RFP RJ 16-04
“Telephony/Unified Communications/Paging”
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1 INTRODUCTION

BACKGROUND

The American University of Beirut (hereinafter referred to as “AUB”) (http://www.aub.edu.lb) is an educational not-for-profit corporation established under the laws of the State of New York, U.S.A., including a Campus and a Medical Center, in Beirut, Lebanon, and an office in the U.S.A., in New York (NY), U.S.A.

AUB serves over 12000+ users. It consists of more than 4,500 faculty and staff, and has an enrolment of approximately 8,000 students, more than 1,200 of whom reside on Campus.
2 OVERVIEW

AUB/MC is requesting proposals for implementing a Telephony/Unified Communication and Collaboration solution, Contact center and a paging system taking into account new needs in terms of technologies, telephony features and applications and interconnected with the existing telephony systems in operation as described in the following document.

The scope of this RFP involves selection of a bidder who can carry out the implementation of the specified project scope and transfer knowledge to AUB team members to be able to own and maintain the solution after implementation.

This RFP’s set forth requirements include the functional, technical requests and implementation services of the following bids:

- **Bid1**: Telephony, Unified Communication and Contact Center
- **Bid2**: Analog Telephony
- **Bid3**: Paging System

Vendors can submit to one or more bids and if applying to multiple bids then they need to submit a technical and financial proposal to each one separately.

2.1 AUB CURRENT ENVIRONMENT

The University Telecommunications Systems are comprised of both TDM and VoIP technologies.

2.1.1 LOCAL SITES

AUB Campus and Medical Center currently have implemented the below Telephony & Communications systems and applications locally:

- Avaya CS1000E Rls 5.5 PBX licensed for 2800 IP users & 400 Digital phones with redundancy setup between Campus & Medical Center, in addition to the below applications:
  - Contact Center 7.0 licensed for 135 concurrent agents
  - Contact Recorder 7.0 licensed for 135 channels
  - CallPilot 5.0 licensed for 250 mailbox
- Nortel Meridian SL-1 TDM PBX supporting 1500 AUB Campus active analog users, located at Architecture Building.
- Nortel Meridian SL-1 TDM supporting 2000 Medical Center active analog users, located at MC Phasel building.
- Alcatel Lucent OmniPCX supporting 100 IP users at the School of Business Building.
- AUB currently uses a 4-digit dialing plan which is fully utilized, but the plan is to design a new 5-digit internal dialing plan to cater for current and future needs.
2.1.2 Remote Sites

The below remote locations have WAN connectivity with AUB Campus.

- New York Office: NEC SV8300 system supporting up to 50 users.
- AREC in Bekaa: Panasonic KXTDA 100 PBX supporting 50 users, in addition to 10 Avaya IP Phones to communicate with AUB Campus.
- MayFair Off Campus Women Dorm in Hamra: Panasonic KXTDA 600 PBX supporting up to 150 users, with around 20 Avaya IP Phones to communicate with AUB Campus.
- Off-Campus Offices in Gefinor, Marignan & Bliss Street, around a total of 50 Avaya IP Phones all active through AUB Campus Avaya PBX.

2.2 SCOPE OF WORK

This RFP's set forth requirements include the functional, technical requests and implementation services of the following bids.

Bid1: Telephony, Unified Communication and Contact Center
Bid2: Analog Telephony
Bid3: Paging System

2.2.1 BID 1 - TELEPHONY, UNIFIED COMMUNICATION AND CONTACT CENTER

The selected vendor/partner solution is expected to provide the below requirements:

A. TELEPHONY

- Proposed solution shall be turnkey solution, including all of the components necessary to complete the project, including, but not limited to technology systems, servers, equipment, materials, software and licensing, hardware, cabinets, power as well as engineering, design, implementation, support and training resources.
- High availability, reliability and survivability, enabling 99.999% or better:
  - Transparent system failover: Multiple points of redundancy providing automatic back up in the event of network, hardware or software issues.
  - Redundant Network interfaces and Network links: Minimizing the impact of local network failures.
  - Geographically separated redundant servers: Providing redundancy across Campus & Medical Center (at least four or more redundant Call Servers).
  - Local survivability: local failover capabilities for remote locations in the event of network failures.
- Multi-Site system to support Campus, Medical Center, and existing Off Campus (NYO, AREC, May Fair, etc..) and future prospective remote locations with local survivability for remote sites to be implemented at a later stage.
• The core of the proposed solution will need to have (at least) four or more redundant Call Servers installed within different buildings in AUB Campus & MC, to provide geographical redundancy. Two or more Call Servers should be installed in Campus Data Centers (Van Dyke and College Hall buildings) and two or more Call Servers should be installed in Medical Center Data Centers (Buildings Old/New Network).
• Solution shall include business continuity for both disaster recovery and failover, and propose a solution in case of loss of data center/location/Data Network/PSTN gateway for both incoming and outgoing calls.
• Modular and Expandable solution to support cost-effective growth in users/stations/devices/locations and applications for the next 7 years, exceeding 20000 users.
• Bidder shall commit to provide AUB with latest version of software and products, and ensure solution lifetime is not less than 10 years.
• Robust and powerful voice, and video call processing capabilities across a resilient distributed architecture.
• Support for SIP and industry-standard communications protocols providing the foundation for multimedia communications and collaboration for voice, video and customer contact.
• Support for open standards: Facilitating integration of third party solutions, including but not limited to Microsoft and IBM solutions, etc…
• Support for Media encryption between servers, gateways and endpoints securing voice stream and signaling channels.
• Centralized, Integrated Configuration Management and fault and performance monitoring tools.
• Integration with enterprise AD/LDAP and Identity Management Solution.
• Central corporate directory
• Cloud Based services/applications where applicable.
• Logging and Call tracing capabilities.
• Reporting capabilities with audit trail capabilities.
• Connectivity to a wide range of interfaces to the PSTN and legacy TDM equipment, including but not limited to Universal, CO & XFCO/PPM Trunks, E1 ISDN PRI/R2, etc …
• Providing the capability to interface with a wide range of choice of analog, SIP and IP-based communication devices phones for endpoints including users, modems, fax machines, conference rooms, etc…
• Solution shall include a minimum of 10 x (E1 PRI1s & E1 R2), to be installed on different interface cards/modules and locations in order to guarantee the redundancy. In case of local PSTN access problem, the outgoing calls have to be automatically rerouted to alternative PSTN source in operation
• Support for a minimum of 100 CO PSTN lines and 100 Analog extensions for multi-purpose Analog devices and 16 Analog Trunks to integrate with Paging Solution, distributed in at least 2 sites.
• Advanced workforce productivity features such as, Integrated Messaging, Conferencing, Collaboration, Call bridging, Telecommuting, etc…
• Mobility allowing users to utilize multiple devices (such as Desk phone, Wireless IP Phone, softphone, mobile client, messaging services, etc.)
• Fully Integrated Unified Communications & Collaboration solution
• Integration with existing AUB Avaya CS1000E telephony system (ability to work with existing system)
• Built-in Multichannel (Voice/EMail/IM/Chat/Social Media) Contact center applications.
• System shall include automated attendant operation with customizable system prompts, recorded announcements, Music on Hold, etc..
• Call trees must support time of day, calendar, holiday and weekend routing
• Support for DISA, and DID lines.
• Support of multi vendor SIP endpoints, such as support for AUB existing Avaya 1120/1140/1230 SIP Enabled IP phones. Cost of SIP Licenses for existing Avaya phones to be quoted as optional.
• Centralized Configuration Management solution, allowing automated provisioning of telephony & UC services.
• Centralized fault management to include:
  - Performing diagnostics and troubleshooting
  - Monitoring and filtering alarms, faults and associated logs
  - Providing real-time statistics regarding system performance
  - Supporting SNMP traps to external management systems
• Centralized performance management to include:
  - A traffic tool providing graphical and numerical data for call attempts, traffic load, incoming/outgoing calls and busy-hour call completion for selected periods.
  - Traffic measurements (statistics and counters) on business groups call usage and patterns, feature usage, etc ...
• AUB realizes that there are hundreds of telephony features available on the current generation of systems and most of them work similarly from manufacturer to manufacturer. Please confirm compliance of the following list of features: Call Forwarding, Call Transfer, Call Waiting, Call Back, Hold/Resume, Call Park, Speed dials, Hunt Groups, Pickup Groups, Intercom, Manager-Assistant, Calling Line and Caller Name Identification, Message Waiting Indicator, Callers List, Corporate Directory, Call restriction assignments, Class of Service, Authorization codes, Conference, Call Bridging.
• Bidder proposals should include telephony features and characteristics that distinguishes it from its competitors’.
• Proposed phones sets should have all the features available currently at AUB plus more. IP phones should conform to the following:
  - IEEE 802.3af PoE Standards
  - Support 802.1x and Extensible Authentication Protocol (EAP)
  - Integrated 10/100/1000 Base-T switch with PC Port (Gigabit Ethernet, auto-sensing)
  - VLAN tagging of both telephony and PC port traffic
  - Support both POE power and outlet power.
  - Support SIP Firmware
  - Support XML applications
  - Hands-free/Speakerphone models proposed must be full duplex
  - Should be able to support/implement/fine tune the required Codec ranging from G.711 thru G.729 and all industry standards.
• Bidder must indicate the licensing model for the feature lists and their relation to the handset types.
• Bidder must provide endpoint and licensing recommendations based on different handsets and roles for departments and functions within the organization as summarized in Table 1 below.
• Bidder to provide options for phasing the below requirements in 3 to 5 years to be determined later
• Bidder to provide price breaks for different volumes
• Bidder to provide TCO estimate for 5 to 10 years, including all hidden cost

