SIEMENS

HIPATH REAL-TIME IP SYSTEM PROPOSAL
FOR
NETWORK COMPUTING REQUEST FOR INFORMATION

SIEMENS INFORMATION AND COMMUNICATION NETWORKS, INC.

APRIL 14TH, 2004

PROPRIETARY STATEMENT

In response to Network Computing's Request for Information, this Proposal has been prepared for the express purpose of allowing Network Computing to evaluate the information contained herein relating to the products and services of Siemens Enterprise Networks, a division of Siemens Information and Communication Networks, Inc. (Siemens). This Proposal contains proprietary information pertaining to products, prices, terms and conditions. Notwithstanding the proprietary nature of the information contained herein, Siemens agrees that the information returned to Network Computing in response to this RFI will be published in print and electronic form on your Web site, www.networkcomputing.com.

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Siemens Proposal for 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.

RESPONSE: Read and understood.

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.

RESPONSE: Comply.

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.

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

RESPONSE: The proposed HiPath 3700 Real-Time IP System supports a maximum of 500 IP users. When combined with the HiPath 5000 Real-Time Services Manager, multiple HiPath 3000 nodes can be combined into a single system image supporting up to 64 nodes and 2,000 users.

_X__ All phones must support 802.3af

_X__ All phones must have two, 100 megabit ports

_X__ All phones must support 802.3q/p and either DiffServ- or TOS-based QOS

_X__ All responses must include Unified Messaging support

_X__ All responses must include ACD support

_X__ All responses must include Presence support

_X__ 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.

RESPONSE: Comply.

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

RESPONSE: Read and understood.

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.

RESPONSE: Read and understood.

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.

RESPONSE: Read and understood.

IV. Goals

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

RESPONSE: Read and understood.

V. Business Objectives

A. Improve internal communications

B. React quickly to new business prospects

C. Provide excellent customer support

D. Control costs

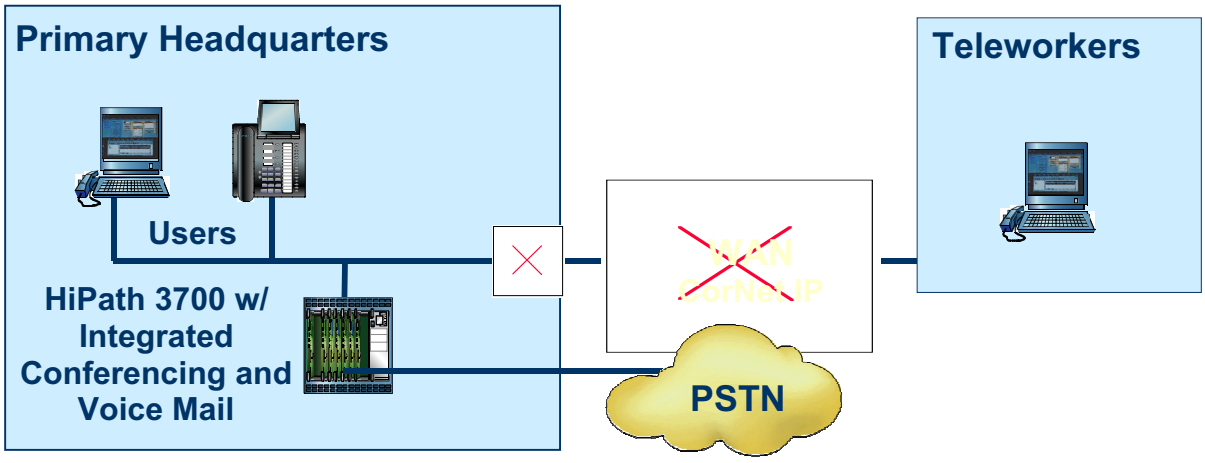
RESPONSE: Read and understood.

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.

RESPONSE: In support of HNF's strategic objectives, Siemens has proposed its HiPath Solution. HiPath will give HNF the opportunity to acquire solutions to meet your company's objectives while dramatically reducing the cost of acquisition. Through the proposed HiPath Solution, Siemens provides the following benefits to meet HNF's objectives:

ÿ ***Increased revenues and improved internal communications through a solution designed to increase your customer's satisfaction and the delivery of customer support.***

More than the basics of rich feature sets and highly-reliable solutions, the HiPath Solution makes you more productive by providing easier access to information. Whether connecting over IP or TDM, HiPath provides seamless interworking across users and across multiple locations that have this solution installed. The HiPath features and applications can be transparently networked across all HiPath platforms.

This solution will enable HNF to utilize the Siemens optiPoint family of workpoint client devices across all platforms and to share Siemens unified messaging and mobility applications. Whether HNF wants to access your email messages via voicemail, or to leave messages for co-workers on the network, Siemens makes it easier for employees to communicate with one another and with your customers.

What this boils down to is anywhere, anytime communication that helps HNF to get information faster, and act more quickly on that information, thereby increasing customer satisfaction and employee productivity.

ÿ ***React quickly to business requirements while reducing manpower to change, administer and maintain the infrastructure.***

The power of the HiPath Solution lies in its ability to support IP telephony with the PBX-reliability necessary for mission-critical voice applications. A key advantage of the HiPath architecture lies in its flexibility. The open, standards-based communications platform will allow HNF to take advantage of Siemens HiPath applications and other off-the-shelf applications that fit your business needs.

HiPath Solutions eliminate the performance and functionality trade-off inherent in all-or-nothing approaches. The net effect of HiPath will be consistent, unified communication capabilities enterprise-wide, with significantly lower costs of equipment, networking and management in a myriad of infrastructure environments.

HNF can:

- Network small, medium and large sites affordably, across a single, scalable platform over a wide geography and across any infrastructure
- Provide endpoint portability with consistent feature functionality
- Enable mobile and distributed workforce
- Improve ROI through cost-effective single-site or multi-site distributed applications such as unified messaging, call centers and mobility
- Reduce the man hours required to administer your infrastructure with centralized administration
- Increase employee productivity, with flexible, consistent and easy-to-use end-user tools

ÿ ***Lower cost of ownership and control costs by cost-effectively migrating current infrastructure to latest technology.***

HNF can deploy one platform at one or multiple locations, with system features and capacities appropriate to the office operations. This approach provides investment protection through enterprise-wide implementation, telephones that work on any HiPath model and an IP-ready system.

HNF can choose from a pure IP implementation or enable both TDM and IP endpoint stations at the same location. All interface types fit within a single gateway. Instead of having to purchase multiple boxes — separately for analog devices, local analog trunking and/or local digital trunking — the HiPath Solution allows all these various gateway types to operate within a single cabinet.

The HiPath solution's plug-and-play configuration makes the system easy to design and install, offering HNF the ability to reduce one-time implementation costs. The remote system management tool uses a standardized Windows-based platform that allows you to reduce ongoing maintenance expenses by requiring fewer system administrators and related equipment.

You can also be more competitive by lowering your overall costs of doing business. Centralized system management and ensuring a practical network convergence to IP will allow HNF to reduce the total cost of ownership and see a quick return-on-investment in your communications purchases.

Siemens objective is to give HNF a full range of choices in VoIP, TDM and mixed infrastructure, enabling an elegant evolution to new technologies at a cost-effective price. The HiPath Solutions in our proposal provide HNF with choices that are seamless and sizable, as well as ensuring protection of existing and planned investments in infrastructure, applications, and expertise. In addition, we are providing HNF with a clear evolutionary path to use the technology to continue to enhance your business processes. These objectives are the foundation of the Siemens HiPath Solution and map to the objectives set forth by HNF.

B. Phones

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

1. Model of phone proposed: **optiPoint 410 standard**

The **optiPoint 410 standard** telephone features:

- ÿ Multi-line telephone supporting 12 lines or feature keys with LEDs
- ÿ Alpha-numeric 2x24 backlit tiltable display
- ÿ Full-duplex handsfree speakerphone
- ÿ Integrated headset port
- ÿ 2 option bays for supported modules and adapters
- ÿ Multi-protocol capability (SIP, H.323 or CorNet-IP)
- ÿ 10/100Base-T with mini-switch, VLAN support
- ÿ Power over LAN (802.3af or Cisco proprietary)
- ÿ CTI integration (TAPI and interworking with PC client)
- ÿ Standard protocol support including G.711, G.723, G.729a/b, G.722, QoS, H.235, SNMP, HTTP, DHCP, FTP

The optiPoint 410 IP telephone also comes in lower end models without speakerphone and display and higher end models providing larger displays and more base feature keys

2. Pricing per 100 phones including software licenses: **$182.50 per phone**

3. Insert picture of phone here:

optiPoint 410 standard

4. Please verify support for the following required features:

   _X_ 802.3af

   _X_ Two 100-megabit ports

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

5. Please check features tied to hard key:

   ___ Call transfer

   ___ Call forwarding

   ___ Call hold

   _X_ Volume control buttons

   Please note that the keys on the optiPoint 410 are configurable for the features required by you to meet business requirements.

