and efficient conversation

Nortel Networks has plans to introduce support for an IP-based conference phone with a multidirectional, full duplex speakerphone that will support both Nortel Networks Stimulus protocol (UNISTIM/H.323) and Session Initiation Protocol.

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

Upgrades are provided through automatic firmware upgrades via direct downloads from the Succession 1000 system to the IP phones. IP phone displays provide a status message to the user during the upgrade process. No end user interaction is required.

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

All phones are fully supported across an IP environment and support many features such as:

- Low cost operation is ensured with
 - Automatic firmware upgrades
 - DHCP enabled for cost effective simplified deployment and ease of use
 - Integrated 3 port switch
 - Support for standards based 802.3af Power over Ethernet
 - Fully-featured software phones with USB headsets provide a cost effective solution for full time telecommuters.
- Employee productivity and customer service ensured with
 - Close integration with ACD, unified messaging (described in Section H) and Presence/multimedia solutions (described in Section E).
 - High fidelity full duplex speakerphone
 - Self-labeling programmable keys for flexibility in meeting diverse end-user requirements

C. PBX

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

300 IP phones

50 telecommuters

10 analog fax lines
48 Inbound digital trunks with DID support
35 Outbound digital trunks

1. PBX Model:

Nortel Networks Succession 1000

2. PBX Price:

\$44,000 MSRP

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

Succession 1000 is based on VxWorks, a real-time operating system (RTOS) offering significantly higher reliability levels than “off the shelf” operating systems. RTOS are designed from the ground up to provide mission-critical reliability in applications such as life-support systems, defense & space exploration. It features little-to-no shutdown time or required service-affecting maintenance and is significantly less prone to external interference from viruses and malicious attacks.

With a Mean Time Between Failure (MTBF) of individual components measured in decades (49 years for Signaling Server, 59 years for Call Server, 69 years for Succession Media Card), the Succession 1000 offers industry-leading reliability that customers have come to expect from Nortel Networks communications solutions.

Several levels of redundancy are provided including Survivable Media Gateways, standard backup IP phone registration support, standard Fail-Safe Gatekeeper support, optional Signaling Server redundancy to ensure that telephony services can withstand single hardware and network failures.

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

Y Authorization codes
Y Automatic callback
Y Add-on conference
Y Call waiting
Y Paging
Y Hoteling
Y Automatic camp-on
Y Automatic alternate routing
Y Trunk callback queuing
Y Uniform dial plan
Y Night service
Y E911 Support
Y Class of service
Y Class of restriction
Y Intercom groups
N Group paging
Y Directed call pickup

_Y_Group call pickup
_Y_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.

Succession 1000 is ideally suited to meet HaveNoFear's requirements. It moves HaveNoFear into the world of IP Telephony without sacrificing traditional telephony features and services. Succession 1000 supports 450+ features and application support, from the basic to the sophisticated such as unified messaging, multimedia collaboration and presence capabilities, all building blocks to providing excellent customer service and improving employee communications.

Employees will realize improvements in productivity through everyday use of features such as 6-party conference for ad-hoc conference calls, and the integrated conference bridge for scheduled conferencing. Succession 1000's integrated conference bridge can significantly reduce operating costs when compared to 3rd party services. It's easy to use and manage, and always available. It's an excellent tool for providing real time communications as is required in HaveNoFear's dynamic environment

HaveNoFear's capacity requirements are easily met, as Succession 1000's modular & rack-mounted architecture is configured to support the required 180 current employees and can easily scale to support 1,000 IP phones per call server to accommodate the quick growth HaveNoFear will realize along with their business success. The system also allows for future deployment flexibility with support of WAN-extended, survivable remote gateways should HaveNoFear's future growth include integration of remote branch offices.

Nortel Networks understand that HaveNoFear's business communications are critical. Reliability and security (described in Section C, Item #3) are integral design elements to the Succession 1000 solution.