<table>
<thead>
<tr>
<th>Category</th>
<th>Qty</th>
<th># of Devices</th>
<th>UC Soft.</th>
<th>Hard Phone</th>
<th>Line Keys</th>
<th>Screen Size</th>
<th>Display</th>
<th>Touch Screen</th>
<th>Camera</th>
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<td>1 No</td>
<td>Yes</td>
<td>1 Standard</td>
<td>Monochrom No</td>
<td>No</td>
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<tr>
<td>Advanced User</td>
<td>1000</td>
<td>3 Yes</td>
<td>Yes</td>
<td>4 Medium</td>
<td>Monochrom No</td>
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<td>Yes</td>
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<tr>
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<td>1 Yes</td>
<td>Yes</td>
<td>&gt;6 Standard</td>
<td>Monochrom No</td>
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<td>Yes</td>
<td>4 Standard</td>
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</table>

Table 1 – Summary of required licenses and features

B. UNIFIED COMMUNICATION AND COLLABORATION

Solution to include the following UC Functions: IM/presence display, voice, mobility, videoconferencing, audio and Web conferencing, for up to 20000 users.

Users shall be able to initiate a communication by selecting a user from a variety of sources, including: User's presence indication in buddy list, Enterprise directory, personal contact list, email address, email group list, etc.

UC capabilities must meet the following minimum requirements:
• Users shall be able to communicate via a range of methods and media, including IM (or chat), VoIP call, Desktop sharing, and Video conversation between endpoints
• Call control features (e.g., hold, transfer, forward, etc..)
• Dialing via the keypad, address books, call lists
• Call lists (missed calls, received calls, attempted calls) synchronized across all devices
• Post connect dual-tone multi-frequency (DTMF) dialing
• Support for multiple devices, with ability to pick up calls from all/any device.
• Track presence status based on Office 365 Calendar information, IM and telephony presence, across all devices
• Presence across groups of people, to be determined based on highest level of availability for group members.
• Initiation of any mode of communication from the presence indication, including IM, email, audio/video calling, conferencing, collaboration, etc.
• Ability to change from one mode to another during a session in real time.
• Invite users to audio/video conference through email-based calendar, including accepting, rejecting or proposing alternate times for a meeting.
• Support for desktop PC, laptops, tablets and smartphones
• Support for multiple operating platforms including iOS, Android, Windows Mobile, etc ...
• Integration with Office365 and Microsoft Skype for Business
• Integration with AUB's LDAP system for all users

C. VOICE MAIL

• Initial number of mailboxes is around 700 with flexible growth capabilities to provide voicemail services to Faculty and staff.
• The Voice Mail system must answer forwarded calls with personalized user’s greeting, record messages from incoming callers, and activate message waiting notification.
• Voicemail shall integrate with the AUB’s email system.
• Ability to forward Voicemail to Email.