6. Please check additional features supported:

   _X_ Calling number & name on display (**Please note** that for PRI trunks calling party number is provided if presented by the network. Calling party number and name is supported for internal stations.)

   _X_ Message-waiting indicator

   _X_ Backlit display

   _X_ Tiltable screen

7. Please fill in quantity:

   Number of call appearances: 10 line appearances per telephone

   Number of bridged appearances: 10 DSS (Direct Station Select or bridged appearances) per telephone without the optional Key Module

   Number of programmable keys: 12 - the optiPoint 410 standard also supports the optional Key Module which provides for the addition of 15 keys (or 30 when utilizing the “shift” key); up to two Key Modules are supported on the optiPoint 410 standard.

   Size of display: 2 lines by 24 characters – the optiPoint 410 standard also supports the optional Display Module which provides a large, gray-scaled graphic backlit display (320 x 240 resolution). The swivel display allows navigation via a touchscreen that makes every pixel on screen available for selection.

8. List codecs available:

RESPONSE: The optiPoint 410 supports excellent voice quality with an integrated G.722 wideband codec. It also supports the voice compression codecs provided by the HiPath 3000, which include G.711, G.723.1 and G.729 A/B (see below).

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

RESPONSE: The HiPath 3000 supports codecs for compression and decompression of voice signals in accordance with industry standards. HiPath 3000 supports the following codecs:

- ÿ G.711 (A-law and µ-law) voice coding – an ITU (International Telecommunication Union) standard for voice coding at 56 or 64 Kbps
- ÿ G.723.1 voice compression – an ITU standard for voice coding at 5.3 or 6.4 Kbps
- ÿ G.729A (no voice activity detection) and G.729AB voice compression – an ITU standard for voice coding at 8 Kbps.

VAD (Voice Activity Detection) is supported on the HiPath 3000, which checks all incoming signals for voice signals. If a signal exceeds a preset level, the VAD recognizes it as voice and anything under that level as silence. HiPath 3000 provides VAD and silence suppression for all supported codecs (excluding G.729A codec). When no voice signal is detected, a background noise is inserted at each end of the line to emulate traditional telephone line conditions.

2. Executive phones

1. List model of phone proposed: **optiPoint 410 standard**

2. Pricing per 100 phones including software licenses: **$182.50 per phone**

3. Insert picture of phone here:

optiPoint 410 standard

4. Please verify support for the following required features:
   _X_ 802.3af
   _X_ Two 100 megabit ports
   _X_ 802.3q/p and either DiffServ- or TOS-based QOS

5. Please check features tied to hard key:
   ___ Call transfer
   ___ Call forwarding
   ___ Call hold
   _X_ Volume control buttons

   Please note that the keys on the optiPoint 410 are configurable for the features required by you to meet business requirements.

6. Please check additional features supported:

   _X_ Calling number & name on display (**Please note** that for PRI trunks calling party number is provided if presented by the network. Calling party number and name is supported for internal stations.)

   _X_ Message-waiting indicator

   _X_ Backlit display

   _X_ Tiltable screen

7. Please fill in quantity:

   Number of call appearances: 10 line appearances per telephone

   Number of bridged appearances: 10 DSS (Direct Station Select) per telephone without the optional Key Module

   Number of programmable keys: 12 – the optiPoint 410 standard also supports the optional Key Module which provides for the addition of 15 keys (or 30 when utilizing the "shift" key); up to two Key Modules are supported on the optiPoint 410 standard.

   Size of display: 2 lines by 24 characters – the optiPoint 410 standard also supports the optional Display Module which provides a large, gray-scaled graphic backlit display (320 x 240 resolution). The swivel display allows navigation via a touchscreen that makes every pixel on screen available for selection.

8. List codecs available:

   RESPONSE: The optiPoint 410 supports excellent voice quality with an integrated G.722 wideband codec. It also supports the voice compression codecs provided by the HiPath 3000, which include G.711, G.723.1 and G.729 A/B (see below).

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

RESPONSE: The HiPath 3000 supports codecs for compression and decompression of voice signals in accordance with industry standards. HiPath 3000 supports the following codecs:

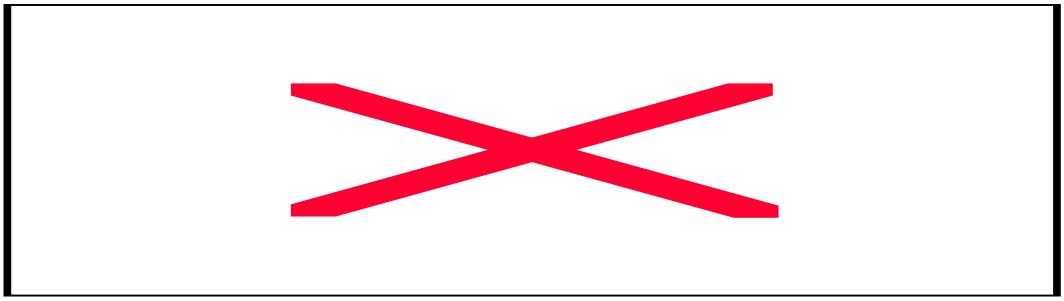
- ÿ G.711 (A-law and µ-law) voice coding – an ITU (International Telecommunication Union) standard for voice coding at 56 or 64 Kbps
- ÿ G.723.1 voice compression – an ITU standard for voice coding at 5.3 or 6.4 Kbps
- ÿ G.729A (no voice activity detection) and G.729AB voice compression – an ITU standard for voice coding at 8 Kbps.

VAD (Voice Activity Detection) is supported on the HiPath 3000, which checks all incoming signals for voice signals. If a signal exceeds a preset level, the VAD recognizes it as voice and anything under that level as silence. HiPath 3000 provides VAD and silence suppression for all supported codecs (excluding G.729A codec). When no voice signal is detected, a background noise is inserted at each end of the line to emulate traditional telephone line conditions.

3. Attendant Consoles

1. List model of phone proposed: optiPoint 410 standard with Key Module

   Alternatively, the optiClient Attendant is a PC-based software GUI application supporting attendant functionality for call processing and integrated BLF functionality (see graphic below). Siemens can provide pricing for the optiClient Attendant upon request.



2. Pricing for two phones including software licenses: **$ 252.50 per phone**

3. Insert picture of phone here:

optiPoint 410 standard with Key Module

4 Please verify support for the following required features:

_X_ 802.3af

_X_ Two 100-megabit ports

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

5. Please check features tied to hard key:

___ Call transfer

___ Call forwarding

___ Call hold

_X_ Volume control buttons

Please note that the keys on the optiPoint 410 are configurable for the features required by you to meet business requirements.

6. Please check additional features supported:

_X_ Calling number & name on display (**Please note** that for PRI trunks calling party number is provided if presented by the network. Calling party number and name is supported for internal stations.)

_X_ Message-waiting indicator

_X_ Backlit display

_X_ Tiltable screen

_X_ Direct trunk selection

_X_ Incoming trunk display

7. Please fill in quantity:

Number of call appearances: 10 line appearances per telephone

Number of bridged appearances: 25 DSS (Direct Station Select) per telephone with one Key Module

Number of programmable keys: 42 per telephone with one Key Module - the Key Module provides for the addition of 15 keys (or 30 when utilizing the “shift” key); up to two Key Modules are supported for a maximum of a maximum of 72 feature keys (a maximum of 32 lines are supported with two Key Modules). The optiPoint 410 standard also supports the optional BLF Module which provides for the addition of 90 additional keys/LEDs. A maximum of two BLF Modules are supported on the telephone.

Size of display: 2 lines by 24 characters

8. List codecs available:

RESPONSE: The optiPoint 410 supports excellent voice quality with an integrated G.722 wideband codec. It also supports the voice compression codecs provided by the HiPath 3000, which include G.711, G.723.1 and G.729 A/B (see below).

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

RESPONSE: The HiPath 3000 supports codecs for compression and decompression of voice signals in accordance with industry standards. HiPath 3000 supports the following codecs:

- G.711 (A-law and μ-law) voice coding – an ITU (International Telecommunication Union) standard for voice coding at 56 or 64 Kbps
- G.723.1 voice compression – an ITU standard for voice coding at 5.3 or 6.4 Kbps
- G.729A (no voice activity detection) and G.729AB voice compression – an ITU standard for voice coding at 8 Kbps.

VAD (Voice Activity Detection) is supported on the HiPath 3000, which checks all incoming signals for voice signals. If a signal exceeds a preset level, the VAD recognizes it as voice and anything under that level as silence. HiPath 3000 provides VAD and silence suppression for all supported codecs (excluding G.729A codec). When no voice signal is detected, a background noise is inserted at each end of the line to emulate traditional telephone line conditions.

