

## APPENDIX 1

### LOT 1: IP TELEPHONY SERVICES

#### **A. TECHNICAL SPECIFICATIONS**

##### **EXISTING SYSTEMS**

IP based phone service and phone sets, rented:

IP based Phone service for 35 phone numbers/users; Centrex PBX solution based on Teles AG IP telephony platform, IP phone sets SNOM VoIP

Data Network environment:

1 server; MS Small Business Server 2011

2 multi-functional printers

Cisco ASA 5500 router, 2 Cisco Switches

Gigabit LAN

One server room

##### **SCOPE OF WORKS**

The Agency is seeking to conclude a contract for the detailed design, supply, installation, configuration, commissioning and maintenance of a logically and administratively single, resilient, scalable IP telephone system with fax functionality.

It is the intention of the BERIC Office that this contract will enable the migration of telephony services from the existing systems to a new solution. **The solution will be rented.**

The project for which this tender has been prepared shall have the following scope of works:

- Telephone services including, but not restricted to:
  - Call processing and call control
  - Telephone endpoints
  - Call management
  - PSTN connection
  - PSTN services
  - Fax functionality

- Design, provision, hosting, installation, testing, commissioning, training, project management, support, maintenance, operation and management of any services provided
- Endpoints and devices required to access any services provided
- Anything required for the solution to operate over the BEREC Office's IP data network, including any necessary configuration of the BEREC Office's data network equipment

## OUT OF SCOPE

For clarity, the following works are outside the service:

- Provision of or upgrades to the physical cabling infrastructure

## **REQUIREMENTS – TELEPHONY**

### TELEPHONE SERVICE ARCHITECTURE

The design will include all necessary cabinets, cabling and power units to accommodate the proposed solution components.

### SOLUTION CONFIGURATION

The proposed solution will be deployed to approximately 35 extensions initially and will need to be sufficiently flexible to accommodate the addition of new users or the removal of existing users.

### SYSTEM SECURITY

The Tenderer shall note that, due to the fundamental role of the Telephony solution in the provision of business-critical services, the integrity and security of the chosen solution is of paramount importance to the BEREC Office.

The BEREC Office requires a solution that is protected against toll fraud, denial of service attacks and eavesdropping.

The Tenderer providing information on requirements to protect the solution must provide additional cost for the supply and implementation of such devices if not included in the core system.

## **SYSTEM FEATURES**

The proposed system should support the following features:

Extension mobility; Call forward – all calls (local, external set by class of service); Call forward – conditional (no answer, busy, etc.); Music on hold; Corporate directory; Call pickup – own group; Call pickup – other group; System short dialling; Short code dialling (group and individual)

### VOICE-MAIL FUNCTIONALITY

Individual voice-mail functionality should be available for all 35 phone numbers/users with the possibility to manage the voice-mail (activating/deactivating own voice messages to callers; listening and deleting caller messages) from all handsets.

## PERSONAL CALL IDENTIFICATION

Currently BERIC Office employees don't identify personal calls.

It should be possible for the user to mark or otherwise identify a call as personal, and for this call to be recorded in such a way that the call details can be recorded, stored and retrieved at a later date.

## FAX functionality

Fax functionality should be configured in BERIC Office multifunctional printers; Ricoh 3001 and Ricoh 5001 or by other means defined by tenderer (SBS Server, 2 separate devices etc.)

## HANDSET FUNCTIONALITY

The Tenderer shall provide illustrated brochures within its response, detailing the features/facilities of all the telephones being proposed. The Tenderer shall also provide a soft copy in Adobe Acrobat format.

## STANDARD USER HANDSET

Following are the desired features for the handset:

PoE or mains powered option; Push button keypad; Missed call list; LCD (state number of lines/characters); CLI presentation (via LCD); Full hands free working (with mute facility); Programmable soft keys for system features (quantity); Programmable soft keys for user features (quantity); Live keypad, allowing for direct on hook dialing; Visual message waiting indication; Multi-line appearances; Busy lamp indicators; Optional add-on module(s); Headset connection; Last number redial; Personal directory (state number of entries); User definable labels on keys; Volume control; Integrated 10/100 Mbps data port; Integrated 10/100/1000 Mbps data port ; Call log (missed/received/dialed); Memory size and method of storing and retrieving numbers from the memory; Optional add-on module(s); Display Information to include but not limited to:

- Time/Day/Date
- Number dialled
- Number/calling party identification
- Elapsed time of call

Telephony features that can be programmed into the telephone to provide single button operation, e.g. call forward; Display of directory information; Display of information about incoming, outgoing and missed calls; Illuminated key pad; Two line operation; Provision for changing phone configuration from the phone keypad; Provision for changing phone configuration from the user's PC via a web browser;

## **REQUIREMENTS – CALL MANAGEMENT**

### **REQUIREMENTS**

Call logging equipment can log calls made on the proposed telephone system.

