Reserve Bank of Australia

Request for Expression of Interest (EOI)
for
Enterprise Telephony Solution
REOI No. : ETS-2012

The Lodgement Time for this Request for EOI is

12:00 pm

On 24 January 2012

Late EOI will <u>not</u> be accepted.

TABLE OF CONTENTS

1.   INTRODUCTION

1.1   Overview

1.1.1   The Reserve Bank of Australia is issuing this Request for Expression of Interest (EOI) with a view to indentifying and shortlisting a select number of Enterprise Telephony Vendor Solutions for future procurement through a formal Tender in 2012, with implementation commencing during the second quarter (Q2) of the 2012 calendar year.

1.2   Process

1.2.1   The Reserve Bank has established a Panel of business representatives and technical personnel to review the capabilities of vendor solutions with a view to determining whether they are a suitable fit for the Reserve Bank.

1.2.2   The review process will involve:

1.2.2.1   A statement of compliance and capability by Vendors in response to this Request for EOI. The statement of compliance should be completed in response to the various sections and in the format as detailed in sections 2.8 EOI Format, Packaging & Identification and 4 Submissions Schedule.

1.2.2.2   Upon completion of the review of the statements of compliance, per section 1.2.2.1, the Reserve Bank may request a demonstration of key capabilities and/or presentation of components to Reserve Bank Panel. This will be at the Reserve Bank's discretion.

1.2.2.3   A Panel recommendation shortlisting vendor solutions for further investigation and for pre-selected inclusion in future procurement.

1.3   Contact Officer(s)

1.3.1   **Any** enquiries regarding the services required by the Tender Documents must be referred **in writing** to: **ets2012@rba.gov.au**

1.3.2   The contacts regarding this Request for EOI are:

>   David Shread – Primary Contact
>   Manager Communications
>   shreadd@rba.gov.au
>
>   Terry Ho
>   Senior Manager, Infrastructure Services
>   hot@rba.gov.au

2.   REQUEST FOR EOI CONDITIONS

2.1   Interpretation

2.1.1   In this EOI:

2.1.1.1   **Closing Time** means the date and time in Clause 2.10.

2.1.1.2   **Commonwealth** or **Cth** means the Commonwealth of Australia.

2.1.1.3   **Conditions for Participation** means the conditions for participation set out in Clause 2.19 of this EOI.

2.1.1.4   **Confidential Information** means information that is by its nature confidential, and:

(a) is designated by the Reserve Bank or the Tenderer as confidential; or

(b) the Reserve Bank or the Tenderer knows is confidential; or

(c) is proprietary to the Reserve Bank or the Tenderer.

2.1.1.5   **Contact Officer** means the person identified in Clause 1.3.

2.1.1.6   **Expression of Interest** or **EOI** means any expression of interest submitted in response to this Request for EOI.

2.1.1.7   **Late Response** means a Response which is late pursuant to Clause 2.12.

2.1.1.8   **Minimum Content** and **Format Requirements** means the minimum content and format required for Expressions of Interest as set out in Clause 2.19.

2.1.1.9   **Panel** means the Reserve Bank nominated personnel that will report on the results of this Request for EOI.

2.1.1.10   **Preferred Vendor** means the Vendor or Vendors selected by the Reserve Bank as preferred at the completion of the evaluation process.

2.1.1.11   **Request for Expression of Interest** or **Request for EOI** means this Request for Expression of Interest, including all Parts, Schedules, Attachments, Annexures and/or Appendices (if any) and any variations and addenda issued in accordance with Clause 2.7.

2.1.1.12   **Reserve Bank** means the Reserve Bank of Australia.

2.1.1.13   **Telephony Solution Brief** means the detailed requirements of the Reserve Bank as set out in Section 3 **Telephony Solution Brief.**

2.1.1.14   **Tenderer** or **Respondent** means any entity that submits or considers submitting an EOI in response to this Request for Expression of Interest.

2.2   Request for EOI or Tender Documents

2.2.1   The Request for EOI documents comprise:

2.2.1.1   the Conditions of this Request for EOI;

2.2.1.2   Section 3, the Telephony Solution Brief (including appendices); and,

2.2.1.3   any written variation or addenda issued by the Reserve Bank in accordance with Clause 2.7; and,

2.2.1.4   the Submissions Schedule in Section 4 and attached documents; and,

2.2.2   Unless the context indicates otherwise, a reference in these Conditions of Request for EOI to "tender documents" is a reference to the documents listed in clause 2.2.1.