4. Conference phones

List model of phone proposed: **optiPoint 410 standard**

Pricing for five phones including software licenses: **$182.50 per phone**

Insert picture of phone here:

optiPoint 410 standard

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

RESPONSE: The optiPoint 410 family of telephones support both high fidelity voice quality and conference quality speakers. The optiPoint 410 standard is designed to work in conference rooms and provides the following features:

- A G.722 Wideband Codec, which supports 7 kHz for voice transmission and accurately conveys sounds in 80% of human speaking spectrum (versus 20% for conventional narrowband telephones)
- One tenth the ambiguity of conventional narrowband speech resulting in less listener distraction and fewer missed parts of the conversation
- Full duplex hands-free speakerphone

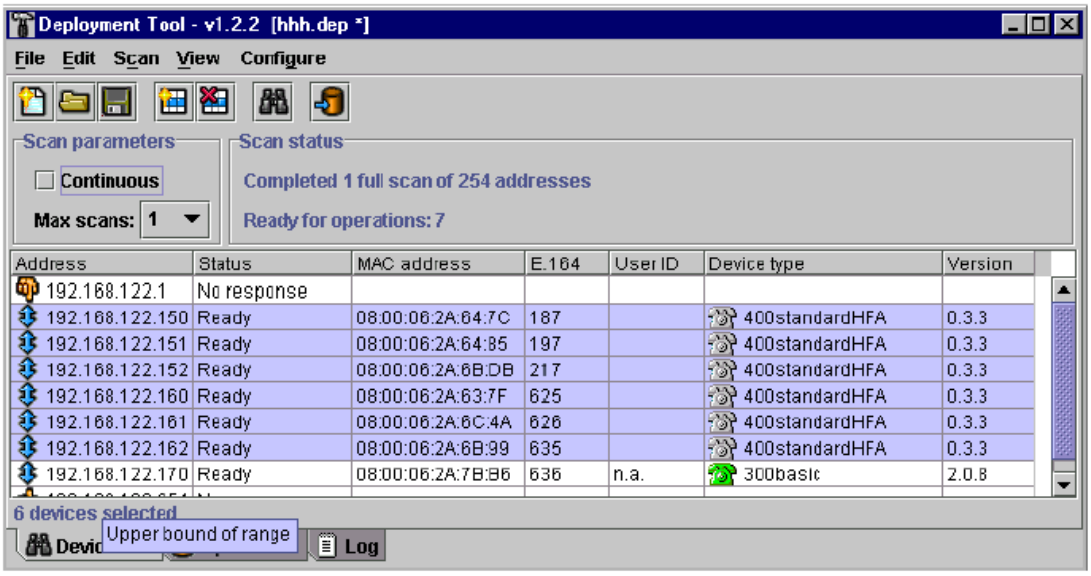
Plus, the optional acoustic adapter is supported on the optiPoint 410 standard and can provide the capability to add an external microphone and loudspeakers.

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

RESPONSE: All optiPoint IP telephones support FTP locally on the telephone, through a web browser or through the Field Deployment tool.

- ***Phone:*** The File Transfer Menu is used to download the software.
- ***Web:*** From a browser (IE 5.0+ and Netscape 4.5+) you can download the software upon entry of the FTP server address and the download file name.
- ***Field Deployment Tool:*** This tool can be used to download software and programs for up to 200 phones at once. The tool is provided with the administration package for the HiPath solution.

For all three variants, an FTP server is required.



Field Deployment Tool Sample GUI

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

RESPONSE: The optiPoint provides the following benefits:

Investment Protection through IP standards support and proprietary Cisco POE support. Plus, the phones are easy to keep current via software downloads.

Cost Reduction enabled via the integrated mini-switch, allowing you to minimize the LAN switch ports required to provide VoIP. Plus, the optiPoint phones provide a consistent user interface, which reduces training costs.

Simplified User Experience is enabled via the optiGuide functionality. End users can efficiently enable features via the telephone's display.

Flexibility and Performance with the ability to add functionality when and where you need it through the use of adapters and modules.

C. PBX

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

_X_ 300 IP phones

_X_ 50 telecommuters

_X_ 10 analog fax lines

_X_ 48 Inbound digital trunks with DID support

_X_ 35 Outbound digital trunks

1. PBX Model: **HiPath 3700**

2. PBX Price: **$13,729.50**

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

   RESPONSE: Based on the specifications set forth in the RFP, Siemens has proposed the HiPath 3000 Real-Time IP System. The HiPath 3000 is a non-redundant platform. If redundancy is a requirement, Siemens can provide alternative HiPath Real-Time IP solution platforms that provide industry-leading redundancy options.

   Siemens leading edge fault-management solutions include automatic overflow of signaling to PSTN trunk-connected lines, should the IP network become congested or fail outright. Remote sites also enjoy the option of local trunking. This means that, should the IP network fail, remote sites are fully survivable, supporting internal calls, trunk calls via local trunks and signaling from the host node via modem to the remote site.

   In addition, since all HiPath Real-Time IP Systems support analog, digital, as well as IP on the same system, the deployment of analog and/or digital telephones to critical areas can ensure connectivity in case of a LAN failure. Bypass units are also supported.

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

_X_ Authorization codes

_X_ Automatic callback

_X_ Add-on conference

_X_ Call waiting

_X_ Paging

_X_ Hoteling

_X_ Automatic camp-on

_X_ Automatic alternate routing

_X_ Trunk callback queuing

_X_ Uniform dial plan

_X_ Night service

_X_ E911 Support

_X_ Class of service

_X_ Class of restriction

_X_ Intercom groups

_X_ Group paging

_X_ Directed call pickup

_X_ Group call pickup

_X_ 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.

RESPONSE: The proposed HiPath Real-Time IP platform provides a tailored solution for up to 500 users and brings together conventional voice communication and IP-based voice and data transfer in one network. It offers cost-effective flexibility allowing streamlined business operations. The extensive range of telephones, soft clients and application choices allow you to increase efficiency without sacrificing professionalism. The offering provides a feature-rich environment that may be accessed from every endpoint in real-time.

When you are ready, the proposed HiPath Real-Time IP platform allows you to expand to a network of 64 nodes and 2,000 users all in one single system image. This modular solution is designed to grow in accordance with your requirements, as are its innovative applications.

The benefits, advantages and business case for HNF's business are compelling.

Choices include the capability to define your strategy at the enterprise, site, department and individual levels:

- ÿ Configure your architecture to circuit, packet or mixed configurations
- ÿ Get the operational advantage of IP transport with the feature richness and reliability of circuit-switched systems
- ÿ Mix and match IP phones, TDM phones and soft clients for a portable endpoint strategy that delivers all HiPath features

Evolution means the capability to:

- ÿ Get "no risk" convergence to an IP platform with rich features, applications and availability. You don't have to compromise functionality for performance
- ÿ Extend the life of legacy systems as your business moves to IP
- ÿ Ensure you can grow and change with your needs and with future hardware and software innovations.

Value means the capability to leverage the performance advantages while reducing capital, operating and network expenses:

- ÿ Leverage the efficiencies of IP (including application sharing, device mobility and ubiquitous communications)
- ÿ Cut costs with feature-transparent networking over IP or PSTN infrastructures
- ÿ Minimize investment risk and maximize investment life with a complete platform that supports circuit, packet or mixed-switching
- ÿ A true single system image for administration and common applications reduces administration and application costs

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: **optiClient 130**

2. Provide per employee price for telecommuting product: **$ 296.25 per employee**

3. Provide a diagram of your proposed telecommuting solution:

   RESPONSE: Please refer to the diagram provided in section "VI. Review Criteria" of Siemens Proposal. The following provides a brief overview of the features and graphics of the optiClient 130 GUI's that are available.

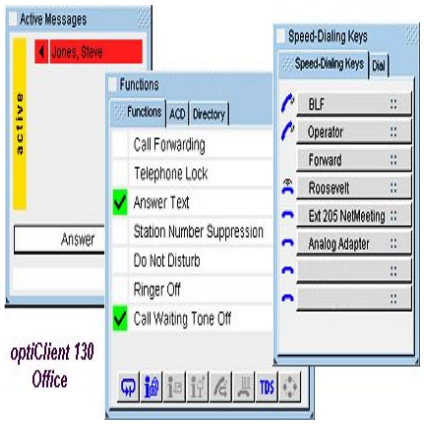
   The optiClient 130 application offers a PC-based "point and click" interface to the HiPath telephony features. This PC-based soft client delivers the same features as the optiPoint telephone family to the desktop. optiClient 130 is a powerful multimedia productivity tool for enhanced collaboration, application sharing and seamless communication. Through the integration of voice and email functions, the optiClient 130 also increases the efficiency of employee workflow.

   The optiClient 130 also provides enhanced mobility features that allow users to login at any PC and access the individual profile. Voice compression supports teleworking or remote login over narrow-band connections.