D. Telecommuting:

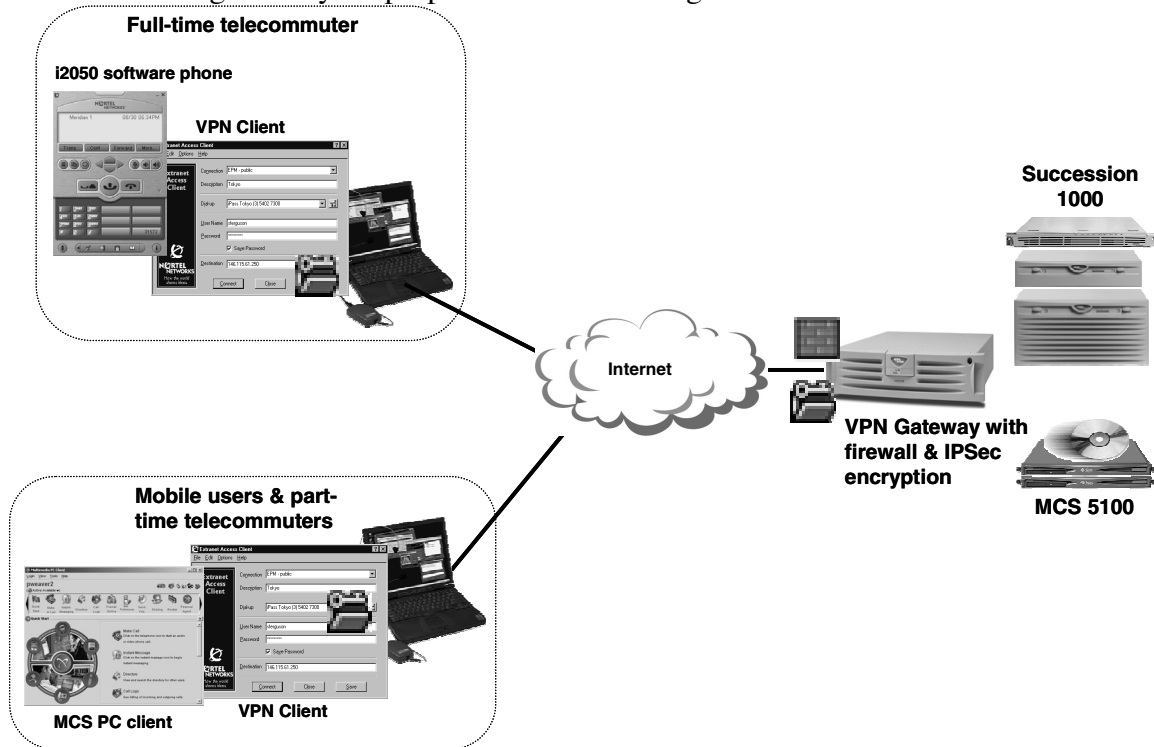
Currently there are 20 employees who live in the area and want to telecommute from home via their broadband connections. The company wants to provide the flexibility for those in the call center to be able to work from home in a seamless manner. There will also be 30 additional telecommuters who also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

1. Provide name of telecommuting product:

- i2050 software phone for 20 full time telecommuters
- Multimedia Communication Server (MCS) 5100 PC client for the 30 additional telecommuters

2. Provide per employee price for telecommuting product:
 - i2050 price: \$187 MSRP per user including software licenses
 - MCS 5100 price: see Presence section below

3. Provide a diagram of your proposed telecommuting solution:



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

Full or part-time telecommuters or road warriors require VPNs to ensure secure connectivity across public infrastructures. IPSec provides 128 bit 3DES encryption ensuring privacy, data integrity, and access only to authorized users. Mobile users simply need public Internet access to turn on their mobile offices from anywhere in the world. Use of VPN solutions such as Nortel Networks Contivity VPN solutions ensures an easy to use environment that is practically invisible to end users.

i2050 software phones emulate i2004 hard phones. The MCS PC client provides full telephony capabilities along with presence and multimedia collaboration for mobile users. Quality audio is provided with use of USB headsets and G.729 encoding is available where bandwidth is limited.

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:

Multimedia Communication Server (MCS) 5100 Presence application

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

\$61,500 MSRP per 100 users

3. Describe the hardware/software platform and requirements.

Multimedia Communication Server (MCS) 5100 operates on industry standard servers (Sun Fire V100s).

Clients supported include:

- Nortel Networks i2002 IP phone
- Nortel Networks i2004 IP phone
- ipDialog Manitone SIP IP phone
- MCS Multimedia PC client for Windows OS
- MCS Multimedia Web client

In addition to the presence application, the base software also supports the following applications:

- Secure instant messaging
- Web push
- Co-browsing
- Directories
- White boarding
- File exchange
- Click to call
- Picture calling ID

4. List the features available:

In addition to the 450+ telephony features delivered by the Succession 1000 system, the following capabilities are provided to MCS clients.