2.3   No Contractual Obligation

2.3.1   Nothing in this Request for EOI will be construed to create any binding contract (express or implied) between the Reserve Bank and any Tenderer. Any conduct or statement whether prior to or subsequent to the issuance of this Request for EOI is not, and this Request for EOI is not, and must not be deemed to be:

2.3.1.1   an offer to contract; or

2.3.1.2   a binding undertaking of any kind by the Reserve Bank (including, without limitation, quasi-contractual rights, promissory estoppel, or rights with a similar legal basis).

2.4   Conditions on Reserve Bank Provision of Information

2.4.1   All information written, oral or in any other form which has been and may subsequently be made available to Tenderers is provided on the following conditions:

2.4.1.1   In making a decision to submit or not to submit an EOI or in interpreting this Request for EOI, Tenderers must not rely on:

(a) any representation, whether orally or in writing, other than as expressed in this Request for EOI or in any addenda to this Request for EOI; or

(b) other conduct of the Reserve Bank, or any of its officers, employees, advisers or agents.

2.4.1.2   The contents of this Request for EOI are believed to be accurate as at the date of issue of this Request for EOI. The accuracy of any statements, projections, opinions, forecasts or other information contained in this Request for EOI may change.

2.4.1.3   Where any such information relates to future matters, no steps have been taken to verify that the information is based on reasonable grounds, and no representation or warranty, whether express or implied, is made by the Reserve Bank, or any of its officers, employees, advisers or agents that the statements contained in this Request for EOI are accurate or will be achieved.

2.4.1.4   Except so far as liability under any statute cannot be excluded and then only to the extent required by statute, neither the Reserve Bank, nor its officers, employees, advisers and agents will in any way be liable to any person or body for any loss, damage, cost or expense of any nature arising in any way out of or in connection with the statements, opinions, projections, forecasts or other representations, actual or implied, contained in or omitted from this Request for EOI or by reason of any reliance thereon by any person or body.

2.4.1.5   Tenderers must seek their own professional advice as appropriate.

2.5   Responsibility of Tenderers to Inform Themselves

2.5.1   It is the sole responsibility of Tenderers to obtain all information necessary and relevant to an EOI to this Request for EOI.

2.5.2   All Tenderers are deemed, and acknowledge accordingly, to have:

2.5.2.1   examined this Request for EOI, any documents referred to in this Request for EOI, and any other information made available in writing by the Reserve Bank to Tenderers for the purpose of submitting an EOI;

2.5.2.2   sought and examined all further information relevant to the risks, contingencies, and any other circumstances which have an effect on a Tenderer's EOI and which is obtainable by making reasonable enquiries;

2.5.2.3   satisfied themselves as to the correctness and sufficiency of their EOI including their pricing; and that its price covers the cost of fully complying with all the obligations of the Request for EOI and of all matters and things necessary for the due and proper performance and completion of the services described in the Request for EOI; and

2.5.2.4   made its own interpretations, deductions and conclusions from the information made available and accepts full responsibility for such interpretations, deductions and conclusions.

2.6   Reserve of Rights of the Reserve Bank

2.6.1   In addition to, and without limiting its other rights in this Request for EOI, at law or otherwise, the Reserve Bank may, in its sole and absolute discretion and at any stage of the request for EOI process, do all or any of the following:

2.6.1.1   amend this Request for EOI;

2.6.1.2   suspend, postpone or cancel this Request for EOI process or any part of it at any time and the Reserve Bank will not be liable for any loss, damage or cost caused to, or incurred by, Tenderers by such an event;

2.6.1.3   vary or extend any time or date in this Request for EOI at any time and for such period as Reserve Bank in its sole and absolute discretion considers appropriate provided that if Reserve Bank extends the Closing Time;

2.6.1.4   not accept the lowest price submitted;

2.6.1.5   negotiate with one or more Tenderers in respect of fees, contract terms or any other matter without prior notice to any other Tenderer where it is in the public interest in order to maximise value for money for the Reserve Bank;

2.6.1.6   terminate any negotiations being conducted at any time with any Tenderer for any reason;

2.6.1.7   request clarification from any Tenderer or anyone else on any aspect of a Tender;

2.6.1.8   provide additional instructions, information or clarification;

2.6.1.9   shortlist Tenderers; and

2.6.1.10 if Reserve Bank considers that no EOI offers is suitable in accordance with the Request for EOI, or if it is otherwise in the public interest to do so, terminate the Request for EOI process.