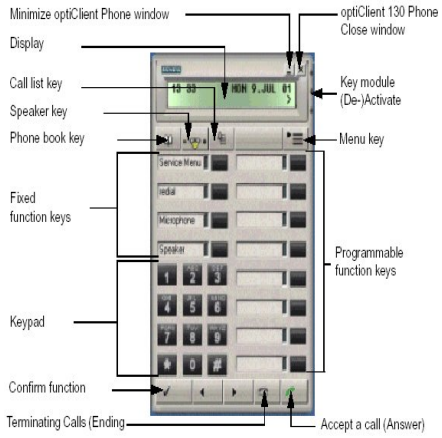
   The following graphical user interfaces are available:

   optiClient 130 EasyCom provides PC-based telephony with "drag and drop" capability that allows efficient call handling and easy access to telephony features. The GUI also provides visual displays as pictures or icons, simplifying management of calls.

optiClient 130 Office provides a comfortable and flexible interface that looks and feels like other MS-Windows applications. It provides convenient telephony functions and also includes built-in LDAP, SNMP, TAPI and DDE support.



optiClient 130 Phone provides the familiar appearance of a telephone with all its functions onto the PC screen. In addition to typical phone functions, it includes a phone book key for personal and LDAP telephone numbers and a call list key for displaying all outgoing, incoming and personally placed calls.



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

RESPONSE: The integrated HiPath gateway supports the following:

Call number verification (incoming only)

- ÿ Verify call number of calling station (station authentication, configurable) and the IP address to prevent unauthorized external connections via ISDN.
- ÿ Verification of the IP address (configurable) of internal LAN subscribers.

IP firewall (authorization firewall)

- ÿ The IP routing authorization procedure checks and, where applicable, rejects packages on the basis of the source and destination IP address and the ports used. The IP addresses can be network addresses or individual hosts.
- ÿ MAC verification checks whether IP packets transferred from the LAN interface are valid in relation to their IP address and MAC address combination.

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: **OpenScape**

2. Provide the price for this feature per 100 users: **$350.00 per user**

3. Describe the hardware/software platform and requirements.

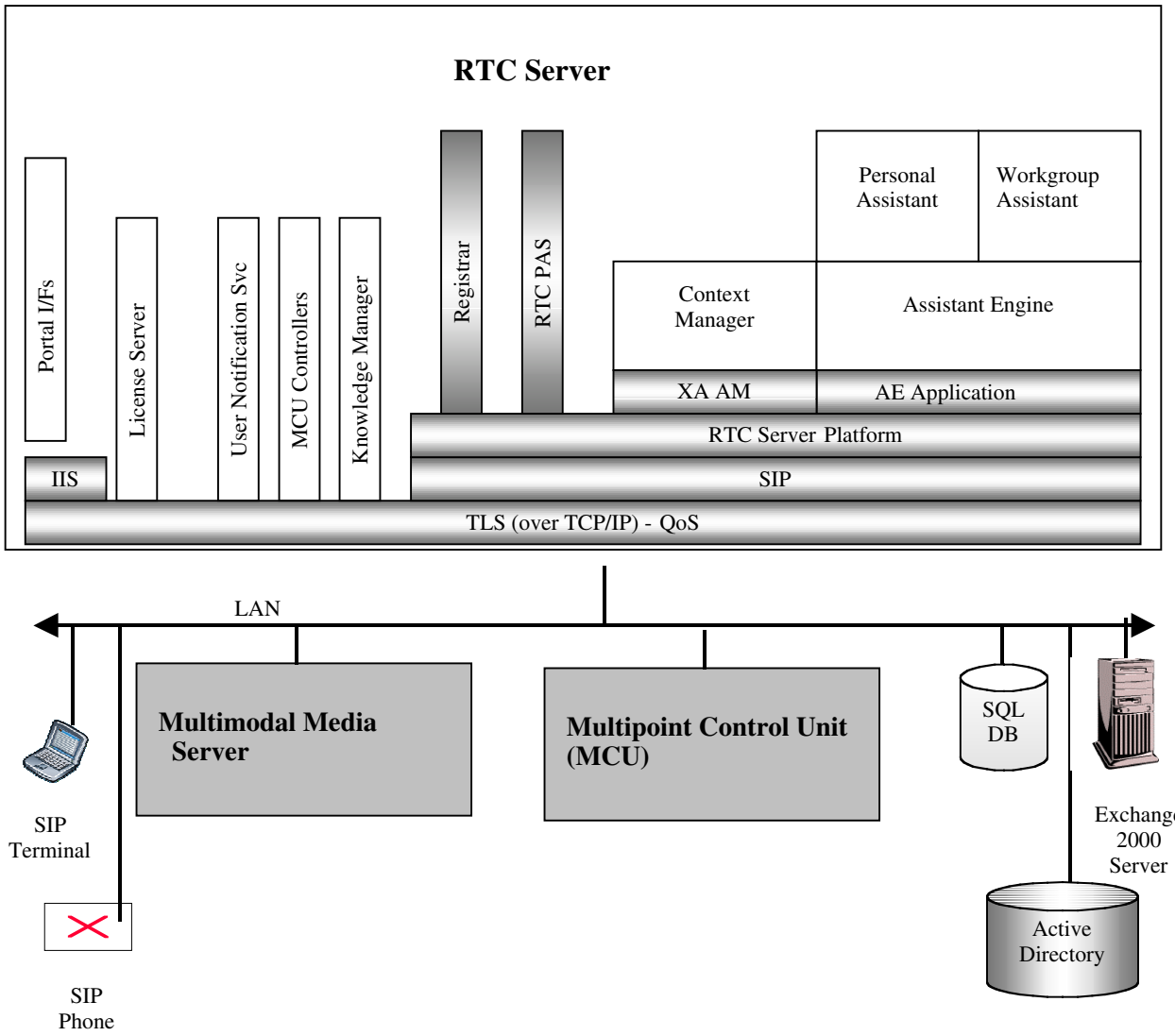
   RESPONSE: OpenScape is a SIP-based collaboration and personal productivity application suite that delivers on the promise of IP-convergence by enabling compelling productivity improvements through a unified user experience of enterprise communications for information workers (iWorkers) while at the same time reducing monthly operational expenses for the enterprise. Designed as an IT application, OpenScape fits into an enterprise's existing voice and data infrastructure and ties together phones, voicemail, email, text-messaging, directories, calendaring, instant messaging, and conferencing services.

   OpenScape is designed from the beginning as an IT application for advanced enterprise communication application. As such, the OpenScape architecture:

   - ÿ Follows a horizontal approach which fully utilizes the communication features of the enterprise server operating system and desktop PC environment (e.g. .NET Server, RTC Server, Windows Messenger)
   - ÿ Integrates tightly with the IT infrastructure in areas of management (e.g. WMI, MMC), security (e.g. Kerberos, TLS, IPSec), and directory services (e.g. Active Directory)
   - ÿ Integrates tightly with the enterprise groupware environment for message store, calendar, contact, and shared folders (e.g. Exchange 2000)
   - ÿ Follows industry standards that promote interoperability with 3rd party devices and applications (e.g. SIP, SIMPLE, XML, SALT, ISDN, QSIG)
   - ÿ Offers open API's, again based on standards, for extensibility and customization (e.g. based on web services architecture)

   Version 1 of OpenScape is based on the Microsoft Real-Time Communication server (RTC) and incorporates RTC's presence and IM capabilities into a robust real-time multimodal communication application.

OpenScape is delivered as a closely integrated set of components. The major components are shown in the figure below.



OpenScape Architecture Components

OpenScape application features are designed to be media and device independent. The application features are accessible through a wide range of devices, including Microsoft Outlook, Windows Messenger, web browsers, SIP phones, regular phones, and mobile phones

Open interfaces of OpenScape will make it a powerful platform for communications-enabling a wide range of business applications, such as ERP, CRM, and eCommerce applications.

OpenScape, which resides on the Microsoft Office Live Communications Server 2003, consists of a middleware application, called the Communications Broker, plus four user applications: the Personal Portal, the Workgroup Portal, the Voice Portal and the Self-Service Portal.

- Communications Broker: The Communications Broker provides an open, modular, standards-based middleware architecture with common access to various multi-media services across various underlying communications platforms. It enables the OpenScape portals, as well as OpenScape applications and third party applications.
- Media Server: The Media Server is a system resource based on the Windows 2000 Web Telephony Engine (WTE) that provides multimodal user interfaces to the applications.
- MCU: The MCU running on Windows 2003 provides media mixing (that is, combining the audio channels from multiple parties) for conference calls that OpenScape users may be involved in.
- SIP Gateway: The Session Initiation Protocol (SIP) gateway provides a signaling and media path into circuit-switched networks. It converts SIP into the appropriate protocol of the circuit-switched network and converts the media stream considering the appropriate media codec. The gateway can be used to connect to either the public network or a PBX network.
- SIP Endpoints: OpenScape is designed to interact with any standard SIP endpoint. In Version 1, it has been tested with Windows Messenger and the Siemens optiPoint 400 SIP phone. Because OpenScape is based on the SIP protocol standard and the Microsoft LCS platform, any SIP phone that is interoperable with Microsoft LCS should also interoperate with OpenScape.
- Virtual Assistant: The Virtual Assistant is the OpenScape component that allows the user to control the processing of a communication session. A communication session may be a single phone call, an email or an instant message session.
- Personal Portal: The Personal Portal provides a unified way to manage all communication tasks, handling voice calls, emails, and instant messages.
- Rules Wizard: With the Rules Wizard, users set up rules to determine how, when, and where they can be reached.
- Workgroup Portal: The Workgroup Collaboration application, accessible from the Workgroup Portal, facilitates document sharing, instant set-up of voice conferences and the automatic launch of WebEx application sharing.
- Voice Portal: Via the Voice Portal, OpenScape users can remotely set their status, initiate conferences, and access the Exchange server for both voice and email messages, contact lists, and calendars.
- Self-Service Portals*:* The Self-Service Portal allows guests calling into the system to help themselves to information that the user has made available. Guests can leave messages, make appointments and retrieve documents. Each user controls access to his or her own Self-Service Portal.

