

Requirements

- Private Branch Exchange (PBX) IP Enabled Telephony

- **SYSTEM SPECIFICATIONS**

- Non-Blocking Status
- Slot / Card Labeling
- CPU Topics
- Memory Issues
- Software Version Issues
- Slot / Card Type Functions
- Limitations
- LAN-based Software Options
 - Voicemail Integration
 - Directory Integration
- Internet Software Options
 - Web Portal for Voicemail Access
 - Web Portal for Call Management
 - Web Portal for Web Conferencing
- Phone Types
- CTI Features Breakout / Optional
- Legacy T-1 PRI Support
- Speed Dial / Side Car Support
- Power Loss

- **Communications Quality**

- MOS Score (Mean Opinion Score)
 - Latency
 - Jitter
 - Packet Loss
- Bi-directional Performance
- Passive Monitoring
- Active Monitoring
- Stress Test Capacity

- **NETWORK SPECIFICATIONS**

- Single line bandwidth
- Maximum call capacity - network bandwidth capacity
 - Inbound Calls
 - Outbound Calls

Notes

Nortel 5x products require Intel CPU upgrade

Can you upgrade existing licenses, What is the life cycle of maintainable code

Simultaneous Call Capacity, Maximum Off-hook

Manage telephone directory from LDAP, Exchange, Notes or Active Directory

Enable access from Internet or only VPN?

Access voicemail via the web

Manage Routing Schedules, i.e. automatically forward from your office phone to a home or cell phone

Primarily for clients

Operator Console, Professional, Secretary, Staff, Conference Room, Voice Conferencing - use Power over Ethernet or AC?

rarely used

Keep a few lines for disaster?

Secretaries Require multiple extensions

Will calls stay up end-to-end? Battery Time, Closet Batteries

E-Model — the ITU-T G.107 standard. Score 1-5 and maximum varies with codec, i.e. G.711 max is 4.4, G.729 max is 4.2

Remember speed of light limitations, then fibre limitations (66% of vacuum), so it takes min of 45ms to get across country and back.

Remember they must hear you too

i.e. Compuware

i.e. Brix

Test quality at single line and full capacity lines

Expect 50-80 kbps per phone session, additional for multimedia (voicemail, video IM)

Requirements

- Multimedia
- Routing Protocol
- Communications Protocols
- Single provider network or redundant carriers
- **ENTERPRISE COMMUNICATIONS**
 - PBX Functions / Integration
 - TAPI Interface
 - Instant Messaging
 - Softphone
 - Outlook/Notes Integration
 - Multiple Sites
 - Call Center Functions
 - Privilege Control
 - Multi-Party Conferences
 - Visual Conferences
 - Find / Follow / Meet Me
 - Camp and Park
 - Hunt Groups
- **WORK STATUS**
 - Work status Indicators
 - User Defined Work Status
 - Desktop Status Changes
 - Telephone Status Changes
- **STATIONS**
 - Requirements
 - Features
- **ATTENDANT FEATURES**
 - Feature Checklist
 - DSS BLF features
- **WIRING**
 - Cable Plant
 - Jacks
- **HVAC REQUIREMENTS**
 - HVAC Specs
 - Electrical Requirements
 - Battery Backup
- **NIGHT SERVICE**
 - Night Functions
- **POWER FAILURE**

Notes

SIP, H.323, MGCP, H248/MEGACO, Cisco SCCP
Assuming fewer PBX than locations, will loss of a WAN circuit shut down telephones?

Who get's one? Enable off network?

IT Help Desk

Who can admin?

Ad hoc, Capacity 3- 20

Capacity 20 - 100

Needed for Operators

Records, Library, Mailroom

On/Off hook status for operators

IM Presence

Auto update presence status?

phone types, phone count (2 per partner), service types (house phone, long distance, IM, Voicemail, softphone, hunt groups, conferencing)

Cat 5E or higher, POE

Re-wire or not? Separate networks or not?

Remember closets and computer room

Transfer calls, hunt groups

Requirements

- Memory Impact
- Battery Backup
- Pre-programming
- **ANCILLARY DEVICE**
 - Transcription Devices
 - Accessibility
- **TRAINING**
 - Network Training
 - Administrator Training
 - End-user Training
 - Documentation Preparation
- **WARRANTIES - SERVICE LEVELS**
 - Minor vs Major Outage
 - Minor Outage
 - Major Outage
 - Call quality responsibility
- **MAINTENANCE**
 - Records Required
 - Response Time
 - Dispatch Issues
 - Parts Warehouse
 - Service Staff Background
- **TRADE - IN**
- **INSTALLATION AND CUTOVER**
 - Definition
 - Performance
 - Grace Period
 - Cutover Period
 - Comprehensive Plan
 - Cutover
- **FINAL ACCEPTANCE**
 - Definition
 - Options
 - Delays
- **FOUNDATION ISSUES**
- **BIDDERS CONFERENCE**
- **EXCEPTIONS TO REQUIREMENTS**
- **RESPONSE FORMATS**
- **LIABILITIES AND INSURANCE**
 - Insurance Required

Notes

Applies to telco provider and/or in hosted/managed agreements
Refund for affected service
Threshold for cancellation of service

Requirements

- Sub-Insurance Coverage
- Customer Indemnification
- Royalties / Licensing Fees
- **BIDDER QUALIFICATIONS**
- **PRICING**
- **PAYMENT SCHEDULE**

Notes