### **TOLL FRAUD**

The Tenderer shall manage telephone fraud and shall be responsible for any costs associated with fraudulent calls.

The solution is capable of detecting exceptional activity or unusual patterns of call behaviour.

The Tenderer will monitor call activity on a daily basis and generate automatic alerts if unusual activity is identified.

The Tenderer shall describe the alerting and reporting mechanism, including how this shall be monitored and what actions will be taken on identifying unusual activity.

### **PERSONAL CALLS**

Desired features:

The system is capable of running a monthly report to identify all calls made by employees which have been labelled as a “personal call” (however this might be achieved by the proposed solution).

The report list all such calls made by an employee, the date and time they were made, the destination number dialled, and the cost of the call.

The personal calls reports are automatically emailed to the relevant employee for their review.

If no disputes or queries are raised the cost of the personal calls are automatically send to the HR officer for deduction from the employee’s salary.

If a personal call report is disputed or questioned then this should be recorded and prevent that call from being passed to the HR Officer.

## **REQUIREMENTS – DIRECTORY INTEGRATION**

### **INTRODUCTION**

The BEREK Office currently uses Microsoft Active Directory as its ‘seed’ Directory database for all applications.

## DIRECTORY INTEGRATION

The proposed solution, telephony system and telephony management system, should be possible to integrate with the BEREC Office's Active Directory.

It should be possible to configure the user extension details and call management system records through a single graphical interface provided by the proposed system.

## System Administration

The Tenderer shall describe how the system is administered..

## Contract period and tariffs

The Tenderer shall provide pricing, within the "Prices" (Appendix 2), for a contract period commensurate with the contract duration.

The Tenderer shall confirm that at the termination of the contract, all Telephone line and mobile line contracts and data connections can be co-terminated.

The Tenderer shall provide a full tariff listing in accordance with the "Prices".

In addition to the Prices, the Tenderer shall provide the following information:

- The cent per minute rate excluding VAT
- Identification of any difference in discounts applied to different destinations
- Details of any other service charges which may be applied, such as service rentals and site fees

Where a fee is payable for a discount scheme this shall be clearly stated.

Where a minimum call charge for a destination is applicable, this must be clearly indicated. The BEREC Office prefers that tariffs do not have a minimum call charge.

Where there is a call set up fee for a destination then the set-up fee for the call should be clearly stated.

Where there is minimum call duration for a destination this should be clearly stated.

Where connection charges are applicable to any service offered exclusive of VAT, these should be stated.

Details of all network service rentals that may be applicable to subscribe to the proposed service should be stated.

If the Tenderer is able to guarantee that the proposed tariffs will always be competitive by maintaining differentials against a known reference or other service provider, full details

should be provided.

The Tenderer shall indicate, within the Prices (Appendix 2), all charge bands it is proposing (Peak, Off Peak).

The Tenderer shall confirm if its dial plans can be locked to prevent misuse of the service.

The Tenderer shall provide a list of countries which are not accessible from its network.

Whilst the BEREK Office is not expecting to incur connection charges, Tenderers shall provide full details of any scenarios where this will apply.

#### Discount packages

The Tenderer is invited to put forward full details of any volume related discount packages.

Tenderers shall provide full details of any fixed costs associated with the services.

#### Billing requirements

The Tenderer's billing services should provide full details, including but not limited to:

- Electronic bills
- Cost centre billing
- Itemised billing (department, extension and location)
- Personal call identification

The Tenderer shall indicate the functionality available to the BEREK Office for importing and exporting data and reporting on the billing system.

The Tenderer shall provide an example of its billing system.

The Tenderer shall indicate the type of interface it is offering to its billing platform (e.g. fat client, thin client, hosted or web portal).

## **Requirements – Hosted Solution**

### **Introduction**

Systems used by the BEREK Office contain highly sensitive and confidential data. It is therefore critical to ensure that any environment hosting the BEREK Office data and delivering the service is appropriate and secure.

### **Network Connection**

The Tenderer shall confirm that their solution will not require the installation of new network

connections to the building where BEREC Office is located.

Where specific network connections are required to deliver the solution to the BEREC Office the Tenderer shall confirm that the solution will include any and all, network connections necessary.

## ACCESS AND WORKING HOURS

The Tenderer is advised that access to certain parts of buildings or sites may be limited at certain times and that access is not uniform throughout the year or within all areas. Prior notice therefore must be given to the BEREC Office's nominated representatives who will arrange all access.

The BEREC Office's normal working hours are 09:00hrs to 17:30hrs Monday to Friday. Disruption to the existing network infrastructure within these hours and one hour either side will not be acceptable. It will not be possible to guarantee free unrestricted access during these hours.

The Contractor will be expected to clearly define the time of day and day of the week allowed for the completion of the various tasks. The Agency will not accept any claim for additional costs associated with hours performed outside the stated working hours.

