



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
Publication Date: March 17, 2005

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

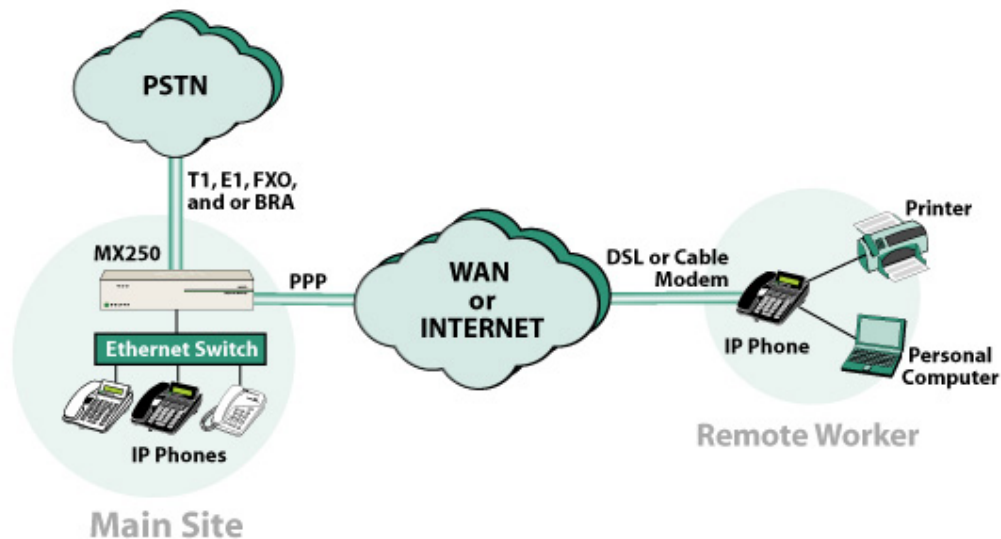
- A. Improve internal communications
- B. React quickly to new business prospects
- C. Provide excellent customer support
- D. Control Costs

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.

The MX250 is a media exchange that integrates multimedia communications for the enterprise into a compact system that has standard interfaces for all connections. The MX250 integrates the functions of many devices previously available only in several disparate boxes. By integrating these functions into a single unit, Zultys provides a corporate solution to improve internal communication that is cost effective and easily expanded. Administrators use a single GUI on a PC to configure and monitor every aspect of the system. Initial deployment of the system is simple and straightforward, saving substantial time and money over competing products. The MX is expandable in capacity and function without purchasing additional hardware.

Zultys has designed the MX system from ground up with Presence and Instant Messaging (IM) at its core. Presence information, driven by manual change or automatic triggers such as calling or keyboard activity, can be leveraged by all users via a PC-based application, called MXIE. This software can be used by all people in the enterprise whether the person is logged in as an individual, an operator, or a member of an ACD group. Users can configure their presence and view the presence of others, send instant messages, set call handling rules, access voice mail and fax mail, as well as make and terminate calls. The MXIE is an essential tool to enhance HaveNoFear's internal communication and team work. It is complemented by the powerful conferencing capacity of the ZIP phones.

HaveNoFear can easily deploy established and informal telecommuters to lower employee overhead and retain employees or attract new talent: the remote worker can have a ZIP 4x5 phone or MXIE soft phone at their home office and have an IP phone on their desk at the main office. When a caller dials the user's office extension, the phone on the desk in the main office and the phone at the home office ring simultaneously. The user can take the call without the caller knowing where the user is located. Remote users have access to all of the features of the MX system and can work as efficiently as their colleagues in the main office. All mobile users from regular telecommuters to road-warriors can be reached anywhere at anytime helping them react more quick to new customers' requests. This helps to increase customer satisfaction.

Since this proposed solution is entirely based on open standards, HaveNoFear has the option of choosing from any number of accessories and/or end points. This will save the company money since they will not be tied to a single vendor's solutions. Also, one wire to the desktop will save the company substantially in labor and cabling costs.