4. List the features available:

RESPONSE: OpenScape creates intelligent relationships among all enterprise communication resources, increasing the productivity of both staff and communications services by facilitating rich, successful communications on the first attempt.

With OpenScape, users control how each of their communications tools is to be used in different contexts such as when the user is in a meeting, traveling, at a client site, or on vacation. As a result, callers don't have to hunt for their colleagues or make several attempts to reach them on different devices. Users don't receive redundant messages or face the need to handle untimely intrusions. And because the enterprise doesn't incur costs for long distance or cellular calls that do not succeed in real-time communication, both staff and communication resources become more productive.

User Interface Features

- **Web Portals:** Siemens interface that offers OpenScape features such as Personal Productivity Communication Portal and Workgroup Collaboration Portal
- **Windows Messenger:** Standard Microsoft (MS) offering with OpenScape-specific features added via tabs (e.g., enhanced buddy list with presence info by media type, holding a call, and forwarding a call, etc.)
- **Outlook Client:** Standard MS offering with OpenScape-specific features added via plug-ins.
- **Voice and Speech Portal**
  - Siemens interface that offers a subset of OpenScape features that can be accessed by voice or DTMF. OpenScape provides a speech recognition functionality for accessing virtual assistant and collaborations for mobile users. Allows users to access, change, and conference contacts and calendars when off the network.
  - The use of text to speech and automatic speaker recognition will allow users to join collaborations, with all the cost savings and benefits from remote devices. Calling to join collaborations while underway is a key benefit. This speech portal framework delivers powerful self-service features for users that allow easy and secure access to content.
  - Voice Portal integration into Web client architecture, Outlook, or ERP systems.
  - Simple integration with the existing voice network.
- **Self-Service Portal:** Siemens Interface that allows pre-authorized guest callers to access via telephone appointment scheduling features and document retrieval features.
- **SIP IP Phone:** Siemens device which offers, in addition to standard IP phone features, support for presence, buddy list, and instant messaging.

Presence Features

- Presence awareness for teams (workgroups) and individuals based on other communications devices, configured status or automatic events (i.e. screen saver or calendar).
- Provides device presence and device context for both SIP-registered devices and user defined non-SIP devices.
- Rules-based engines for defining presence with contextual awareness to allow users to determine when and how to be contacted (and via what media). This Intelligence in handling transactions as part of collaborations are key. The OpenScape modules provide a rule set that can route, convert or delegate all forms of interaction in automated ways with varying user contexts such as “in meeting”, “on vacation”, “in the office”, etc.
- Across the set of devices for a user, provides aggregated media availability: voice, IM, and email.
- Interworks with MS presence model

Personal Productivity Features

Personal Productivity - Knowledge Working Features

- Handling of a user’s communications and initiating specified actions:
  - Covers voice calls, emails and instant messages
  - Collects data needed to make decisions
  - Maintains rules on how to act upon that data
  - Processes the data and the rules as needed
- Default User Rules and Actions are provided by the system
- Users can specify custom rules and actions using a GUI, or to a limited extent, a telephony user interface

Personal Productivity - Communication Portal

- Subscriber Access (Telephony User Interface).
  - Calendar Access functions – accept / decline / modify appointments, block out time.
  - Voicemail, email access functions - Inbox access with message sorting options. List total, retrieve (listen), skip, forward, reply, etc.
- Exchange 2000 integration component for OpenScape applications for journaling and other functions.

Personal Productivity – Self-Service Portal

- Guest Access (Telephony User Interface).
  - Voicemail Functions – leave a message, transfer from voicemail
  - Calendar Functions - schedule / cancel / modify appointments with a subscriber, get email confirmation.
- Document Access Functions – authenticate user based on PIN and allow reading, email or fax-back of documents stored in Exchange folders

Personal Productivity - User Notification

- Notification framework that combines IM, e-mail, SMS, pagers into a single model to remind busy users of impending collaboration events.
- The ability to remind users about key meetings or events. Collaborations are only effective if all participants attend. An ability to extend notifications to remote users makes sure that collaboration is not wasted when key members can not be notified about an upcoming meeting. An additional capability to notify users about ad-hoc invites to meetings in real-time.
- Provides a mechanism for OpenScape applications to send notification messages to any number of different destinations.
- Can send emails, instant messages, SMS messages, pager messages
- Input is message (text string) with necessary addressing information

Personal Productivity – Media Server Platform

OpenScape offers a web-based platform that renders interactive telephony applications. Features include:

- Support for speech recognition and text-to-speech.
- Scripts for applications can be created using Siemens-provided building blocks and / or Microsoft Word.
- Pre-packaged applications included commonly used functions like auto-attendant with name dialing and intelligent announcements.
- Supports the Self-Service Portal features
- Provides scripting support and Telephony User Interface for OpenScape components

Workgroup Collaboration Features

From the Workgroup Collaboration Portal users can initiate audio or multimedia conferencing sessions and view documents that have been checked into the Workgroup Repository.

- ÿ Instant Conference — launches an audio or WebEx multimedia conferencing session, based on contact lists or address book(s)
- ÿ Touch Conference — see the participant list and their Presence status
- ÿ Media Advance — offers users the point and click option to advance an existing audio conference to a multimedia collaborative session
- ÿ Provides Workgroup document repository

Workgroup Collaboration - MCU Platform (voice conferencing)

- ÿ Supports ad-hoc and dynamic conference creation from Buddy List following the SIP conferencing model for ad-hoc conferences. Ad-hoc conferencing via SIP telephony over the existing IP infrastructure provides reach-ability via correct media and cost savings. This includes SIP telephones that are RTC certified, SIP gateways and the ability to leverage existing voice (PBX) infrastructure.
- ÿ Our product provides a local mixing unit that minimizes the need for always using expensive service provider features. The use of SIP means that any telephony product can be integrated to utilize this. While using this, we do not limit combining the cheaper priced data sharing elements from these types of service provider features.
- ÿ Codec support G.711, G.723.1, advanced audio processing
- ÿ Decomposed MCU can distribute media processing over multiple servers using the MEGACO protocol
- ÿ Single Media Processor (MP) running on a 2GHz P4 can support 72 channels G.711 or 24 channels of G723.1 or a mix thereof
- ÿ Scalability in V1 targets 4 Media Processor to 1 Multipoint Controller supporting 288 channels G.711

Administration, Management and Security Features

SDK Features

- SIP Phone SDK including URL dialing via a user web page
- Word Web: MS Word-based scripting for creation of telephony applications on the media server platform

Administration Features

- Using OpenScape Management Console (XMC) an MMC snap-in
- Supported languages: US English and German
- Documentation: system administrator level, context sensitive online help
- Audit trails (configuration log)
- User management
- Siemens SIP phone device management
- Status displays

Accouting, Performance Management Features

- Knowledge of and status of all OpenScape components
- QoS statistics (RTCP reports) from SIP phones
- Monitoring CPU usage, disk space and memory and providing this information through an interface to interested components

Serviceability, Error Logging, Tracing Features

- Start up, shutdown activities: WMI user to monitor, start, and stop services
- Centralized error logging
- Fault analysis (limited)
- Tracing of Siemens-developed components: MMC snap-in shall provide a GUI to control tracing of Siemens-developed components
- Resource usage reporting

Storage, Logging, Reporting Features

- Use of existing data repositories such as Active Directory, Exchange Server 2000 message store, SQL Server, file system, and registry
- Interface for backup and recovery
- Logging information and audit trails
- Storage of registry data
- Context data records for call and contact-related data

Security Features

- .NET Platform security features leveraged by managed software components
- Support for standard security protocols such as Kerberos, TLS, and IPSec (NTLM not supported)
- Testing of third-party software for anti-virus software, intrusion detection systems (IDS) and software-copy protections (e.g. ghost copies of hard disks)
- SIP Phone and deployment management tool for SIP phones
- Media Server Platform and MCU security
- Certificate strategy based on third party certificates issued by a globally known trusted certificate authority of the customer's choice

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

RESPONSE: OpenScape users gain control of how people can contact them through a personalized series of Priority Profiles that define priority callers and routing choices for a variety of situations that match the user's presence status. This allows different priorities to be set for handling contact, by requester, during recurring activities such as general meetings, important meetings, at lunch, on the phone, in transit, on vacation, to name a few.