D. HOSPITALITY FUNCTIONALITY

The proposed solution must include all industry standard hospitality features including but not limited to those listed below:
• Automated check-in/check-out functionality. Enable/disable services based on room status.
• Capture guest name to be displayed to call attendants when they call.
• Interface, post transactional call durations and types through an ODBC connection to the Hospital Information System

E. CALL ACCOUNTING AND REPORTING

The solution must support centralized call detail records, including a call accounting application. The system should generate real-time call detail recordings (CDRs) for incoming and outgoing calls, call attempts on trunk facilities and station-to-station calls. Minimum System Features:

• Call charging tables allowing for customized billing rates and packages
• Automatic posting of patient telephone call charges on Hospital Billing System.
• Departmental usage billing and reporting
• Detailed reporting module allowing for a minimum of the following reports: Daily, Monthly, Yearly, by group, department, extension, time of day, destination, length of call, cost and charge.
• Interfacing with Oracle ERP
F. CONTACT CENTER

- The system must provide flexible and easy to manage, skills and rules based queuing and call routing, all easily customizable by AUB, supporting up to a minimum of 300 concurrent agents (400 total agents).
- System shall support multimedia routing including voice calls, email, chat, IM, Social Media, Fax
- Agents need to be able to service multiple queues, with a clear indication of queue status.
- Solution must provide queuing with the ability for customized comfort messages.
- System shall be able to offer customers a call-back should queue times be too long.
- Solution shall integrate with social media applications, to provide agents the ability to engage in social networks with students, prospective students, patients, faculty, etc...
- Possibility to escalate a voice call to a video call at any time during the call.
- Call Center Agent desktop shall consolidate all of the required information for an agent onto a single view of the desktop.
- Agents should be provided a window with descriptions for transaction or wrap-up codes.
- Supervisors must have the ability to create, edit, or delete agent accounts/profiles.
- Supervisor desktop must provide real-time individual and group statistics, queue status and threshold alerts.
- Supervisors must be able to react to events, log agents in/out and re-allocate resources.
- Announcements must be easy to change, allow for pre-recording of scripts and be administrable by authorized users.
- Authorized users must have the ability to make changes “on the fly” to call routing schemes, including announcements.
- The solution must provide both real time dashboards and historical view reporting.
- Data must be accessible with different time intervals – year, quarter month, week, day, interval.
- The system shall have consolidated reports to show all activities performed by an agent including contact center productivity on phone, email, and web.
- Every aspect of each customer interaction must be tracked/recorded from arrival to completion (cradle to grave) of all contact sources (voice calls, email, chat, IM, Social Media, ..)
- The system must capture and report real-time and historical metrics on agents, calls, skill groups, call types, multi-media non-call types, and services at all levels of the business, including agent, agent group, skill, queue and enterprise.
- Supervisors must be able to view a detailed list of agents by skillset and view their present status.
- System shall support outbound dialing option.
- The system must be capable of total call recording, Quality Assurance Call Recording that supports capture of voice as well as screen capture, or Record on Demand.
- The system must provide the ability to retrieve calls by user defined parameters such as by agent, for defined intervals, or by specific queues, caller’s ID number etc.
• System shall include an Integrated Voice Response (IVR) system to provide call handling functions for contact center and other departments (self-service options).
• The system must be capable of providing callers with an accurate Estimated Wait Time.
• Callers shall be able to hit a DTMF digit at any time while in queue to hear other options without being removed from the queue.

2.2.2 BID 2 – ANALOG TELEPHONY

• AUB requires a new Analog Telephony Solution for critical Analog endpoints and locations, to ensure the telephony system works in case of failure of IP network. Example options may include:
  - Analog, network independent, TDM PBX System,
  - Out-of-Band IP PBX system (same system offered for Bid 1) with Gateways for Analog Lines, running on dedicated Servers and Network Infrastructure.
  - Out-of-Band Analog gateways integrated with solution of Bid 1
• Fully integrates with Telephony and Unified Communication Solution described in Bid 1, and integrates with Paging Solution in Bid 3.
• Distributed in at least 2 locations, in Campus & Medical Center
• Licensed for up to 1000 Analog extensions
• Equipped with Gateways, necessary cards and peripherals, to support 1000 Analog extensions, with 10 COT PSTN lines interfaces for outgoing calls.

Solution Requirements, Security, and Call Reporting and Accounting sections described in Section 2.2.1 shall apply for the proposed system.