By investing in the Zultys solution, HaveNoFear takes the fear factor out of the IP Telephony equation. HaveNoFear will secure its ability to meet future requirements, because the MX can support an unlimited number of SIP-based products such as video phones, application servers, and wireless devices. The

productivity gains and ease of management provide great benefits and return on investment.

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: Snom 105
- b) Pricing for 100 Phones including software licenses: \$200
- 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

X_Message Waiting Indicator
__Backlit display
__Tilt-able screen

g) Please fill in quantity:

Number of Call appearances: 2
Number of Bridged appearances: 3
Number of programmable keys: none
Size of display: 128 x 64 pixels

h) List codecs available:
G.711 u-law, G.711 A-law, G.729A

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: Polycom SoundPoint IP 500
- b) Pricing for 100 Phones including software licenses: Estimate of \$300
- c) Insert picture of phone here:



d) Please verify support for the following required features:
X_(With optional cable) 802.3af Support
X_Two, 100 megabit ports
X_802.3q/p and either DiffServ or TOS based QOS

e) Please Check features tied to hard key:

X_Call Transfer

X_Call Forwarding
X_Call Hold
X_Volume Control Buttons

f) Please Check additional features supported:

X_Calling Number & Name on Display
X_Message Waiting Indicator
__Backlit display
__Tilt-able screen

g) Please fill in quantity:

Number of Call appearances: 3
Number of Bridged appearances: 3
Number of programmable keys: 13
Size of display: 160 x 80 pixels

h) List codecs available: G.711 u-law, G.711 A-law, and G.729A

i) List codecs available with Voice Activity Detection/Silence Suppression:
G.729AB

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

- a) List Model of Phone proposed: Snom 220
- b) Pricing for 2 Phones including software licenses: \$350
- c) Insert picture of phone here:



- d) Please verify support for the following required features:
X_802.3af Support
X_Two, 100 megabit ports
__802.3q/p and either DiffServ or TOS based QOS

e) Please Check features tied to hard key:

☒ X_Call Transfer
☐ __Call Forwarding
☒ X_Call Hold
☒ X_Volume Control Buttons

f) Please Check additional features supported:

☒ X_Calling Number & Name on Display
☒ X_Message Waiting Indicator
☐ __Backlit display
☐ __Tilt-able screen
☐ __Direct Trunk Selection
☐ __Incoming Trunk Display

g) Please fill in quantity:

Number of Call appearances: 7 x 2
Number of Bridged appearances: 3
Number of programmable keys: 65, with expansion module
Size of display: 128 x 64 pixels

h) List codecs available: G.711 u-law, G.711 A-law, and G.729A

i) List codecs available with Voice Activity Detection/Silence Suppression:
G.729A

NOTE: Due to the integration of MXIE into the system, the attendant console can be any one of a number of feature-rich SIP phones. MXIE incorporates much of the functionality that was previously only available on the attendant console itself. This PC-based approach considerably simplifies the operator's job, when routing calls and servicing requests for information. MXIE is easier to use and a more powerful tool than a phone-based console. It handles up to 16 simultaneous calls. An operator can service both internal and external calls, including calls rerouted by telecommuters. A group of operators can be configured to divide the workload.

When a user logs in as an operator, their buddy list is a directory containing every user in the enterprise. The directory can be easily sorted and displays presence of each user within their roles as a user, operator, or ACD agent. This presence indicates who is on the phone as well as who is in a meeting or out to lunch, etc.

The operator can easily transfer a call by dragging and dropping the call appearance on a user. MXIE provides 10-key access to session control functions, such as call transfer, hold, and disconnect. This allows operators to efficiently manage multiple incoming calls without having to use the mouse.

Because the operator uses MXIE, no special equipment is required and the operator can be located anywhere with the same level of productivity as if in the entrance lobby of the building. This allows operators to be based at home.

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

- a) List Model of Phone proposed: Polycom SoundPoint IP 500
- b) Pricing for 5 Phones including software licenses: Estimate of \$300
- c) Insert picture of phone here:



- d) Describe major Features of conference phone.
 - large display of 160x80 pixels
 - dual switched Ethernet circuits
 - up to 3 parties can participate in conference call
- e) Describe how software images are updated on phones in order to minimize management costs and minimize disruption to end users.