The Personal Assistant is the OpenScape component that allows the subscriber to impose his or her will upon the processing of a communication session. A communications session may be a single phone call, an email or an instant message session. The core functionality is the set of rules called Priority Profiles that are called into play when any session associated with the subscriber, outbound or inbound, occurs. The Assistant is aware of the devices associated with the user. These can include registered devices (SIP phones and clients registered to the user) and associated devices (cell phones or home phones). The Assistant uses the Priority Profiles and information about the presence of the users and the availability of their devices (registered and associated) to connect sessions to the user using the appropriate device.

This flexibility gives OpenScape users a remarkable level of control in deciding the quantity and quality of information they get from different sources under specific conditions.

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

   RESPONSE: Microsoft Messenger.

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.

   RESPONSE: OpenScape application features are designed to be media and device independent. The application features are accessible through a wide range of devices, including Microsoft Outlook, Windows Messenger, web browsers, SIP phones, regular phones, and mobile phones.

   Subscriber Access (Telephony User Interface) includes:

   - Calendar Access functions – accept / decline / modify appointments, block out time.
   - Voicemail, email access functions – Inbox access with message sorting options. List total, retrieve (listen), skip, forward, reply, etc.

   OpenScape also provides options for a rich set of voice communication applications and devices such as SIP phones, gateways, Multi-Point Control Units (MCU) for audio conferencing, and text-to-speech and speech processing applications.

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

   RESPONSE: OpenScape is designed to collect information from multiple “device like” applications and to aggregate that device presence into media availability. Media availability, coupled with a business status (such as "in meeting" or "in office") is the key to providing a more complete User Presence model that can drive business process improvements and user productivity gains, resulting in more economical transaction models. We support presence from SIP clients, SIP telephones, Screen Saver activations, and from IM clients. In addition, we have a web service SDK interface that is open and available as a WSDL XML/SOAP over HTTP or XML/SOAP in TCP. This SDK enables OpenScape to use any designated event or device update in the network to influence presence. Current examples include calendar events, a cell phone status change, a CRM system or location based services from WLAN /Bluetooth base stations or public services.

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

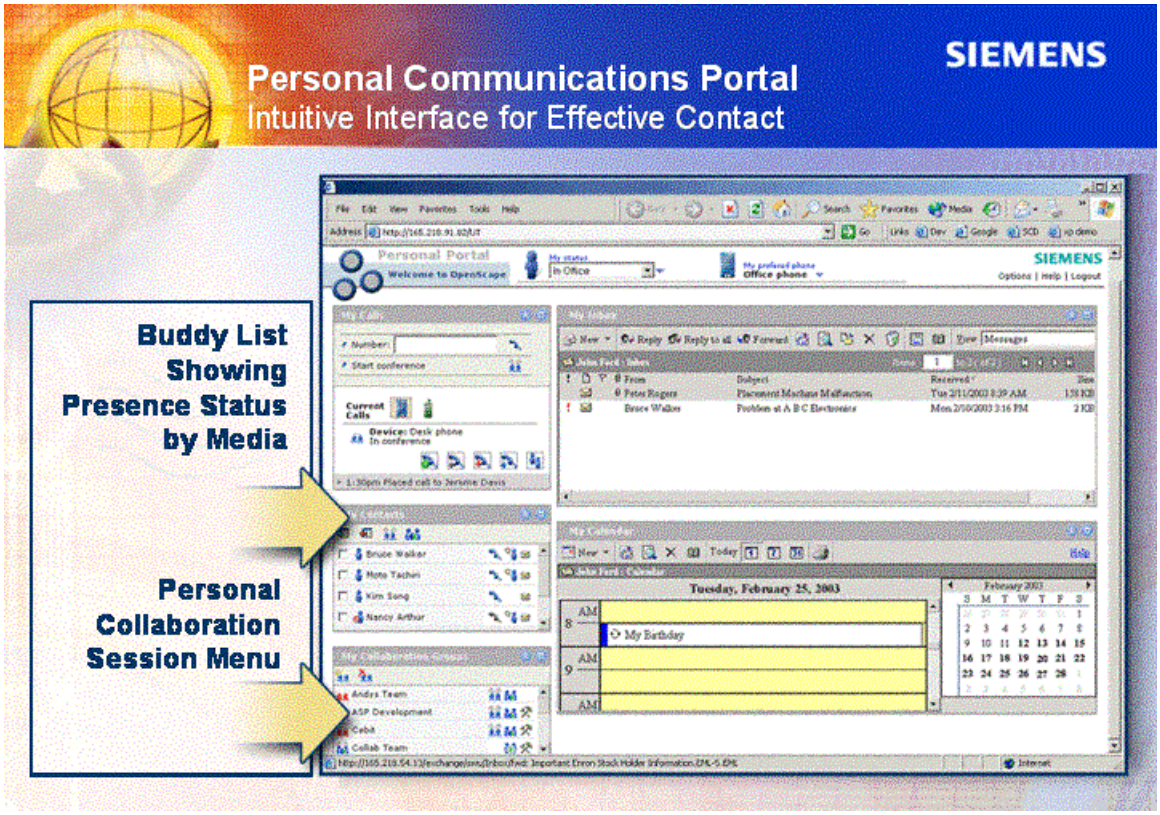
RESPONSE: As mentioned in item 8 above, the OpenScape concept of presence allows “device like” elements to be aggregated into a single, more comprehensive model of presence called user presence. User presence can then be aggregated with the current status of multiple users and any relevant conferencing media into a more sophisticated level of presence called workgroup presence. Adding to this the use of user-defined intelligent rules, and presence events at the user or group level can be shared across the network with other users. Since this framework is open, we can integrate to many forms of IT applications, just like we would to physical devices. This means that systems like Exchange, Domino, Lotus WorkPlace, or GroupWise can be used as sources for updating user/group presence status within our framework. This is all done in a very simple way using the web services and often time is available as a service at point of install.

10. Provide screenshot of presence client interface.

RESPONSE: The Personal Productivity Portal can be:

- ÿ Accessed via a standalone Web browser (especially useful for remote access)
- ÿ Installed as a Windows Messenger plug-in
- ÿ Installed as a Microsoft Outlook plug-in

The following GUI is an example of a Microsoft Outlook plug-in.


Personal Communications Portal
Intuitive Interface for Effective Contact
SIEMENS
Buddy List Showing Presence Status by Media
Personal Collaboration Session Menu
Personal Portal
Welcome to OpenScape
Tuesday, February 25, 2003
My Birthday

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

RESPONSE: OpenScape will create intelligent relationships among HNF's enterprise communication resources, increasing the productivity of both your staff and communications services by facilitating rich, successful communications on the first attempt. HNF's users control how each of their communications tools is to be used in different contexts, (e.g. in a meeting, traveling, at a client site, or on vacation). As a result, callers do not have to hunt for their colleagues or make several attempts to reach them on different devices. Your users won't receive redundant messages or face the need to handle untimely intrusions. And because HNF will not incur costs for long distance or cellular calls that do not succeed, both your staff and communication resources become more productive. The business case for OpenScape is summarized below.

One-and-Done Communications:

- ÿ Eliminates guesswork of how to communicate, unproductive sessions and unwelcome communication intrusions
- ÿ Makes it easy to find and involve the right people

Rich, Efficient Collaboration:

- ÿ Efficient setup of group communications with involvement of appropriate people
- ÿ One touch to "Media Advance", which offers users the point and click option to advance an existing audio conference to a multimedia collaborative session at any time
- ÿ Managed coordination of documents and participants
- ÿ Presence-aware collaboration set-up

Increased Productivity and Reduced Communication Cost:

- ÿ Increased responsiveness and productivity of users through rapid identification of available resources
- ÿ Elimination of redundant messages and counter-productive communication intrusions
- ÿ Faster scheduling, setup and operation of conference calls, as well as faster, more complete decision-making and collaborative planning
- ÿ Decrease in communication costs through:
  - _ Avoidance of ineffective long distance calls (presence) and elimination of ineffective cellular calls (presence, preferred device)
  - _ Shift of urgent communications to lower cost (and less intrusive) IM/SMS alternatives
  - _ Reduction of conferencing costs by avoiding a service provider's profit margins and premium long distance rates

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.