2.7   Variations & Addenda to the Request for EOI

2.7.1   Variations and addenda to this Request for EOI may be issued by the Reserve Bank **prior** to the Closing Time for the purposes of clarifying or amending this Request for EOI, the associated documents and attachments.

2.7.2   Changes and variations to this Request for EOI will be made only by formal written addendum to this Request for EOI and issued via email to each Tenderer's nominated representative.

2.8   EOI Format, Packaging & Identification

2.8.1   Any EOI **must** be submitted in an electronic format. The preferred format is in **PDF** formatted documents on a CD ROM. Other electronic formats that are acceptable are Microsoft Word, Excel or Powerpoint, as is appropriate to the content and formatting. Submissions in electronic formats that can be over-written, such as a USB Memory Stick or Read/Write Disc are NOT acceptable.

2.8.2   The CD ROM should be clearly marked as "ORIGINAL", with the vendor name and "EOI Number ETS-2012"

2.8.3   EOIs should be enclosed in a plain sealed envelope, or sealed in plain paper and duly endorsed or marked with the EOI number, brief title or subject of the EOI, full name of the Primary

Contact Officer, the Closing Time, full name and return address of the Tenderer, and submitted in accordance with clause 2.9.

2.8.4   EOI should be clearly marked:

EOI FOR PROVISION OF AN ENTERPRISE TELEPHONY SOLUTION
EOI NUMBER **ETS-2012**

2.9   Lodgement

2.9.1   Tender must be prepared in accordance with this EOI, including clause 2.8, and must be hand delivered:

> "Tender Box – Ground Floor Foyer
> Attention: Systems and Technology Department
> Reserve Bank of Australia
> 65 Martin Place
> SYDNEY NSW 2000"

2.9.2   EOIs must be delivered in accordance with clause 2.9.1, no later than the Closing Time. Subject to this Request for EOI, EOIs that are not delivered prior to the Closing Time **will be excluded** from evaluation by the Reserve Bank.

2.9.3   Should the Tenderer become aware of any discrepancy, error or omission in the original EOI response once submitted and wishes to submit a correction and/or additional information, that correction and/or additional information must be in writing and submitted on or **before the Closing Time**, in the same manner as for the initial Tender.

2.10   Closing Time

2.10.1   The Closing Time for the submission and lodgement of EOIs under this Request for EOI is:

12.00 noon local time in Sydney
On Tuesday, 24 January 2012

2.10.2   Submission of an EOI by the Closing Time is entirely the responsibility of the Tenderer.

2.10.3   The judgment of the Reserve Bank as to the actual time that an EOI is submitted is final.

2.11   Extension of Deadline for Submission of EOIs

2.11.1   The Closing Time for the submission of EOIs may be extended at the sole and absolute discretion of the Reserve Bank, **before** the Closing Time and as set out in clause **2.10.1**.

2.12   Late Response Policy on EOIs

2.12.1   Any EOI:

2.12.1.1 received after the Closing Time; or

2.12.1.2 received at any location (including any Reserve Bank location) other than the address referred to in clause 2.9.1.

2.12.2   other than solely due to mishandling by the Reserve Bank will be deemed to be a **Late EOI**. Late EOIs will be returned unopened to the Tenderer and will not be admitted to the evaluation process.

2.12.3   For the avoidance of doubt, for the purposes of clause 2.12.1 mishandling by a third party engaged by a Tenderer to lodge an EOI does not constitute mishandling by the Reserve Bank.

2.13   Ownership of the EOI & Tender Documents

2.13.1   All documents comprising this Request for EOI, including all its parts, appendices, attachments, schedules, annexures, variations and addenda remain the property of the Reserve Bank, but each Tenderer is permitted to use them for the purpose only of compiling its EOI and, where relevant, for negotiating the terms of a Contract with the Reserve Bank.

2.13.2   All copies of the EOI submitted to the Reserve Bank become the property of the Reserve Bank. The Reserve Bank may replicate the EOI documents and use them for the purposes of the Request for EOI process including EOI evaluation, audit requirements and complying with Commonwealth requirements.

2.14   Alternative Proposals

2.14.1   The Reserve Bank is not obliged to consider any alternative proposal unless a fully conforming EOI is submitted concurrently. The Reserve Bank may, however, in its absolute discretion and without having any obligation to do so, consider and accept any alternative proposal.