A TFTP server is used to update the phone's software. When a new version of software is added to the TFTP server, the phone will automatically install the new version when it is powered up.

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

This phone is competitively priced and supports SIP. The phone has been tested for interoperability with the MX250 and provides good speech quality.

If remote workers are traveling, they have the option of using the soft phone which is included with MXIE. They can also use any other SIP soft phone, including Windows Messenger. This is an extremely cost-efficient way for traveling employees to capitalize on all of the productivity tools available with the MX250.

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: [MX250](#)

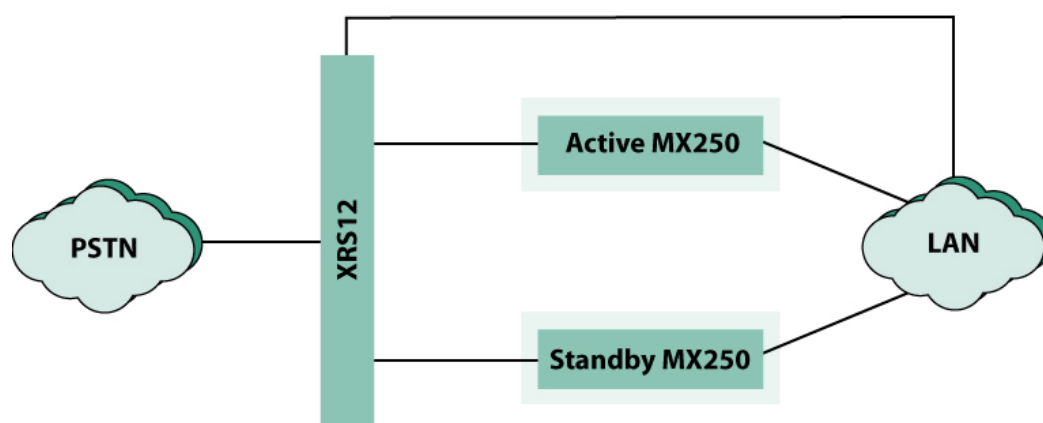
b) PBX Price: [\(please see attached price quotation\)](#)

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

The MX250 uses a real time Linux operating system that is highly reliable and secure; not open and vulnerable to Internet worms like Windows based products. The system uses industrial grade hardware with redundant Ethernet ports, mirrored SCSI hard discs, ac and dc power inputs, and two lifeline ports. In case of power failure, the optional Zultys BPS12 battery back-up ensures that telephone service remains active.

The MXcluster option provides redundancy by adding another MX250 as a standby unit. The standby MX250 can support one, two, three, or four active MX250s in an N+1 configuration and automatically takes over the operation of a failed MX250 within the same cluster. Operation of the MXcluster is continuous, with the standby MX250 taking over for the previously active MX250 without intervention from the system administrator.

MXcluster Topology



For an enterprise of 200 people, a single MX250 will have sufficient capacity for all users. A second MX250 would provide complete redundancy and fail over.

d) Check the following features that are supported in the proposed system:

- X_ Authorization Codes
- X_ Automatic Callback
- __ Add-on Conference
- X_ Call Waiting
- X_ Paging
- __ Hoteling
- __ Automatic Camp-on
- X_ Automatic Alternate Routing
- __ Trunk Callback Queuing
- X_ Uniform Dial Plan
- __ Night Service
- __ E911 Support
- __ Class of Service
- __ Class of Restriction
- __ Intercom Groups
- X_ Group Paging

X_Directed Call Pickup
__Group Call Pickup
X_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.**

The MX250 is based 100% on open standards such as SIP, Linux, TAPI, and VoiceXML. It is interoperable with phones, soft phones, and applications from many suppliers. As such, the system can be expanded to meet the needs of a growing company.

The architecture is reliable, scalable, and secure. The proposed products use Linux as the OS which is not susceptible to the worms, viruses, and lockups that are prevalent in systems based on Windows. The proposed solution can accommodate 500 users with no additional hardware. All phones have encryption to ensure complete security for the voice traffic on the network.