RESPONSE: Siemens support multiple options for conferencing and conference bridge capabilities. In addition to the standard HiPath 3000 features, which are set forth below, Siemens can provide varying levels of conference capabilities through third party bridge applications or through our OpenScape application. Options available include, but are not limited to:

- Standard HiPath conferencing features, which provide up to six simultaneous conferences with five participants on the HiPath 3700
- Siemens OpenScape, which can provide capabilities to set up voice conferences and multi-resource conferences (voice plus document sharing or integrated access to a web conferencing service), including:
  - Instant Conference—launches an audio or WebEx multimedia conferencing session, based on contact lists or address book(s)
  - Touch Conference—see the participant list and their Presence status
  - Media Advance—offers users the point and click option to advance an existing audio conference to a multimedia collaborative session
  - Scalable support for up to a maximum of 288 conferencing sessions
- Siemens HiPath DAKS Internet Controlled Telephone Conferencing (ICTC) is a convenient, cost effective solution providing high quality, high capacity teleconferencing at any time and from practically any location. It includes support for:
  - Meet-Me, Preset and Progressive conferences, which can be set up individually and either convened immediately or started at a scheduled time
  - Browser-based user interface for easy access via the Internet or Intranet
  - Automatic e-mail invitation to conference participants and automatic dial-out to conferees or dial-in access to/from any telephone anywhere
  - Capacities ranging from 500 to 5,000 users, with up to 50 predefined conferences per user and up to 60 participants in each conference
- Various third-party conferencing bridges, including low-end 6-party units providing combinations of meet-me conferencing to high-end 24+ port units that provide advanced conference scheduling, IP conferencing, meet-me conferencing, etc.

Siemens is recommending the utilization of standard HiPath 3000 conference capabilities. If the standard capabilities are unsatisfactory, pricing for other optional conferencing specified above can be provided upon determination of the appropriate solution

1. Indicate the product name or feature that provides this option: **Standard HiPath 3700 conference features**

2. Provide the per user price for this feature: **Included in HiPath 3700 base price**

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

   RESPONSE: A user can combine up to five stations into a conference call.

   The user setting up the conference can individually add/disconnect stations from the conference or release the conference entirely. In addition, the user can also exit the conference without terminating it, even if the conference includes external stations. If only external stations remain in the conference and no backward release criterion is present (on loop-start trunks), a timer begins and the conference can be automatically disconnected after a predetermined period.

   HiPath 3000 maximum capacities support up to six simultaneous conferences with five stations (four participants can be external).

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: **HiPath Xpressions Compact**

   HiPath Xpressions Compact is an integrated voice mail solution for the HiPath 3000. The HiPath Xpressions Compact card is available in 8-ports or 24-ports on the HiPath 3700. The memory capacity is 100 hours and up to 500 mailboxes are supported including Auto Attendant mailboxes, Group mailboxes and Information mailboxes.

   HiPath Xpressions Compact is a system for operating voice-only mailboxes with various feature sets, including automatic call answering. It consists of a plug-in card module that was designed for use in the HiPath 3000 providing:

   - ÿ Personal mailboxes: Up to four different greeting messages with selection: manually, day/night-dependent, dependent on type of call, or calendar-controlled
   - ÿ Group mailboxes with up to 20 users per group mailbox and parallel signaling of received messages on the group mailbox users' telephone
   - ÿ Information mailboxes with a maximum of 20 minutes of announcements and navigation within the announcement
   - ÿ Auto Attendant mailboxes with up to 10 individually programmable dialing destinations, direct selection of known station numbers during the greeting message, cascading of several mailboxes and name dialing
   - ÿ Call forwarding of all incoming calls, ring no answer or busy
   - ÿ Distribution lists to send/distribute broadcast messages
   - ÿ Message Waiting Indication
   - ÿ Notification call after reception of a new voice message with five notification destinations (one is active) and calendar-controlled activation/deactivation
   - ÿ Context-sensitive assisting announcements allowing user to interrupt the announcements to speed up the process
   - ÿ Statistics and reports, as well as error reporting and SNMP processing
   - ÿ Protection against unauthorized access through password requirements
   - ÿ 16 Classes of Service (COS) for optimum customization of the mailbox performance and all available features can be activated/deactivated per mailbox
   - ÿ Each HiPath Xpressions Compact board occupies one slot in the system and the HiPath 3700 boards are hot pluggable

2. Provide the per user price for this feature plus maximum per user hours: **Included in System Pricing**

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: **HiPath Xpressions Unified Messaging System**

2. Provide the price for this feature or product per 100 employees: **$162.00 per employee**

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

   _X* Read voicemail messages from e-mail (* Clarification: HiPath Xpressions allows you to listen to voicemail messages from email)

   _X_ Caller ID information provided in header of e-mail

   _X_ Delete voicemail messages on voicemail system from e-mail

   _X_ Listen to e-mail messages from phone

   _X_ Delete e-mail from phone

   _X_ Forward e-mail messages from phone

   _X_ 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.

   RESPONSE: HiPath Xpressions standard call processing features allow you to accept incoming calls automatically (24 hours a day, 7 days a week) and then forward them to predefined destinations using Caller Controlled Routing.

   The caller interface is very easy to use. Callers hear a greeting in which the options for selection are described. Callers then make their selection by pressing the relevant button on the telephone.

   The call processing application comprises a combination of call processing mailboxes of different types and different Call Transfer Types, linked by corresponding Call Transfer Triggers (DTMF inputs or timeout).

Call Processing Mailboxes include the following:

Mailbox Types	Description
Menu	Plays an information announcement that contains selection options for the caller to make via the telephone keypad
Listen only	Plays an information announcement
Listen/respond	Plays an information announcement and enables the caller to leave a voice message.

Call Transfer destinations include the following:

- ÿ Call processing mailbox
- ÿ Pre-defined call number (including external or remote site number)
- ÿ Intercept (e.g., live attendant)
- ÿ Guest Access mailbox [supports dial by name or number]
- ÿ Back to previous menu level
- ÿ Release

Each call processing application may have various access points, supporting calendar-based routing, as well as variable language selections based on the dial-in number.

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

RESPONSE: HiPath Xpressions integrates with Microsoft Exchange Server 5.5, Microsoft Exchange Server 2000, Lotus Domino R4, Lotus Domino R5, Novell GroupWise and STMP/IMAP4 compatible email servers.

For Microsoft and Lotus products, HiPath Xpressions can employ a single-store architecture (all messages in one information store) or a dual-store architecture (all messages in both HiPath Xpressions and the groupware store with automatic replication).

For GroupWise and STMP/IMAP4 email servers, HiPath Xpressions is configured to either forward voice messages to the email store, or copy voice messages to the email store. The GroupWise client must be at release 6.0 or above for unified messaging functionality.

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

RESPONSE: HiPath Xpressions unites voice, fax and email into a single mailbox that can be accessed easily from any PC or touch-tone phone. HiPath Xpressions provides:

- ÿ Implementation for a single LOB, department or location when and where needed. You customize the solution by defining which users have access to each feature (voice-only, voice and email, voice/email/fax).
- ÿ Increased efficiency and effective communication by accessing, organizing and prioritizing all messages using a single in-box.
- ÿ Reduced message load and timely receipt of messages with fewer queues allowing quicker response and a variety of access and notification options ensuring message receipt in a more timely matter
- ÿ The ability to have more convenient and effective access to messages enhances your ability to collaborate

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.

   RESPONSE: Siemens provides an end-to-end portfolio of products and services that fully integrate with our HiPath Real-Time IP System and for which we provide end-to-end services. In addition, Siemens HiPath products integrate and interface with a multitude of third-party products. The following provides a brief overview of applications which may be of interest to HNF.

   - ÿ HiPath Xpressions Unified Messaging _ voice only, multimedia (voice, email and fax) unified messaging and unified communications, combining multi-media messaging with a personal CTI application
   - ÿ HiPath ProCenter Suites for customer contact centers _ skills based routing and support for entry level voice-only to multimedia and CRM contact centers, including HiPath ProCenter Prompt Response IVR for integrated voice response capabilities
   - ÿ Siemens and third-party CTI applications
   - ÿ Mobility solutions through Siemens MobileOffice applications (see below)

   HiPath MobileOffice applications address the great diversity of mobility needs within each enterprise environment:

   - ÿ HiPath SimplyPhone a click-and-dial CTI application that enables users to make telephone calls from their PCs using Groupware clients (Outlook and Lotus Notes)
   - ÿ HiPath ComResponse, a web-based voice application engine that provides auto answering, intelligent announcements, auto attendant and web IVR capabilities within the same intelligent application
   - ÿ HiPath CorporateConnect, an innovative mobility solution that provides one-number service and extends voice features of the enterprise real-time IP system to mobile employees both on and off campus. One Number service allows employees to use a cell phone or voice-enabled PDA as an extension of the corporate enterprise communications system.
   - ÿ HiPath Wireless provides the user with full HiPath System connectivity and features via an in-building 900 MHz wireless device.

   HiPath CAP (Common Application Platform) is the powerful middleware that enables HiPath Real-Time IP Systems advanced CTI functionality. HiPath CAP serves as both middleware and a data connectivity software, offering benefits to customers and partners alike. It provides interfaces to Siemens HiPath systems through standard APIs, such as CSTA I ASN.1, CSTA III ASN.1, CSTA III XML, TAPI, JTAPI and more.