Enhanced Telephony

Audio Conferencing

Automatic Hold

Call Hold

Call Forward

Call Forward—No Answer

Call Forward—Forward on Busy

Call Initiation

- Manual, Last Number Redial
- Call Return (missed call)

- From Call Log, Directory

Call Transfer
Call Waiting (with visual support)
Calling Line ID (CLID)
Calling Line ID (CLID) Presentation Restriction
Multi-call Capability
Direct Outward Dialing
PSTN Audio Call (Direct Inward Dialing from PSTN)

Personal Agent

Find Me/Follow Me
Simultaneous, Multiple Call Forwarding
Call Redirect to Web Page, E-mail, SIP Address, PSTN Address

Call Management

Automatic or Manual Pre-Answer Screening
Picture Calling ID
Selective Screening
Selective Call Forwarding (based on CLID, Time of Day, Day of Week, Until, Always)
Call logs (in and out)
Calling Subject Delivery
Visual Call Transfer (support from hard client and soft client)

Collaboration

Instant Messaging
Buddies/Directory Lists
Presence Status and Management
Collaborative White boarding
Conferencing 3-way
File Exchange (sharing)
Video Point-to-Point Calling
Web Push and Collaborative-browse
Whiteboarding

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

There are 3 presence states available: Active, Connected, and Unavailable. For each state, a presence status can also provide a further level of information about a user's state (e.g. on the Phone, Busy, Available). Presence can be updated in 3 different ways: implied, manually directed, and automatically detected. With **implied**, the system can determine if a user is logged on to any SIP device and adjust presence accordingly. With **manually directed**, the user can choose from a variety of pre-selected states (and status) and can also create additional status. With **automatically detected**, the system can determine for example when a user is on the phone and display presence as Active On The Phone (or Active Available when not on the phone) and can also detect keyboard inactivity.

6. List enterprise IM products supported that will display presence information
Following is a list of devices that will display MCS presence information:

- Nortel Networks i2002 IP phone
- Nortel Networks i2004 IP phone
- MCS Multimedia PC client for Windows OS
- MCS Multimedia Web client

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. Any user with any phone can reveal any type of presence by manually setting their presence state (e.g. on the phone). Following is a list of devices that will reveal MCS presence information manually or automatically:

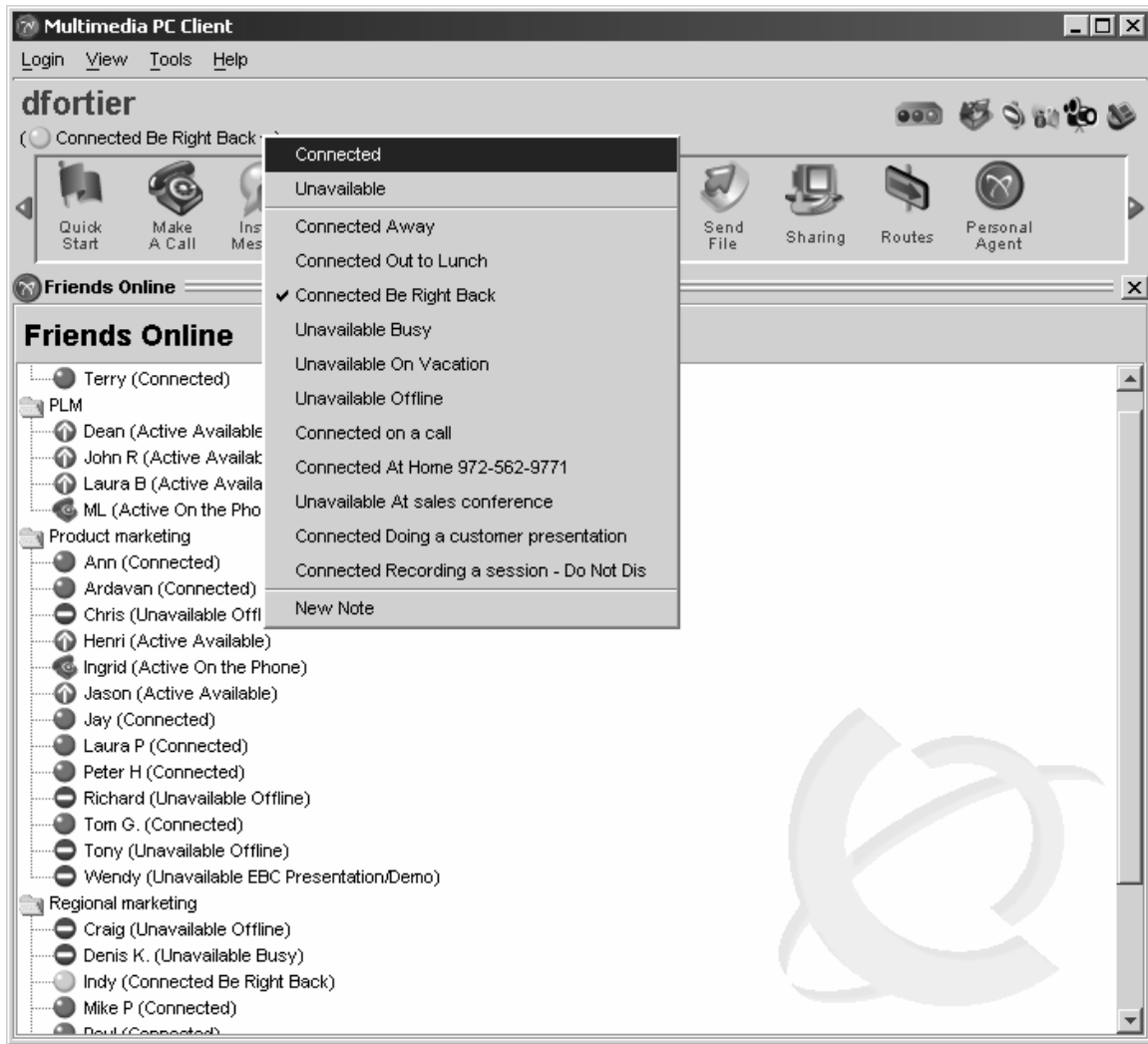
- Nortel Networks i2002 IP phone
- Nortel Networks i2004 IP phone
- MCS Multimedia PC client for Windows OS
- MCS Multimedia Web client

8. List desktop applications that reveal desktop presence, and how presence is monitored and revealed. For example, keystroke monitoring, application usage monitoring. The On the Phone status can be detected by the MCS PC client and MCS Web client. The MCS PC client and MCS Web client can also detect keyboard inactivity. Users control auto-presence and have the ability to turn auto-presence off. Users can also set the length of the inactivity timer.

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

There is no presence interworking with groupware/calendaring systems today. However, there is a Microsoft Outlook plug-in that enables a “click to call” function from a received email or from a contacts list.

10. Provide screenshot of presence client interface.



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

The MCS 5100 addresses the highly mobile needs of today's business user. Using the SIP Multimedia Client and a headset with microphone when in transit, or in conjunction with a desktop phone such as the i2002 Internet Telephone when in an office location, a user's business and communications tools are always available, ensuring business productivity.

The converged desktop services capability allows the Enterprise to introduce multimedia communications and new productivity tools without network disruption and lower cost. MCS 5100 is easily introduced into multi-vendor PBX or IP PBX networks, transforming them from voice only networks to rich, engaged application networks.

Presence capabilities further enhance employee productivity and customer service by making people more readily accessible.

Multimedia collaboration raises the bar in application delivery, improving how enterprises communicate in-house, with partners, and with customers. It fundamentally transforms the way businesses work, think, and compete. The MCS 5100 supports telephony services as well as a feature-rich set of multimedia and collaborative applications. Productivity is enhanced with such services as secure instant messaging, video conferencing and video calling, white-boarding, “web push,” co-browsing, and file exchange.

MCS 5100 delivers a true fully featured multimedia solution which exceeds HaveNoFear’s basic requirement of presence.

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

Integrated Conference Bridge (ICB) integrated into Succession 1000 Media Gateway

2. Provide the per user price for this feature:

\$25,750 MSRP for 300 user configuration with support for 24 simultaneous conference bridge ports (\$1,073 MSRP per port). Note that 24 port exceeds the requirement of 18. Also note that the 300 user support enables 300 conference bridges to be configured.

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

A web based GUI enables users to schedule conference calls and specifying the characteristics such as number of participants, access number, passcodes, and chairperson password). Confirmation emails are sent to the organizer which can be forwarded to participants. During the conference, the chairperson can manage the conference by performing functions such as adding additional ports or time as needed, setting volume level, and muting participants.