The MX250 provides collaborative tools for HNF. These tools are available through the desktop application, MXIE, and include Instant Messaging, presence, chat, access to voice mail, and drag and drop dialing and call control. This improves productivity in the business by minimizing phone tag and improving accessibility.

Users can create call handling rules to specify how calls should be routed. The rules can be based on time of day, caller ID, and presence. For example, a rule can be set up so that when a specific caller rings and presence indicates that the user is in a meeting, the call will be routed to the user's mobile phone.

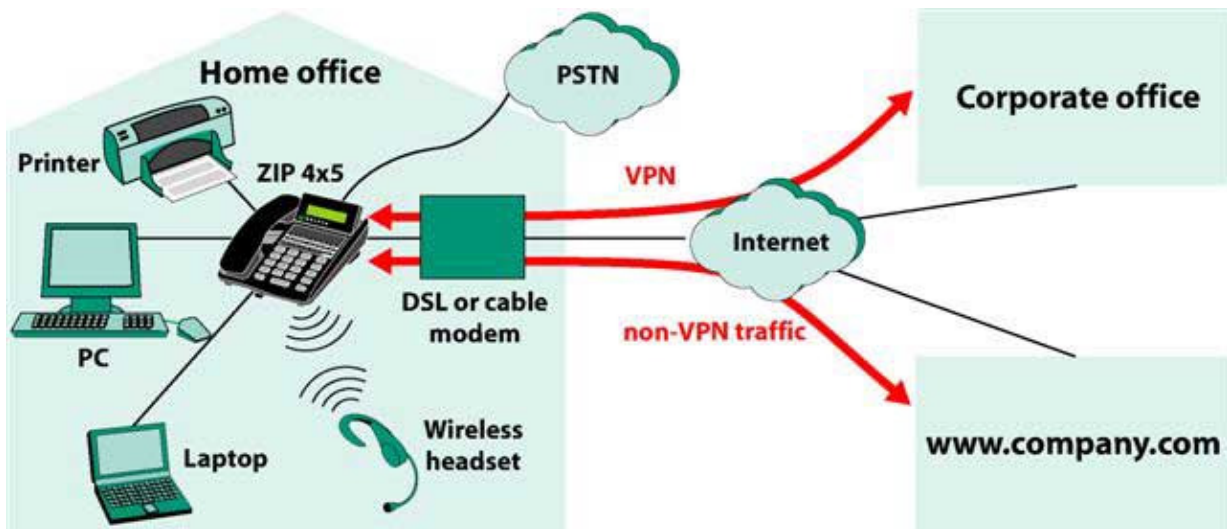
Users can be called at many phones simultaneously by dialing a single extension. A user can be reached at a phone on his or her desk, a phone at home, a conference room phone, or by a secretary's phone. This ensures HNF can service customers promptly.

The administration UI is graphical and intuitive, allowing HNF staff to manage the system themselves. Moves require no intervention on the part of the administrator. Adds and changes can be accomplished in seconds. This obviates the need to engage external help with basic maintenance.

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: ZIP 4x5
2. Provide price for telecommuting product: \$400
3. Provide a diagram of your proposed telecommuting solution:



4. Describe how you provide this in a secure, functional environment.

The ZIP 4x5, deployed in the home offices, establishes an IPsec tunnel back to the corporate VPN concentrator or to the MX250. Conversations between the telecommuters and the main site are encrypted using IPsec. The casual telecommuter can use MXIE soft phone which converts the laptop into a fully functional business telephone. In both cases, the users have easy access to all functions of the MX250, as if they were sitting at the main site.

With the ZIP 4x5, the IT staff at HaveNoFear do not have to waste time managing and configuring multiple boxes. The ZIP 4x5 IP phone has everything built in: the firewall, DHCP, NAT, and VPN functions, along with an analog phone. The analog port can be used for local and emergency calling, which allows HaveNoFear to meet E-911 requirements. Additionally its support for Bluetooth wireless headsets and voice activated dialing is ideal for active callers.