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

RESPONSE: The Siemens HiPath Ready Program is a suite of offerings that provides technical and marketing support to third parties who want their technology to work with Siemens communications products and services. This global program offers members development and integration tools, documentation, access to the equipment and services of the Siemens HiPath Ready Integration Lab, product testing and inclusion in special product catalogs.

The program is designed to promote knowledge, use, and availability of Siemens Open Interfaces for both HiPath and Hicom Communication Systems and Applications. For third party vendors, the program offers two levels of certification that show, both their and our marketplace, that their offerings have been tested to work with Siemens HiPath Systems.

Siemens HiPath Ready Standard: Vendors can self-test their applications against Siemens provided test plans. Once Siemens verifies testing, their applications can display the "Siemens HiPath Ready Standard" logo, indicating their compliance with the Siemens HiPath Systems process and procedures. Applications support is also included for the HiPath ProCenter Suites certification, HiPath Xpressions certification and integration services. In addition, they can employ Siemens certification services to conduct the actual testing for a fee. This level is valid world-wide.

The Siemens HiPath Ready Standard Program suite of offerings include:

- ÿ The Customer Program
- ÿ Hicom Certification
- ÿ HiPath Certification

Siemens HiPath Ready Advanced: Vendors can employ Siemens certification services to test and certify their application.

Siemens HiPath Ready Contact Center Partner Program: The HiPath Ready Contact Center Partner Program provides 3rd party software vendors and systems integrators, the tools, associated education, and support, to build and integrate applications with the Siemens HiPath ProCenter Suites. The HiPath Ready Contact Center Partner program helps partners drive successful integrations and provides significant value to the overall business solution. Custom development and integration work is performed using the Siemens HiPath ProCenter Suites Software Development Toolkit (SDK). The SDK helps enable an "end-to-end" business solution without the task of acquiring proprietary development skills or developing interfaces to other applications from scratch. Once developed, vendors can opt to self-test their applications with Siemens systems and applications in the global Siemens HiPath Ready Labs. The certified vendors will then be listed by Siemens as "Siemens HiPath ProCenter Ready" in each of their respective markets.

The Siemens Ready web site (http://www.siemensenterprise.com/company/corporate/certified_developers.shtml) provides a complete list of certified products and partners. The following provides a partial listing:

Acumen Software	HipBone	SAI
ADTEC Communications	Hunt Group International	Scientific Capital
Allen Technologies	IEX	Secure Access
Altitude Software	Impact Technologies	Softlinx
Alve Technology	Info Group	Spanlink Communications, Inc.
AMC Technology	Info-Hold	Spectrum Corporation
AMCOM	Interalia	Streem Communications, LLC
Amtelco, Inc.	Innovative System Design	Symantec Corporation
Applied Computer Telephony	ISI	Symbol Technologies
Apropos Technology	Ivoice	Symon Communications
ATIO Corporation	Key Voice Technology	System Development Company
Autel	MapTel Systems	System Management Software Inc. (SMSI)
BBX Technologies	Mercom Systems	MDR Switchview
Blue Pumpkin	Mosaix, Inc.	TCS
Call Center Technology Inc.	MTS Integratrak	Teknekron Infoswitch
Callware Technologies Inc.	Multicall, Inc.	Telegenix
Comtelco	Net.com	Teledirect International
CSI-Data Collection Resources	Net6, Inc.	Teltone Corporation
Data Race, Inc.	NICE Systems Ltd.	Telespear Technologies
Davox Corporation	Noble Systems	Teloquent
Dialogic	Octave Communications	Texas Digital
Dictaphone	Omtool	Topcall
Digital Techniques	Open Domain	Trango Software
Egain Communications	Optus Software	TransTelecom
Envision Telephony	Oracle	United Telemanagement Corp

Executive Voice	Parlance Corporation	Verint Systems
Expand Networks	Phonetic Systems	Virtual Hold Technology
Eyretel	Proctor	Webline Communications
Fenestrae	Q.Sys International	Whitecap Development
Genesys	Quality Call Solutions	Witness Systems
Gentner Communications	RADVISION	Wygant Scientific, Inc.
GMT Corp	Red Hawk / CDT	XTEND Communications
Hewlett Packard	Registry Magic	

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

RESPONSE: In addition to the HiPath Ready Certification Program, Siemens offers HiPath Professional Services for third party integrations. Our Professional Services organization provides integration including, but not limited to:

- ÿ **Customer Interaction** including CRM, CTI and contact centers
- ÿ **Network Infrastructure** including network management, security, directory solutions, and VoIP
- ÿ **Mobility Solutions** including mobile applications focusing on workforce productivity
- ÿ **E-business Applications** including e-business readiness and integration

HiPath Professional Services provide a full-range of assessment and customization services, including benchmarking, design, implementation, and integration. These services leverage Siemens' 150+ years of telecommunications experience, and draw on our global resources and partnerships.

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.

RESPONSE: Siemens has decades of experience in both telephony and data networking. We are uniquely able to understand the distinctive demands of time-critical business communications. These unique competencies are the foundation of our HiPath enterprise architecture. HiPath is making IP a practical reality for leading corporations worldwide. It makes IP practical by offering the enterprise Choices, Evolution, and Value.

HiPath is Siemens solutions and services offering, designed to give your business a practical approach to convergence. HiPath is the only solution in the market that provides open-standards for both pure Internet Protocol (IP) and hybrid systems, preserving maximum choice. HiPath stands for:

HiPath - Highly integrated communications (circuit, packet and mixed platforms)

H**iP**ath - IP solutions ready today

Hi**Path** - Smooth, affordable migration path to IP

As the most comprehensive IP communications portfolio, HiPath delivers an integrated family of multi-protocol, interworking platforms, applications, endpoints and management products. HiPath allows you to create a mix-and-match environment to find the most appropriate blend of technologies to meet your specific operational needs, risk tolerance factor, and long term vision.

With these objectives in mind, Siemens HiPath delivers feature-rich and future-rich convergence, without sacrificing performance, reliability, or existing investments. This is practical convergence.

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.

Section	Price
B. Phones **207 optiPoint 410 standard** • 100 for basic users • 100 for executives • 2 Attendants (with Key Module) • 5 Conference Phones	**$ 37,917.50**
C. PBX **HiPath 3700 Equipped For:** • 300 IP phones • 50 telecommuters • 10 analog fax lines • 48 Inbound digital trunks with DID support • 35 Outbound digital trunks	**$ 13,729.50**
D. Telecommuting **20 optiClient 130 users**	**$ 5,925.00**
E. Presence: **30 OpenScape users**	**$ 10,500.00**
F. Conference Calls	**$ Included in Base Price**
G. Voice Mail **HiPath Xpressions Compact** 500 voice messaging users included with integrated card	**$ Included in Base Price**
H. Unified Messaging HiPath Xpressions Unified Messaging • 220 voice-only licenses • 100 email licenses • 100 text-to-speech licenses	**$ 16,062.00**
I. Application Integration	**$ Application Dependent**

2. Provide all installation costs and maintenance costs

INSTALLATION COSTS: $7,869.25

MAINTENANCE COSTS: One year warranty included in base price.

K. Distribution Channel

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

   _X_ Direct sale

   ___ Resellers

   _X_ Certified Resellers

   _X_ Channel Partners

   ___ Other. Please explain:

VII. Vendor Information

1. How long have you been in business?

   RESPONSE: Founded in 1847, our parent company, Siemens AG, has been in business for 157 years.

   In 1973, Siemens opened its first factory in the U.S. producing telephone equipment in New Jersey. In 1990, Siemens entered into a joint-venture with ROLM, a manufacturer of telecommunications systems. In 1992, ROLM was fully acquired by Siemens, becoming the Enterprise Networks Division of Siemens Information and Communication Networks, Inc (Siemens ICN).

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

   RESPONSE: Siemens AG forms a network of more than 400,000 people in over 190 countries around the globe. Siemens ICN has 33,000 globally in 160 countries. The distribution of employees by function is as follows:

   - ÿ Sales, service and marketing 61%
   - ÿ Research and development 15%
   - ÿ Manufacturing 20%
   - ÿ Administration 4%

   Our service organization alone maintains local companies in the most important 80 countries; in others, we operate with qualified partners who are certified for our products.

3. How long has the product been shipping?

   RESPONSE: Three years.

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

   RESPONSE: Yes.

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

RESPONSE: Siemens covers the entire United States through Siemens direct offices or channel partners.

Domestically, Siemens provides direct sales, on-site support and maintenance services through more than 35 sales and service locations located in over 20 States, as well as through a dispersed workforce throughout the U.S.

For areas not covered by direct offices, Siemens has over 100 domestic channel partners providing on-site support services.

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

RESPONSE:

Nebraska Furniture Mart (National Chain)

Providence Public Library (Rhode Island)

1st Tennessee Bank