



Network Computing

Request for Information (RFI) On VoIP System

RSVP Deadline: E-mailed or postmarked by **Nov. 19, 2004**, 5 p.m. (EST)

RFI Deadline: E-mailed or postmarked by **Dec. 7, 2004**, 5 p.m. (EST)

Publication Date: **March 17, 2005**

I. Introduction

A. Purpose

This RFI (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 SIP-capable products for publication in Network Computing. Participating vendors must meet the minimum requirements for participation in Section I.B and understand that any information returned to Network Computing in response to this RFI may 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 the 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.

- ___ **All responses must specify third-party SIP phones**
- ___ System must support a minimum of 220 Ethernet-attached IP phones
- ___ 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 the preceding 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 I.C to complete the RFI on time for inclusion in our March 17, 2005 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.

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

Please answer all the questions in light of Sections II-V. These sections lay the foundation on which to base your answers, which will determine the winning bid and our Editor's Choice Award. If you have questions, please contact Peter Morrissey.

C. Effective Dates

RFI Issue Date: Nov. 15, 2004
RSVP Deadline: Postmarked by Nov. 19, 2004
RFI Deadline: Postmarked by Dec. 7, 2004
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II. Business Overview

After evaluating the responses to its previous RFP, HaveNoFear has decided that third-party SIP endpoint support will be strategic to its long-term plans. As a result, it is asking all vendors to resubmit their responses and make any adjustments necessary to reflect SIP, third-party endpoint support. HaveNoFear will ask all vendors who respond to the revised RFP to also participate in an on-site evaluation.

Vendors who submitted third-party SIP endpoint responses to our previous RFP are free to make any adjustments they wish to the vendors/models and provide any necessary pricing updates.

Following is the scenario outlined in the original RFI:

HaveNoFear is an insurance company that insures the makers of reality TV programs including everything from FearFactor to Candid Camera. This growing media phenomenon requires insurance for the high-risk activities that make it 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, this 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 their own costs down. Case managers, customer service reps and claims adjusters have to work together to resolve claims in a timely basis.

The company plans to move a staff of 200 employees to new headquarters, which will require a new phone system. They will also be installing a high bandwidth, high quality LAN when they move in; the LAN will not be part of this RFP. While there are no satellite offices, about 20 employees telecommute from home, and 30 employees have an office at headquarters but also travel and telecommute from home occasionally.

The company is interested in basic, reliable, cost effective communications, but it is also interested in improving communications and optimizing business processes.

III. Business Essentials

A. Total Employees: 220

B. Total Telecommuters: 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 the desktop with 802.3af PoE support. A gigabit backbone will connect to the rest of the network. The assumption will be 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. 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.**
- 2. *Provide the business case for your selection based on HaveNoFear goals, objectives, and business environment. You are free to include a competitive analysis. Please limit your answer to 500 words.***

B. Phones (Must be third party SIP based phones).

1. Basic Phones. (These phones are intended to be as low cost as possible)

- a) List Model of Phone proposed: _____
- b) Pricing for 100 Phones including software licenses: _____
- c) Insert picture of phone here:
- d) Please verify support for the following required features:
 - ___ 802.3af Support
 - ___ Two, 100 megabit ports
 - ___ 802.3q/p and either DiffServ or TOS based QOS
- e) Please Check features tied to hard key:

- ☐ Call Transfer
- ☐ Call Forwarding
- ☐ Call Hold
- ☐ Volume Control Buttons

f) Please Check additional features supported:

- ☐ Calling Number & Name on Display
- ☐ Message Waiting Indicator
- ☐ Backlit display
- ☐ Tilt-able screen

g) Please fill in quantity:

Number of Call appearances:
 Number of Bridged appearances:
 Number of programmable keys:
 Size of display:

h) List codecs available:

i) List codecs available with Voice Activity Detection/Silence Suppression:

2. Executive Phones (Must be third party SIP based phones).

a) List Model of Phone proposed: _____

b) Pricing for 100 Phones including software licenses: _____

c) Insert picture of phone here:

d) Please verify support for the following required features:

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

e) Please Check features tied to hard key:

- ☐ Call Transfer
- ☐ Call Forwarding
- ☐ Call Hold
- ☐ Volume Control Buttons

f) Please Check additional features supported:

- ☐ Calling Number & Name on Display
- ☐ Message Waiting Indicator
- ☐ Backlit display
- ☐ Tilt-able screen

g) Please fill in quantity:

Number of Call appearances:
Number of Bridged appearances:
Number of programmable keys:
Size of display:

h) List codecs available:

i) List codecs available with Voice Activity Detection/Silence Suppression:

3. Attendant Consoles: (Must be third party SIP based phones).

a) List Model of Phone proposed: _____

b) Pricing for 2 Phones including software licenses: _____

c) Insert picture of phone here:

d) Please verify support for the following required features:

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

e) Please Check features tied to hard key:

- ☐ Call Transfer
- ☐ Call Forwarding
- ☐ Call Hold
- ☐ Volume Control Buttons

f) Please Check additional features supported:

- ☐ Calling Number & Name on Display
- ☐ Message Waiting Indicator
- ☐ Backlit display
- ☐ Tilt-able screen
- ☐ Direct Trunk Selection
- ☐ Incoming Trunk Display

g) Please fill in quantity:

Number of Call appearances:

Number of Bridged appearances:

Number of programmable keys:

Size of display:

h) List codecs available:

i) List codecs available with Voice Activity Detection/Silence Suppression:

4. Conference phones: (Must be third party SIP based phones).

a) List Model of Phone proposed: _____

b) Pricing for 5 Phones including software licenses: _____

c) Insert picture of phone here:

d) *Describe major Features of conference phone. Limit answer to 100 words.*

e) *Describe how software images are updated on phones in order to minimize management costs and minimize disruption to end users.*

Maximum of 100 words.

f) *Provide the business case for your selection based on HaveNoFear goals, objectives, and business environment. Please limit your answer to 100 words.*

C. PBX

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

200 IP Phones

50 Telecommuters

10 Analog Fax lines

48 Inbound digital trunks with DID support

35 Outbound digital trunks

a) PBX Model: _____

b) PBX Price: _____

c) *Describe high availability and redundancy features. **Limit answer to 200 words.***

d) 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
- ___ 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

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

D. Telecommuting

Currently there are 20 employees who live in the area and want to telecommute from home via their broadband connection. 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 an office phone, and travel on the road. **(Must be third party SIP endpoints).**

1. Provide name of telecommuting product: _____
2. Provide price for telecommuting product: _____
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.*

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 email.

1. Indicate the product name or feature that provides this option: _____
2. Provide the price for this feature for 100 users: _____
3. Describe the hardware/software platform and requirements.
4. List the features available:
5. Describe how a user updates their own presence, for example the application and rules available.
6. List Enterprise IM products supported that will display 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.*
8. List desktop applications that reveal desktop presence and how presence is monitored and revealed. For example, key stroke monitoring, application usage monitoring.
9. List Groupware/calendaring systems that support user driven status updates and describe their level of integration.
10. Provide Screen shot of presence client interface.

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

F. Conference Calls

Currently the company rents a conference bridge for conference calls. They would like to be able to have 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: _____

2. Provide the price for this feature: _____

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

G. Voice Mail

Approximately 50 hour of voice mail for 220 employees are requested. Please indicate the price of the voice mail and the maximum hours allowed.

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

2. Provide the price for this feature for 220 employees and 50 hours: _____

H. Unified Messaging

Employees rely upon voice mail and email for communications. They would like to be able to simplify the process of retrieving voice mail and possibly provide some more flexibility in retrieving email. For this reason the company is investigating the possibility of integrating their voice mail system with a future new email system. Please indicate which of the following features are supported:

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

2. Provide the price for this feature or product for 220 employees:_____

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

- ☐ Read Voice Mail messages From Email
- ☐ Caller ID information provided in header of email
- ☐ Delete voice mail messages on Voice Mail system from email
- ☐ Listen to email messages from phone
- ☐ Delete email systems from phone
- ☐ Forward email messages from phone
- ☐ Forward email messages from phone with comments

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

5. List the email packages that support the Unified Messaging Feature

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

I. Application Integration

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

1. Please list the business applications which will integrate with your system, along with a maximum of a three line summary.

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

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

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 150 words.***

K. Pricing Summary and Totals

- 1. Provide pricing summary for sections B – I, by section**
- 2. Provide all installation costs and maintenance costs**

L. 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?**
- 2. What is the size of your organization in the number of employees?**
- 3. How long has the product been shipping?**
- 4. Do you provide onsite support for installation and configuration?**
- 5. In how many cities do you provide support on-site support?**

6. List 3 enterprises that are currently using the proposed solution.