No other SIP phone delivers the same list of features in a single, integrated, secure, appliance.

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: [MXIE](#)

2. Provide the price for this feature for 100 users: [\(see attached price quotation\)](#)

3. Describe the hardware/software platform and requirements.

Item	Minimum Requirement	Recommended
Processor	Pentium III 900 MHz	Pentium III 900 MHz
Memory	256 MB	512 MB
Hard disc space	10 MB	80 MB
Web Browser	HTML Browser	Windows Internet Explorer 6.0 or Netscape 7.0
Operating System	Windows 2000 or XP	Windows 2000 or XP
Monitor	19" diagonal, 1024 x 768 pixels	21" diagonal, 1400 x 1050 pixels
Screen fonts	Standard size	Standard size
Typefaces	Arial, Courier, Times New Roman	Arial, Courier, Times New Roman
Connection	one 10 Mb/s Ethernet circuit	one 10/100 Mb/s Ethernet circuit
Pointing device	2-button mouse	2-button mouse with scroll wheel

4. List the features available:

General:

- Supports 5 to 250 users
- Downloadable from MX250 Web Server
- Password protected
- Language support for English (US and Australia), Spanish, French, Italian, Swedish, Japanese, Korean, and Chinese

- Single interface for multiple roles: users, operators, ACD agents, hunt group agent
- Location selection for emergency service, codec optimization and call handling rules
- Log in as individual, operator, and ACD agent simultaneously
- View single directory of entire enterprise

Presence features:

- Presence states for users: available, not available, busy, at lunch, in a meeting, be right back, appear offline, on the phone
- Presence states for ACD Agents: available, not available, active, wrap-up, logged out
- Presence alerts
- Maintain buddy list of selected users
- Buddy groups
- Calls handled based on presence status
- Automatic change of presence: linkage of user and other roles; time outs; phone usage
- View presence of anyone in the enterprise

Instant Messaging features:

- Instant messaging
- Task bar indication of new instant message
- Send and receive unlimited instant messages to anyone in the enterprise
- Chat sessions
- Maintain unlimited chat sessions (threaded messaging)
- Chat conferences
- View log of all chat sessions

Voice features:

- 16 call appearances to handle 16 simultaneous incoming calls
- Screen pops to indicate incoming calls
- Internal soft phone with 3-way conference, manual and ad-hoc
- Associate control with any number of soft or physical phones
- Use with or without an associated phone
- Multiple call line appearances
- Binding to SIP devices: ability to associate the MXIE to a third party SIP phone, videophone or softphone to receive and initiate the calls from this device
- Single button access to session control functions, such as call transfer, conferencing, hold, and disconnect
- View call log showing inbound and outbound calls
- Ability to record auto-attendant greeting
- Missed call indication
- Initiate and answer calls with mouse clicks
- Forward calls based on Caller ID, presence, or schedule
- Configure wrap up time as an ACD agent

- Call hold and transfer
- Call park and pickup
- Taskbar indication of new voice mail message
- View and listen to voice mail
- Adding notes to a voice mail message
- Maintain voice mail for individual and groups

Contact management:

- Address Book for MX and personal contacts
- Address book import
- TAPI support for automatic calling, popup screen, and activating contact information from third party CRM applications
- Ability to sort contacts

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

Users can update their presence information manually or have it automatically updated. To manually change presence states a user clicks on a presence icon in the MXIE interface. For automatic presence changes a user configures a timeout indicating minutes of inactivity (keyboard and mouse) after which the status will change to "Be right back". The user can also configure a timeout for subsequent inactivity after which the presence status will automatically change to "Not available".

MXIE automatically changes the presence state for a user from "Available" to "On the phone" immediately when the user makes or answers a call. The user can configure a wrap-up time, which is a time that the user's presence will show as "Busy" before returning to "Available".

MXIE combines presence states when the user is logged in with multiple roles. If a user is both logged in as a user and as an agent in an ACD or operator group; the user can configure whether or not they become busy as user when on a call as an ACD agent or operator.

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

MXIE (basic and advanced)

7. List Phones that will reveal presence information, and describe the presence information that they will reveal to presence application.