2.15   Request for EOI Validity Period

2.15.1   EOIs will remain valid for a period stated of not less than four (4) months from the Tender Closing Time.

2.16   Alterations, Erasures or Illegibility

2.16.1   If, at any time, the Reserve Bank considers that there are unintentional errors of form in an EOI, the Reserve Bank may, in its sole and absolute discretion, allow the Tenderer to correct or clarify the error, but will not permit any material alteration or addition to the EOI.

2.16.2   If the Reserve Bank provides any Tenderer with the opportunity to correct unintentional errors of form after the Closing Time, it will provide the same opportunity to all other Tenderers who are in the same position.

2.17   Collusive Behaviour & Improper Conduct in Tendering

2.17.1   Tenderers and their officers, employees, agents and subcontractors must not engage in any collusive tendering, anti-competitive conduct or any similar behaviour with any other Tenderer or any other person in relation to the preparation or submission of an EOI.

2.17.2   The Reserve Bank may involve the Australian Competition and Consumer Commission (ACCC) in relation to any competition issues concerning a Tenderer or related to an EOI.

2.17.3   Tenderers must not use the improper assistance of any Reserve Bank employee, or use information obtained unlawfully or in breach of an obligation of confidentiality to the Reserve Bank, in preparing their EOI.

2.17.4   The Tenderer warrants that neither the Tenderer nor any of its officers, employees, agents or subcontractors has attempted or will attempt to improperly influence an officer, employee, adviser or agent of the Reserve Bank in connection with the evaluation of EOIs, nor approach any Minister or Commonwealth officer concerning the Request for EOI process other than the Contact Officer.

2.17.5   In addition to any other remedies available under any law or any contract, the Reserve Bank reserves the right, in its sole and absolute discretion, immediately to reject at any time any EOI submitted by a Tenderer that is engaging or has engaged in any collusive tendering, anti-competitive conduct or any other similar conduct in relation to the preparation or submission of EOIs or which does not comply with this clause.

2.17.6   Tenderers must not make false or misleading statements in their EOI.

2.18   Conflict of Interest

2.18.1   Tenderers warrant that at the time of submitting their EOI, no conflict of interest exists, or is likely to arise, which would affect the performance of their obligations under any Contract entered with the Reserve Bank arising out of this Request for EOI.

2.18.2   In the event of a conflict of interest being identified the Reserve Bank may, in its sole and absolute discretion, exclude the EOI response from further consideration.

2.19   Assessment Criteria & Methodology

2.19.1   EOIs will be assessed against the following Conditions for Participation and the Minimum Content and Format Requirements. EOIs that do not meet the Conditions for Participation and the Minimum Content and Format Requirements will be excluded from further consideration:

2.19.1.1 Tenderers are required to meet all of the Request for EOI Conditions and adhere to all of the requirements provided in these Request for EOI Conditions;

2.19.1.2 must not be named as not complying with the Equal Opportunity for *Women in the Workplace Act 1999* (Cth);

2.19.1.3 must not have any unpaid claims in respect of judicial decisions (other than decisions subject to appeal) made against the Tenderer or its subcontractors relating to employee entitlements;

2.19.1.4 The Minimum Content and Format Requirements applicable to this Request for EOI process are that the Tenderer fully completes to the satisfaction of the Reserve Bank and submits the Schedules to this Request for EOI which are provided in Section 4 Submissions Schedule.

2.19.2   Tenders that meet the Conditions for Participation and the Minimum Content and Format Requirements will be evaluated against the following criteria (not necessarily in the following order):

2.19.2.1 Value for money;

2.19.2.2 Capability to provide the Services, as detailed in the Telephony Solution Brief Section 3;

2.19.2.3 Supplier and/or Distribution partner conditions and Service Levels, as detailed in the Telephony Solution Brief and in accordance with Section 3.9 Support Conditions & Service Levels;

2.19.2.4 Experience in providing similar Services to other organisations;

2.19.2.5 Financial capacity.

2.19.3   Tenders should note that neither the lowest priced EOI, nor any EOI, will necessarily be accepted by the Reserve Bank.

2.20   Privacy

2.20.1   Tenderers are advised that it is Australian Government policy to ensure that there is no loss of privacy protection when an Australian Government body contracts for the performance of equipment and services.