2.2.3 BID 3 – PAGING

A. EMERGENCY PAGING REQUIREMENTS

AUB is seeking to upgrade its paging solution. The solution should be capable of reaching users located on the AUB Campus & Medical Center premises, as well as the Greater Beirut area during emergencies

B. CURRENT SOLUTION

• AUB utilizes a one way paging system that includes Zetron Paging Terminals, Exicom Transmitters & Antennas that support 2000 users mostly at the Medical Center.
• A large number of pagers are still in good working order. It would be valuable if the proposed solution can make use of the existing pagers that operate at 148.5 MHz.
• The solution allows paging from phones, web portal, email & other applications.
C. **HIGH LEVEL REQUIREMENTS**

- Capacity to handle up to 1000 key users and expandable up to 3000 users.
- Microsoft Active Directory LDAP integration.
- It should allow alphanumeric paging messages.
- Solution should allow the ability to send messages to groups.
- Sending paging messages should be possible from:
  - Desk phones
  - Mobile phones
  - Email
  - Desktop PC/Mac
  - Web User Interface
  - Application Programming Interface calls (API)
  - Special Messaging App. Typically used by Call Center.

- The solution should allow users to set their status online as: available, not available, and allow the possibility of forward their paging to:
  - Another pager.
  - To an extension.
  - To the unified messaging solution as an IM message.
  - To a mobile phone as an SMS.

D. **ADMINISTRATIVE CONTROLS** – Please describe with Examples:

- Does your solution contain an administrative portal?
- Can administrators set system controls at an organization level?
- Can administrators set system controls at a user level?
- Are administrators able to add/delete/modify/suspend users?
- Does the technology allow users/administrators to set message lifespans?
- Does the administrator have the ability to create and manage user groups?
- Are there a maximum number of administrator accounts allowed on your system? If so, how many?
- Does your technology provide a way to confirm a message was received with historical data? If so, how is this tracked and reported?
- Please describe your ability for end-users to add and remove themselves from call-groups Can this be logged? Please describe how this is accomplished

- Please describe how messages are delivered via your distribution groups (i.e. All pager or devices at once or one pager or device at a time)
- Provide an overview of the audit log functionality of the solution by addressing the following questions:
  - How is the audit log secured?
  - How is the audit log accessed by customer?
  - How is the audit log stored?
  - What data is included in the audit log?
  - Describe what other auditing/reporting features is included to track usage, messages, message metadata, and activities.

- Is there a setting for on call groups that requires at least one person to be a member of the group at all times?
- Does the solution allow user level administration? If so, what user level controls are available?
E. INTEGRATION REQUIREMENTS

- Does your technology support on-call or other scheduling software integration? If yes please specify which technologies. Please describe how the technologies integrate.
- Does your technology support integration with other clinical systems (e.g., lab, nurse call, pharmacy, etc.)? If yes, please specify which technologies. Please describe how the technologies integrate.

F. SECURITY REQUIREMENTS

- Describe if your company and technology complies with HIPPA?
- Are the transmitted messages, stored messages, or within the client/device encrypted? If yes describe the system used for encrypting messages.
- Can users who use the Web UI be required to authenticate?
- Is there an inactivity timeout for the Web UI? Describe the available options.
- What control options are available to manage/restrict enrollment/registration of pager or devices?

G. ARCHITECTURE

- Please provide architectural and workflow diagrams for the technology (as an attachment to submission)
- Can the solution be configured to be highly available? Redundancy is needed as it will be used in emergency and crisis situations.
- Is the solution compatible with the existing pagers used at AUB, UHF Frequency 148.5 MHZ?
- Can the solution be hosted on premise?
- What are the hardware requirements?

H. OTHER

- Is your technology available worldwide? If not what are the limitations for location?
- Please list the paging devices compatible with the solution with their prices submitted separately.

2.3 REQUIREMENTS

The requirements will be divided into Security, Services

2.3.1 SECURITY

The following Security requirements are required for proposed solutions.
• **Security Architecture:** Bidder must propose a security architecture for the proposed solution.

• **Roles and access management:**
  - Bidder must describe different segregation of duties offered such as access roles and delegation supported by the solution. The solution should allow administration delegation such as providing separate administration role for AUB Campus and Medical Center.
  - The solution should provide Audit role, Read-only role in addition to the administrative role.

• **Audit logs and Monitoring Capabilities:**
  - Describe the solution capabilities to track Session/history logs for access and changes, invalid access attempt settings, tracking and lockout capabilities.
  - The Solution must record and secure a detailed audit trail of access, changes, user activities, error activities and error logs.
  - Describe the available tools for security monitoring and methods of notification for security violations.

• **Change management Support:**
  - How changes could be handled within the proposed solution? Capabilities to track changes and alert them?
  - Specify the process to support software release version control and the capabilities to undo configuration changes.