The presence is supported by MXIE when used in conjunction with the phone. When the user places a phone call, his presence will automatically change to "on the phone". When he hangs up, his presence will return to "available".

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

User's presence is displayed in the MXIE buddy list and the address book. The MXIE also enables to set "presence alerts" which notifies the user when a buddy's presence status changes to a specified state.

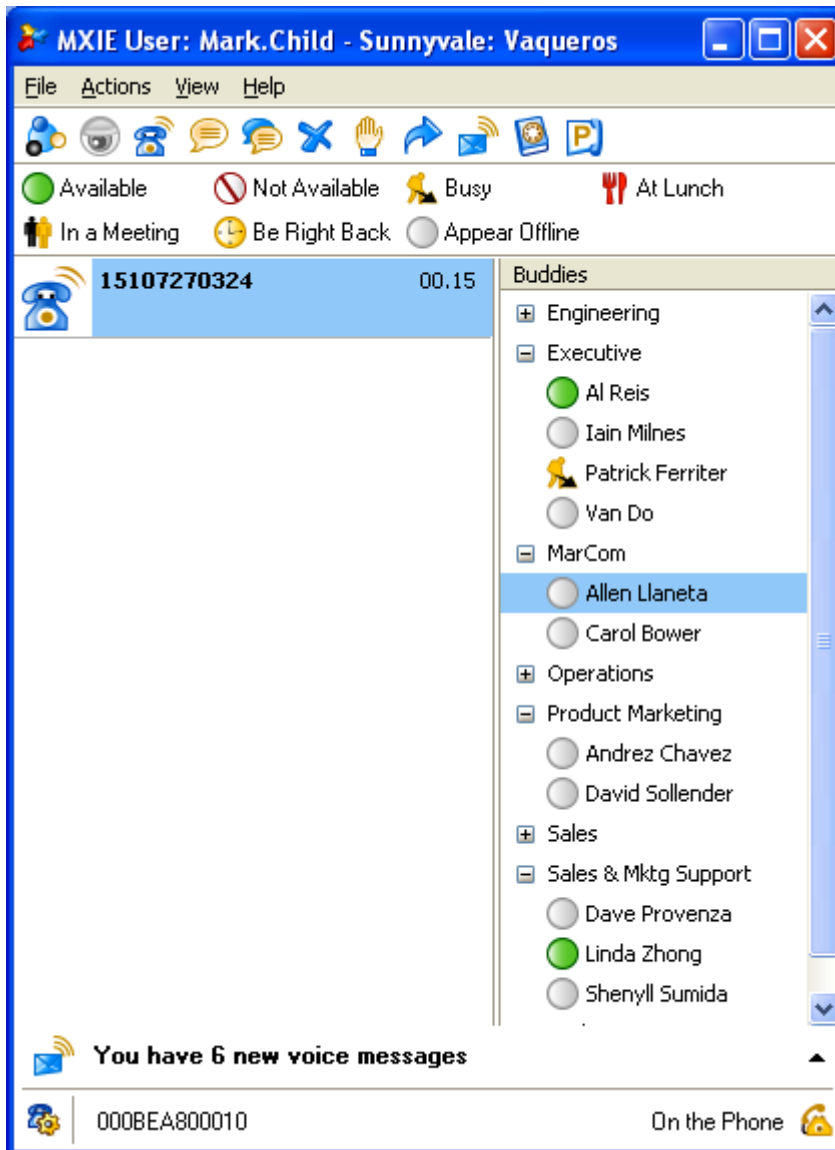
Presence is built into the MX250 architecture and presence states are set by the combination of the following mechanisms:

- Manual selection of presence status on MXIE
- Manual selection of presence status on ZIP 4x4 and ZIP 4x5 for users and ACD agents (log-in, log-out)
- Calling activity
- Automatic changes, as explained in Section 5.
- Keyboard activity
- Screensaver activity

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

Currently, presence information can only be viewed and changed using the MXIE client.

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.

MXIE is an integral part of the MX250. Although other applications can be used for instant messaging, voice calls, and video calls, MXIE provides access to additional features and functions available on the MX250.