2.20.2   The preferred Tenderers (if any) must agree to comply with the *Privacy Act 1988* (Cth), including the Information Privacy Principles, National Privacy Principles and privacy codes of practice, although there may be no legislative requirement to do so.

2.20.3   Each Tenderer should obtain, and will be deemed to have obtained, its own advice on the impact of the *Privacy Act 1988* (Cth).

2.21   Confidential Information & Security Requirements

2.21.1   All Tenderers are required to ensure that they and any of their officers, employees, agents or subcontractors involved in any way in preparing their EOI do not directly or indirectly record, divulge or communicate to any person any Confidential Information concerning the affairs of the Reserve Bank acquired or obtained in the course of preparing a Tender for this Request for EOI.

2.22   Freedom of Information

2.22.1   Tenderers should note the operation of the *Freedom of Information Act 1982* (Cth) which grants members of the public rights of access to official documents of the Australian Government and its agencies including the Reserve Bank.

2.22.2   Tenderers should obtain and will be deemed to have obtained their own advice on the impact of the *Freedom of Information Act 1982* (Cth) on their EOI.

2.23   Compliance with Laws & Commonwealth Policies

2.23.1   In the Request for EOI process, all Tenderers undertake to comply with all statutes, regulations, by-laws, codes, ordinances or subordinate legislation in force from time to time, including in particular but not limited to:

2.23.1.1 *Crimes Act 1914* (Cth);

2.23.1.2 *Privacy Act 1988* (Cth); and

2.23.1.3 *Auditor-General Act 1997* (Cth).

2.24   Equal Opportunity for Women in the Workplace

2.24.1   It is Australian Government policy that the Commonwealth does not acquire goods or services from a supplier who does not comply with the *Equal Opportunity for Women in the Workplace Act 1999* (Cth).

2.24.2   It will be a term of the Contract with any successful Tenderer(s) that it complies with the *Equal Opportunity for Women in the Workplace Act 1999* (Cth). A further term of the Contract will be that the successful Tenderer(s) does not enter into a Contract in relation to the Services with a non-complying supplier. The Reserve Bank may decide not to further consider an EOI submitted by a Tenderer who is currently named as not complying with the Act.

2.25   Applicable Law & Court Jurisdiction

2.25.1   The laws in force in New South Wales apply to this EOI.

2.25.2   All Tenderers agree to submit to the exclusive jurisdiction of the courts of New South Wales.

3.   TELEPHONY SOLUTION BRIEF

3.1   Introduction

3.1.1   The Reserve Bank is looking at the current market of Enterprise Telephony Solutions with a view to replace its current telephone system in Martin Place in 2012/2013. The selected solution will become the reserve Bank's telephone single telephone solution and be deployed throughout all sites.

3.1.2   This Request for EOI provides details around an Enterprise Telephony Solution. The solution must be scalable, supportable, resilient, easily managed and meet the functionality and operational capability that the Reserve Bank requires. It will be primarily an IP Telephony solution with some traditional capabilities where required.

3.1.3   It must be an Enterprise Grade solution with the knowledge that support and development of the solution will be available within Australia and possibly internationally for a minimum of 10 years.

3.2   Criteria Terminology

3.2.1   In this Brief the following terms are applied:

   3.2.1.1   The use of the word "**must**" implies a mandatory requirement. Any inability to comply with, or demonstrate, a mandatory requirement may see the EOI excluded from any short-listing and is at the discretion of the Reserve Bank.

   3.2.1.2   The use of the word "**shall**" implies a highly desirable requirement.

   3.2.1.3   The use of the word "**may**" implies and optional or desirable requirement.

3.3   Definition of Enterprise Telephony Solutions

3.3.1   In terms of this EOI the Reserve Bank has defined Enterprise Telephony Solution as including:

   3.3.1.1   The call switching equipment, directory services and user devices for the internal telephone and external telephone connectivity in the Locations (refer 3.7) in this Telephony Solution Brief.

   3.3.1.2   Services for integration with Microsoft Office Communications Server (OCS), for the purposes of enabling desktop based dialling and telephone conferencing.

   3.3.1.3   Appropriate gateways and interfaces for connection to carrier Basic Rate Interface (BRI), Primary Rate Interface (PRI) Integrated Services Digital Network (ISDN), QSIG, Digital Private Network Signalling System (DPNSS), analogue or SIP based technologies.