Users can also schedule and manage conferences via phone.

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

CallPilot Voice Mail integrated into Succession Media Gateway with 350 hours recording capacity which exceeds the 50 hour requirement.

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

- \$149 MSRP per user
- 1.6 hours per user

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:

CallPilot Unified Messaging

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

\$13,000 MSRP for 220 users (or \$59 MSRP per user) which exceeds the 100 employee requirement.

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

- ☒ _Y_Read voicemail messages from e-mail
- ☒ _Y_Caller ID information provided in header of e-mail
- ☒ _Y_Delete voicemail messages on voicemail system from e-mail
- ☒ _Y_Listen to e-mail messages from phone
- ☒ _Y_Delete e-mail from phone
- ☒ _Y_Forward e-mail messages from phone
- ☒ _Y_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.

- CallPilot Speech Activated Messaging (SAM) provides a simple to use interface for those who need hands-free access to messages. SAM provides hands-free access to voice or e-mail messages from any telephone interface using speech recognition capabilities and intuitive commands. SAM also provides the ability to interrupt during messaging playback and prompts.

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

Integrated e-mail clients:

- Microsoft Outlook
- Lotus Notes
- Novell Groupwise

Internet (IMAP) e-mail clients:

- Microsoft Outlook Express
- Microsoft Outlook Internet Mail

- Eudora Pro
- Netscape Messenger

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

- Integration provided at the desktop eliminating impact on existing email servers and reducing LAN/WAN traffic. No additional storage required for email servers.
- Fax functionality can be integrated utilizing a subscribers primary DID or with a separate line
- Supports most email packages in the market today.
- Three platform choices; Integrated (plugs directly into a Succession Media Gateway), Tower, or Rackmount

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.

Symposium Contact Center – An advanced contact center solution that provides a solid foundation for profitable, long-term customer relationships, utilizing powerful skill-based routing, comprehensive management and reporting tools, and real-time displays for supervisors and managers.

Symposium Web Center Portal – Empowers businesses with the capability to enhance customer interactions through a management solution that routes, tracks, and reports on electronic inquiries from the enterprise's Web site. It can facilitate E-mail, Internet, and telephony-based communications, expanding traditional telephony call centers into multimedia customer interaction centers.

Media Processing Server – advanced voice processing and speech technology products and services for self service applications that can enhance customer services while realizing significant benefits for your organization..

Computer Telephony Integration (CTI) – Provides companies with the ability to turn a desktop computer into a powerful communications tool that can combine sight, sound, text, animation, video, graphics and other sophisticated telecommunications functions.

Integrated Call Director – A one-number follow-me application that provides you with the ability to screen and route your calls to multiple phones based on custom profiles.

Integrated Call Assistant – A fully integrated, multi-featured automated attendant and intelligent recorded announcement device that routes calls through caller interaction with voice menu prompting.

Wireless LAN IP Telephony – Provides secure mobile networking and voice connectivity, featuring flexible seamless mobility across the campus environment, total security to protect the network, true choices in deployment and integrated management for control of the wireless environment.

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

Net6 Application Gateway – Enables IP Telephony users to increase their productivity by delivering converged applications to Nortel Networks IP telephone sets and other hand held devices. Productivity enhancing applications such as Visual Voice Mail, LDAP based corporate directories, conference management, alert proliferation, and customized intranet applications.

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

Session Initiation Protocol (SIP) – Nortel Networks is firmly committed to furthering the development of SIP applications and interworking. SIP is the emerging industry standard protocol that provides the basis for advanced multimedia applications and intelligent device communications. Nortel Networks supports an interoperability lab for 3rd party vendors to test and certify that their products interoperate with the MCS 5100

Select Product Program – Enables Nortel and its resellers to provide one stop shopping that includes products and services from selected third-party vendors. Developer toolkits are currently being productized to allow 3rd party application customization.

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. Nortel Networks has a proven track record of delivering high quality, reliable voice and data solutions to a widely diverse range of satisfied enterprise customers worldwide. Nortel Networks is a technology leader with ongoing investments in R&D. Solutions such as the MCS 5100 demonstrate Nortel Networks technical leadership. The Succession 1000 and MCS 5100 are the continuing evolution of more 20 years of enterprise telephony solutions development leveraging the latest technology to meet the communications needs of Enterprises globally.