Using MXIE, a user can bind the desktop application to a phone. When calls are made or received on the phone, MXIE indicates this in its session window. If MXIE is minimized, it displays a pop up window that indicates all information

about the call. Users can initiate calls from MXIE using drag and drop, which initiates the call from the phone.

When MXIE is installed on a PC, it automatically provides a TAPI interface. This allows the user to make or receive calls from any TAPI compliant windows application such as Outlook or popular CRM packages like Maximizer or ACT!. When a call arrives at the MX250, a screen pop can be provided in the CRM application.

MXIE provides access to voice mail and faxes. For voice mail, users can record outgoing messages, listen to voice mail, forward voice mail to other users with comments, and delete or save voice mail with comments. When MXIE is installed on a PC, it installs a fax printer. From any Windows application, a user can print to the MXIE fax. The MXIE fax printer prompts the user for information and can provide a cover page if required. The MX250 queues the fax for transmission. Incoming faxes are answered by the MX250 and delivered based upon the called number to individual users, operators, or ACD groups. The MX250 delivers the fax either within MXIE or as an email, based upon preferences that have been set.

When using the MXIE to send instant messages, all messages (which may include sensitive information) stay secure within the enterprise.

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:

Conference calls are supported by phones only: ZIP 2 (3 participants), ZIP 4x4 and ZIP 4x5 (up to 5 participants).

On the ZIP 4x4 and ZIP 4x5 phones conference calls are mixed locally, giving every user access to conferencing capabilities as and when required. Using two ZIP 4x4 phones; users can create a conference with up to eight participants.

Should additional conferencing capabilities be required, the MX250 can be combined with any third party SIP Conference Bridge. This is made possible

because the MX250 is based on open standards. eDial offers one of these products.

2. Provide the price for this feature:

Supported by phones (ZIP 2, ZIP 4x4, and ZIP 4x5) at no additional cost.

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

The ZIP 2 supports conferencing with up to 3 callers. The ZIP 4x4 and ZIP 4x5 support conferencing with three to five people. The conference is easily set up with any combination of inbound and outbound calls. Individual members can join or leave the conference at any time. The conference can be put on hold, allowing the other parties to continue without the host. The host can use a free call appearance to place or answer another call. The LEDs on the call appearance buttons show a different color to indicate those calls involved in the conference.

Conference calls are not reserved and are setup by the end user. Using the ZIP 4x4 and ZIP 4x5 phones, conferences can also be parked and retrieved at any other location on the system.

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:

The MX250 has a capacity of up to 400 hours of voice mail.

2. Provide the price for this feature for 220 employees and 50 hours: (see attached price quotation)

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:

The MX250 can send E-mail notifications of voice messages from any POP3 E-mail server.

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

This feature is included without any additional charge.

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.

The MX250 is able to use any SIP-based 3rd party IVR, such as those from Nuance, Vocomo, etc. This capability provides HNF with unlimited flexibility in utilizing the product that will best suit their needs and budget, now and in the future.

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

E-mail notification of voice messages is supported with any POP3 mail server.

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

Each user on the system can configure various rules that determine how the user is notified of newly received faxes or voice mails. This notification can be by email, phone call, or pager. For notification by email, the user can select to have the fax or voice mail attached. For convenience, an aggregate notification message can be sent at a regular interval, rather than multiple individual notification messages.



1. 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.

The MX system can work in conjunction with any SIP compliant devices such as:

- IP phones
- Video phones
- WiFi phones
- Soft phones (including those for PDA devices and those that are browser based)

The MX can communicate with any Internet Telephony Service Provider's SIP network. This provides HNF with the option to lower its long distance call charges. The MX250 can automatically switch between IP and traditional telephony routes.

The MX can operate with any CRM application that supports TAPI version 2.1 or later. Examples of such application are Microsoft Outlook, Maximizer, and ACT!. Most CRM applications support TAPI for calling contacts from the application without having to manually enter the phone number using a telephone keypad. There are additional associated features such as tracking calls, creating journal entries, and logging all calls. The system also integrates with Crystal Reports for CDR, allowing use of standard as well as custom reports. Integration with Microsoft Excel is available for the Wallboard application, used to display Advanced ACD real time statistics.