• **Password Policy settings:** The solution must be able to support a flexible password configuration parameters (e.g., password length, aging, complexity).

• **Secure Data Access:**
  - Describe the mechanisms utilized to ensure secure access to the management solution, including authentication, secure Web capabilities.
  - Describe the security measures associated with accessing databases and other files.
  - Describe how it provides secure, encrypted communications between endpoints for peer-to-peer communications, and between endpoints and servers for all other communications.
  - Describe how the solution is protecting the data at rest stored at the systems: Logs, multimedia records...

• **Malware protection:** Describe how the solution is protecting against propagation of malicious files and malwares between users or stored at the solution. Antivirus integration, sharing and transfer policies and security restrictions capabilities.

• **High Availability:** Describe the High availability capabilities proposed with the solution.

• **Resiliency Capabilities:** Describe the solution’s resilience capabilities against both internal and external attacks (device authentication, IP phone security (certificate), DHCP spoofing, Man-in-the-Middle, Dos/DDos attacks, etc …

• **Technical Support:** Describe the technical support forms, the support levels, response time committed by supplier and vendor.

• **Security updates and upgrades:** Describe the frequency of software upgrades, and policy for software patches, rollback capabilities, and the effect of the updates, upgrades on the continuous operation of the system.

• **Backup and Recovery:**
- Describe the capabilities for data backup, and the security of the backup such as backup types, backup location, encryption, access control to backup files, Capability to restore the backup...
- The system must remain operational during backups, recovery operations.

**Hardening:** describe the integrator's commitment and vendor involvement, commitment, and support for hardening the various devices and equipment implemented with the solution

### 2.3.2 REQUIRED SERVICES

The following is a list of services required from the submitting vendors:

**A- PROJECT MANAGEMENT**

- The bidder should provide clear project Implementation plan & Implementation Methodology.
- The plan should include all the phases of the project and the expected deliverables for each. At a minimum the plan need to take into consideration the requirement, design, testing, migration, integration, cutover and post implementation support phase.
- Vendor is required to work closely with AUB team to define the Architecture, design, integration with existing telephony, network and Enterprise AD & IAM infrastructure, migration plan and implementation.
- Sign off and approvals of AUB team is required at the end of each phase.
- The project plan must be phased, modular and scalable, so that it can be “stopped at any point”
- All of the implementation services need to be done at AUB premises except where approved by AUB project manager

**B- MIGRATION AND INSTALLATION**

Installation Support Services include the validation of the hardware, software and the preparation of all on site infrastructure. Migration to the new solution should include the design, unit and pilot testing, migration and integration with the new solution architecture according to an approved project plan by the Bidder and AUB project team. A post implementation support to monitor and guarantee the success of the solution should also be part of the implementation plan.

All related tasks should be documented and shared with AUB team for final approval. This should include at a minimum the requirement and design document, current system architecture (physical and logical), configuration and maintenance manuals.
C- TRAINING

Product certified training shall be given to technical team covering all product details from architecture to implementation to monitoring control. The offered training should allow AUB trained engineers to fully debug and troubleshoot the offered telephony components and their supported features in their capacity as a first line support team.

AUB will require the successful bidder to provide an end-user training program (for end-users, Contact Center agents, supervisors, and operators), consisting of a basic training on the use of the IP phones proposed and related applications, as part of the delivery of the User Training Program, including training material. Support manuals for IP phones proposed/installed (complete and quick electronic reference guide, CBT) have to be supplied during the installation phase.

The bidder must include full details about the suggested training contents in a special section “Training Details”.

D- MAINTENANCE AND OPERATIONAL SUPPORT SERVICES

AUB considers the Telephony System as mission critical, whose failure would have wide-ranging consequences on its Campus & Medical Center operations. For this reason, the maintenance and support service contract should foresee appropriate service levels and support coverage. As soon as a problem is identified, it will be reported to the Managed Service Provider, who will be responsible for resolving it according to the maintenance & support conditions defined hereafter.

AUB is requiring the bidder to offer enhanced technical standby support for the “operational” phase. This type of support shall allow AUB to benefit from the rapid intervention of the bidder’s experienced system experts, during the production and operational phase.

The Maintenance Service Contract will cover all the hardware components of the Telephony System as well as the software that together provides the full functionality of the given solution.