It should be noted that the Nortel Networks solutions exceeds the requirements set forth in this RFP in many aspects as noted throughout the document.

In order to be consistent with HaveNoFear's goals and business objectives, a second table is included in the next section to provide a realistic deployment scenario.

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.

As requested, Nortel Networks has provided a customer list price, however, note that discounting is generally provided to ensure competitive pricing.

Section	Item	Quantity	MSRP
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B-1, Basic Phones	i2002 IP phone	100	\$43,250
B-2, Executive Phones	i2004 IP phone	100	\$55,750
B-3, Attendant consoles	Attendant PC	2	\$7,750
B-4, Conference Phones	Conference phone	5	\$2,500
C, PBX	Succession 1000	1	\$44,000
D, Telecommuting	i2050 software phone	20	\$3,750
E, Presence	MCS PC client with presence, converged desktop, and secure instant messaging	100 (30 for part-time telecommuters & 70 others)	\$61,500
F, Conference Calls	Conference Bridge	24 ports, 300 users	\$25,750
G, Voice Mail	CallPilot Voice Mail	220 users	\$32,750
H, Unified Messaging	CallPilot Unified Messaging	220 users	\$13,000
	TOTAL		\$290,000

In order to be consistent with HaveNoFear's goals and business objectives, the following table provides Nortel Networks' recommendation for a realistic deployment scenario based on the employee profile described in this RFI (again using list pricing). The table was constructed using these assumptions:

- Because HNF has 180 employees of which 20 are full-time telecommuters, only 160 IP phones are required with the 20 full-time telecommuters getting software phones. The software phones also alleviate the need to have a VPN box in the home office as it is sufficient to use a VPN client running on the employees PC (note that some competing solutions will require an external VPN box to support telecommuters).
- Additionally, unified messaging is not included since this is only a consideration and not an immediate requirement
- 180 employees
 - 20 executives (i2004 IP phones)
 - 140 professional and regular employees (i2002 IP phones)
 - i2002 IP phones are rich featured and meet most user requirements
 - 20 full time telecommuters (i2050 software phones)
 - Already included as executive, professional, or regular employee, or full time telecommuter - 100 employees will have presence capability, a converged desktop, and secure instant messaging as follows
 - 30 for part time telecommuters with office phones
 - 70 for other employee types
- 200 voice mailboxes (includes 20 spare)
- 2 attendant consoles
- 5 conferencing phones
- 64 simultaneous access ports to the PSTN
- 3 PRI interfaces supporting 69 digital trunks (dual purpose inbound/outbound)
- 16 analog ports (10 fax + 5 conference phones)

- conference bridge capability available to all employees with support for 24 simultaneous conference bridge ports

Section	Item	Quantity	MSRP
B-1, Basic Phones	i2002 IP phone	140	\$60,500
B-2, Executive Phones	i2004 IP phone	20	\$11,000
B-3, Attendant consoles	Attendant PC	2	\$7,750
B-4, Conference Phones	Conference phone	5	\$2,500
C, PBX	Succession 1000	1	\$44,000
D, Telecommuting	i2050 software phone	20	\$3,750
E, Presence	MCS PC client with presence, converged desktop, and secure instant messaging	100 (30 for part-time telecommuters & 70 others)	\$61,500
F, Conference Calls	Conference Bridge	24 ports, 300 users	\$25,750
G, Voice Mail	CallPilot Voice Mail	200 users	\$31,750
	TOTAL		\$248,500

2. Provide all installation costs and maintenance costs

Installation and maintenance for Nortel Networks enterprise solutions are generally provided through our channel partners and will vary depending on the partner chosen.

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:

VII. Vendor Information

1. How long have you been in business?

- > 100 years

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

- 35,000

3. How long has the product been shipping?

- Succession 1000 since 2000
- MCS 5100 since 2003

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

- Through our partners

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

- Nortel Networks is a global corporation with global channel partners in more than 150 countries.

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

The MCS 5100 is a relatively new product and so there are a limited number of customers that have policies that allow public mention of their names. As such, two lists are provided, one for MCS 5100 customers and one for Succession 1000 customers.

- Succession 1000
 - Erlanger Health System
 - PPL Electric Utilities
 - City of Colquittlam
- MCS 5100
 - Erlanger Health System
 - Monster.com
 - Sungard