Should the Contractor, acting on its own volition, wish to work outside normal working hours, this will be considered subject to the approval of the BEREC Office, based on the understanding that any additional costs are borne solely by the Contractor and not the BEREC Office or any of its agents. (I)

The Contractor and any Sub-Contractor employees shall carry their company identification cards at all times whilst working on the BEREC Office's premises.

## REQUIREMENTS – TESTING AND ACCEPTANCE

### DELIVERY ACCEPTANCE TESTING

The Tenderer shall describe the acceptance testing which it shall undertake on receipt of equipment comprising the proposed solution.

The Tenderer shall confirm that the equipment shall be tested in its proposed final installed state.

### EQUIPMENT CONFIGURATION

The Tenderer shall confirm agreement with the following:

- The detailed configuration of all services supplied under this contract will be the responsibility of the Contractor. The Contractor will be responsible for the supply of any data cables or harnesses required to connect equipment to the network infrastructure

### CONFIGURATION TESTING

The Tenderer shall confirm agreement with the following:

- The Contractor will be responsible for testing and proving the functionality of the infrastructure equipment and the deployed configuration to the BEREC Office
- The results of the Contractor's tests shall be tabulated and included within the Documentation to be provided to the BEREC Office upon commissioning of the new infrastructure equipment

#### COMMISSIONING PERIOD AND FIRST DAY OF SERVICE

The Tenderer shall confirm that they will provide free telephone support to the BEREC Office for the duration of the contract.

### **REQUIREMENTS – TRAINING AND DOCUMENTATION**

#### INTRODUCTION

The BEREC Office takes pride in ensuring that its employees receive all support to allow them to work efficiently and effectively. With this in mind it is essential that when introducing the new unified communications environment the appropriate training and documentation is made available to the workforce.

#### TRAINING

The Tenderer should include adequate provision to train members of the BEREC Office staff as both first line support (fault finding and troubleshooting) and system users.

Training course content should be sufficient to enable the BEREC Office staff to adequately and competently operate and provide first level support for the telephone services supplied under the terms of this procurement and resultant contract. The training costs shall be fully inclusive of all travelling, accommodation and subsistence costs.

#### TRAINING REQUIREMENTS

The Tenderer shall include the costs of providing this training in the Prices (Appendix 2).

This training shall be in the form of 'hands on' instruction lasting approximately 60 minutes and accommodating between 15-20 users

It is anticipated that further detailed discussions covering the BEREC Office's full training requirements will need to take place with the selected Tenderer.

#### **USER DOCUMENTATION**

Upon completion of the installation, the Contractor shall provide to the BEREC Office a full set of user documentation with respect to each of the installed equipment and services.



Tenderers shall describe what user documentation will be provided for each of the components of the proposed solution.

User documentation shall be provided in electronic format for each and every component solution provided.

Three hard copies of the user documentation shall also be provided.

## **Requirements – Maintenance and Support**

### **Introduction**

The BEREK Office wishes to be assured that although the service shall be delivered according to a Service Level Agreement (SLA) agreed between the BEREK Office and the Contractor, appropriate maintenance and support arrangements will exist to ensure the security of the proposed solution.

### **Maintenance**

The Tenderer shall confirm that for the lifetime of the contract it will maintain all of the equipment and systems included in its response and will carry out repairs to or replace the equipment and systems as necessary to deliver the service to the agreed service level agreement.

### **System Monitoring**

The Tenderer shall provide details of any on-line, pro-active support of the system available to the BEREK Office, including system monitoring and dealing with alarms and faults before they impact the BEREK Office telephony service.

### **Remote Diagnostics**

The Tenderer shall state whether or not remote diagnostics will be used and the method through which it intends to access the system.

## **B. FINANCIAL OFFER**

The maximum budget available for the entire duration of the contract is **EUR 40 000**.

- Prices must be based on proposed discounts from your official price lists. Prices proposed shall include all types of costs to be borne for the performance of the framework contract. Tenderers are requested to provide prices for all services and supplies they tender for.
- Amounts must be quoted **in EUR and LVL**. Prices must be fixed amounts and be calculated exclusive of all duties and taxes, with separate indication of VAT.
- Prices in the financial proposal will be considered as future reference for contract prices.
- Tenderers are requested to complete the cost tables below:

<b>Service</b>	<b>Unit</b>	<b>Price in LVL</b>	<b>Price in EUR</b>
Service installation	service		
Installation Phone sets	service		
Fees for Support and Maintenance	month		
Fee for IP phone service subscription (per 35 numbers)	month		
IP phone rental	month		

<b>Tariffs</b>	<b>Unit</b>	<b>Price in LVL</b>	<b>Price in EUR</b>
<b><i>National networks</i></b>			
Contractor's network	minute		
Other fix networks	minute		
Mobile operators	minute		
<b><i>International networks</i></b>			
Fix networks	minute		
Mobile operators	minute		