In responding to this RFP, bidder should provide details of how to manage SLAs and Performance Targets in existing managed service engagements based on the various incident level below including attending and resolving the issue at hand (software or hardware):

<table>
<thead>
<tr>
<th>Response Level</th>
<th>Priority</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
<td>Emergency</td>
<td>Organization disruption and/or degradation of business critical services, i.e. Emergency change/support 1 hour response and resolution/workaround time</td>
</tr>
<tr>
<td>Level</td>
<td>Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>L.2</td>
<td>Major</td>
<td>Severeely affecting large numbers of users or some key users. No workaround available, <em>i.e.</em> Urgent change/support &lt; 4 hours response and resolution/workaround time</td>
</tr>
<tr>
<td>L.3</td>
<td>Minor</td>
<td>No severe impact but rectification cannot be deferred until the next scheduled release/maintenance window or upgrade, <em>i.e.</em> Extended Scheduled change/support &lt; 8 hours response time with resolution time to be mutually agreed based on the impact</td>
</tr>
<tr>
<td>L.4</td>
<td>Standard</td>
<td>All Non-Emergency changes, <em>i.e.</em> Local, Pre-approved and Scheduled</td>
</tr>
</tbody>
</table>

Bidders should also include their support escalation hierarchy and process. This should include with the individual’s who would be contacted in case the agreed upon response levels are not met.
3 REQUIREMENTS PROCESS

3.1 PARTICIPATION to RFP

Suppliers willing to submit their offers should confirm by sending an Intent to Respond through an email to Mr. Richard Jarjoura (Email rj36@aub.edu.lb) within 2 business days of receiving the RFP.

3.2 EVALUATION CRITERIA

The following elements will be the primary considerations in evaluating submitted proposals and selecting the qualified vendor:

<table>
<thead>
<tr>
<th>TECHNICAL EVALUATION (60%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Compliance with RFP requirements (Design, Functionality, Scalability, Security, etc.)</td>
</tr>
<tr>
<td>2 Corporate Qualifications, experience, and demonstrated performance working on similar project size in Lebanon and in the region, references</td>
</tr>
<tr>
<td>3 Implementation Services (Project Plan, Migration Plan, etc.)</td>
</tr>
<tr>
<td>4 Ongoing Support &amp; Maintenance Services (SLA, Post Implementation Support)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FINANCIAL EVALUATION (40%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Financial Proposal</td>
</tr>
</tbody>
</table>

3.3 APOLOGY

In case the requested services are not available, or you do not want to participate in this bid, you are kindly requested to respond by submitting a written apology to bidadmin@aub.edu.lb indicating the reason and the bid reference number.

3.4 RFP SCHEDULE

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP issuing date</td>
<td>Mar 22, 2016</td>
</tr>
<tr>
<td>Deadline for Bidders’ inquiries</td>
<td>Apr 07, 2016</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Pre-Bid meeting and answer to bidders’ inquiries</td>
<td>Apr 18, 2016</td>
</tr>
<tr>
<td>Deadline for receiving offers</td>
<td>May 05, 2016</td>
</tr>
</tbody>
</table>

### 3.5 INQUIRIES

All inquiries related to this bid shall be addressed to Bid Admin (Email bidadmin@aub.edu.lb).

### 3.6 PRICING

Prices are to be quoted excluding VAT.

### 3.7 SUBMISSION DATE AND TIME

Offers must be submitted on or before: **Thursday 05 May 2016, 01:00 PM Lebanon Time**

(You can send your offers by email to Bid Admin bidadmin@aub.edu.lb only however the confidentiality of electronic submissions through emails cannot be guaranteed by the University.)

### 3.8 SUBMISSION ADDRESS

Offers must be submitted to the following address:

**Bid Administrator**

**American University of Beirut**

**Office of Financial Planning**

**College Hall, 2nd floor, Room 218**

**Bliss Street - Beirut – Lebanon**

Offers submitted by hand or via post mail shall be enclosed in a sealed envelope clearly marked: **RFP RJ-16-04 “Telephony/Unified Communications/Paging”**.

Moreover, the offers should be sent including the following:

- Two copies of the Technical Offer (with no prices)
- Two copies of the Financial Offer
- CD/USB that contains a soft copy of both Technical and Financial offers.
- Two copies of the Technical Offer (with no prices)
- Two copies of the Financial Offer
- CD/USB that contains a soft copy of both Technical and Financial offers.
- Filled and signed copy of Appendix B (Bidder Contact Information and Proposal Checklist)

Alternatively, offers may be submitted by email to bidadmin@aub.edu.lb only, however the confidentiality of electronic submissions through emails cannot be guaranteed by the University.