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

Polypix SIP soft phone for PDAs

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

The MX250 is based 100% on open standards. Using HTTP, VoiceXML, and SIP, the MX250 can access third party data bases, integrate with IVR systems, and interact with users to provide results of data base queries.

This allows HNF to extend a call center environment to provide improved customer satisfaction.

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.**

Zultys provides the most compact and efficient solution for the remote worker today — the ZIP 4x5. Other suppliers require multiple separate devices such as a firewall, NAT, and VPN box, a switch, an IP Phone, and an analog phone. Zultys is the only supplier that provides all of these functions in a single IP phone.

HaveNoFear's teleworkers plug the ZIP 4x5 into the Ethernet port of their cable modem or DSL router at home. On power on, the ZIP 4x5 loads the configuration specified by the administrator. It establishes a VPN tunnel to the corporate office and allows access to enterprise communications and resources on the network.

The ZIP 4x5 acts as a DHCP server for devices behind it, such as PC, Laptop, or printer.

The internal firewall and NAT allow for secure access to the Internet. The analog port on the ZIP 4x5 can be used to make or receive local calls.

Emergency calls are automatically routed out over the analog port, ensuring that the emergency response team comes directly to the residence.

The end result is that the ZIP 4x5 provides significant gains in productivity for the remote worker and significant simplification in network management.

K. Pricing Summary and Totals

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

- B-1 Basic Phones: \$185-\$250
- B-2 Executive Phones: \$300
- B-3 Attendant Consoles: \$360
- B-4 Conference Phones: \$300
- C MX250: (see attached price quotation)
- D ZIP 4x5: \$400
- E Presence: (included with the cost of MXIE; see attached price quotation)
- F Conference Calls: (included with the cost of the phones)
- G Voice Mail: (included with the cost of MXIE)
- H Unified Messaging: (included with the cost of MXIE)
- I Application Integration: (included with the cost of MXIE)

2. Provide all installation costs and maintenance costs

Software and hardware warranties are available from the manufacturer. Installation costs will vary depending upon the level of service being provided by the reseller or VAR. Maintenance contracts are available from the individual reseller/VAR.

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?

Incorporated in October of 2001.

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

130+ employees.

3. How long has the product been shipping?

Since July 2004.

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

Zultys does not provide onsite support or installation. Onsite support contracts are available from the reseller/VAR.

5. In how many cities do you provide on-site support?

Zultys does not provide onsite support or installation. Onsite support contracts are available from the reseller/VAR.

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

Amazon.com
Kforce Professional Staffing
CQG
Provident Funding
Potlatch Corporation

John Doe
HaveNoFear
435 Main St.
Subrubia, VA 22407
USA
Tel: 123123123123
Email: Bob@itsp.com

Zultys Technologies

21-December-2004

PRICE QUOTATION

Dear John Doe,

Thank you for the opportunity to provide you with a quotation for Zultys products. I am pleased to present you with the following quotation, reference # 123.

Quantity	Description
1	MX250 System to service a total of 250 users. This system includes a permanent license for enterprise wide use of the MX administration software, 250 users for basic MXIE, 64 automated attendants, 64 ACD and hunt groups, 64 operator groups, 400 hours of voice mail, 64 paging groups, 24 simultaneous accesses to voice mail and auto attendants, 1 simultaneous VPN sessions. Two MX25's are included as SIP gateways for PSTN origination and termination. Price includes the DTE modules. Interface Slot 1 has analog FXS for 8. Interface Slot 2 has a DTE module. Interface Slot 3 is empty. The power cord is for N. America, Taiwan, Japan. The BPS12 Battery Power Supply is included. A redundant hard disc is included. Includes standard 1 year hardware warranty. Includes standard 1 year software subscription. Subtotal \$64,950.00 Order Discount \$0 Total price \$64,950.00

Notes:

Please let me know if you have any questions. I can be reached by phone at or by email at .

Sincerely,