In the event that AUB offices are officially closed on the date the proposals are due, the deadline for submission shall be automatically extended until the next business day.

3.9 CONFIDENTIALITY

All information included in this RFP are confidential and only for the recipient knowledge. No information included in this document or in discussions connected to it may be disclosed to any other party. AUB may require bidders to execute a Non-Disclosure Agreement before being provided with some or all of the information included in the tenders.

3.10 INSUFFICIENT DATA

It is the responsibility of the person submitting the proposal to ensure the completeness of the information submitted. Failure to do so may result in the elimination of the proposal from consideration.

3.11 RFP AWARD & EXECUTION

AUB reserves the right to cancel the RFP without giving the reasons, at any stage prior to the execution of the contract whether before or after the selection of the successful Supplier. AUB reserves the right to reject any proposal without giving the reasons for such rejection. Unless otherwise stipulated, the RFP and proposal of the selected bidder will become part of any contract initiated by AUB. The contract form will be provided by AUB upon selection of the successful bidder. AUB will not incur any liability to any bidder as a result of using its rights hereunder or any other right provided for by law.

3.12 VALIDITY

Proposals submitted shall be valid for one year from the date of submission. Proposals will be treated as final and binding offers and may not be amended or withdrawn without the written permission of the University.
3.13 PROPOSAL OWNERSHIP

All materials submitted in response to this RFP shall become the property of AUB. Selection or rejection of a proposal does not affect such right.

3.14 COSTS

The University will not be liable for any costs incurred by Suppliers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Suppliers in responding to this RFP are entirely the responsibility of the Supplier, and shall not be reimbursed in any manner by AUB.

3.15 PAYMENT

AUB payment term is 100% 45-60 days after delivery and after installation (if required) provided acceptance of the end user.

3.16 CANCELLATION/TERRMINATION

If the supplier defaults in its agreement to provide equipment to the University satisfaction or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the supplier of such default and if adequate correction is not made within 10 business days, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel the associated Contract with written notice. Cancellation does not release the contractor from its obligation to provide goods or services per the terms of contract during the notification period.

3.17 DISCLOSURE

Supplier represents and certifies that the offer has not been knowingly disclosed directly or indirectly to any competitor or AUB staff or other Supplier before the opening of proposals by AUB. Supplier represents and certifies that the financial terms have been established independently without consultation, communication, or agreement for the purpose of restricting competition or any matter relating to such prices with any competitor or other Supplier. Supplier represents and certifies that no attempt has been made to induce any other company or person to submit or not to submit a proposal in response to this RFP for the purpose of restricting competition.
3.18 GOVERNING LAWS

The laws of Lebanon shall govern the validity, interpretation, construction, performance, and implementation of this RFP. Any dispute arising out of this RFP shall be exclusively settled by the courts of Beirut, Lebanon.

Hanan Itani Ramadan  
Director of Procurement & Contracts Administration

Cc.: Internal Audit Office  
Bid Administrator
APPENDIX A
BIDDER CONTACT INFORMATION AND PROPOSAL CHECKLIST

Contact Information

<table>
<thead>
<tr>
<th>Supplier Name:</th>
<th>Company stamp:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepared by:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Supplier quotation Ref.:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Supplier Website:</td>
<td></td>
</tr>
<tr>
<td>Brand Website:</td>
<td></td>
</tr>
<tr>
<td>Tel:</td>
<td></td>
</tr>
<tr>
<td>Cell:</td>
<td></td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
</tr>
<tr>
<td>Technical Support Hot Line:</td>
<td></td>
</tr>
<tr>
<td>Technical Support Engineer Name:</td>
<td></td>
</tr>
</tbody>
</table>

Proposal Checklist

✓ Have you submitted your proposal in a sealed envelope to the address (electronic or mailing) as specified in Article 3.6 above

✓ Does your offer include two copies of the technical proposal?

✓ Does your offer include two copies of the commercial proposal?

✓ Does your offer include a soft copy (CD/USB) of your technical and commercial proposals?

✓ Have you updated your supplier application form during the past three years? If not, please contact Procurement and Contracts Administration Department.