   3.3.1.4   Associated technologies such as Voicemail and Voice Recording.

3.3.2   This EOI excludes:

3.3.2.1 The provision of underlying data communications infrastructure and equipment, such as switches and routers.

3.3.2.2 The provision of any carrier services.

3.4 Definition of Technical Terms

3.4.1 The Reserve Bank will make reference to some terms that are technically defined by the existing telephones systems in operations. For the purposes of clarity the Reserve Bank defines these operational terms as the following:

3.4.1.1 Personal Number Lists (PNL)	This is where the Reserve Bank refers to the ability for an individual user to manage their call profiles or lists so that they can pre-arrange calling patterns that can be enabled or changed. Some typical examples are: • Call a desk extension then divert to voicemail after 20 seconds. • Call a desk extension for 10 seconds, my mobile for 10 seconds then divert to voicemail. • Divert all calls to voicemail or a mobile. • Ring an extension for 15 seconds, ring another extension "A" for 10 seconds, ring another extension "B" for 10 seconds, then hang up the call if no answer. Answering locations must be both internal extensions and external telephone numbers.
3.4.1.2 Hot Desking	The Reserve Bank uses this term in relation to a user's ability to "login" to another telephone using their extension number and PIN, bringing with them their telephone configuration of speed-dials, monitor buttons, hotlines etc.
3.4.1.3 Monitor Buttons	Monitor Buttons is a term used by the Reserve Bank to define a button on a telephone that monitors another extension to see if the telephone is in use. The Monitor Button will light and/or ring when that extension is in use. The Monitor Button may also be used to pick up the call. The Monitor Button could also be used to originate the call.
3.4.1.4 Additional Directory Number (ADN)	An ADN is an extension that appears as a button on a phone separate to the primary extension for that telephone.
3.4.1.5 Hotlines	Hotlines are immediate non-dial connection (NDC) calls between ADN's, physical and logical extensions and external numbers. Each end of the hotline is configured with an immediate call to the other end. Both ends of the hotline can be monitored by other phones.

3.5 System/Capacity Requirements

3.5.1 The Reserve Bank requires a scalable solution that maintains functionality and supportability across ALL of the Reserve Bank sites as listed in Section 3.7.

System/Capacity Requirement	Description	Requirement
3.5.1.1 Extension Scalability	The system <u>must</u> be able to scale from as small as 10 (analogue and/or IP) extensions up to 5,000 (analogue and/or IP) extensions. Respondents should detail their various platforms for this configuration including how they integrate with each other and their user functional capabilities across all platforms. The Reserve Bank will be looking for a common hardware and software platform across the scales.	Mandatory
3.5.1.2 Functional Scalability	Across the scalable platforms there <u>should</u> be a fully functional service offering, relating to the operations and use of the telephones and the system. Respondents should detail what, if any, functionality is not provided in the small-end (10+) solution versus what is in the high end (up to 5,000) solution.	Highly Desirable
3.5.1.3 ISDN Network Scalability	The system <u>must</u> be able to scale their public network connectivity from multiple Basic Rate ISDN (BRI) interfaces at 10 extension sites up to 10 PRIs at the larger sites. Must support both TS038 (ETSI) and TS014 standards.	Mandatory
3.5.1.4 Carrier SIP Connectivity	The system <u>should</u> be able utilise carrier trunks via SIP for external connectivity.	Highly Desirable
3.5.1.5 SIP Trunking	The system <u>must</u> support SIP trunking for connection to other internal IP solutions, such as the Dealing Room telephone system.	Mandatory
3.5.1.6 QSIG	There <u>must</u> be support for QSIG for inter-telephone system signalling. The features supported in QSIG must be fully documented. Respondents should provide a statement as to what level of compatibility there is between the proposed system and the Aastra/Ericsson, Mitel 3300, and IPC Dealing system when using QSIG.	Mandatory

System/Capacity Requirement	Description	Requirement
3.5.1.7 Digital Private Network Signalling System (DPNSS)	There must be support for DPNSS for inter-telephone system signalling. The features supported in DPNSS must fully and completely documented. Respondents should provide a statement as to what level of compatibility there is between the proposed system and the Aastra/Ericsson, Mitel 3300, and IPC Dealing system when using DPNSS.	Mandatory
3.5.1.8 Analogue Extensions	The system must be capable of supporting analogue extensions. Analogue handset options should support system provided display of extension number detail.	Mandatory
3.5.1.9 Component Dual Power	The Reserve Bank requires that any individual system components which form part of the core operations of a proposed solution must support a dual power supply input within the component itself. In detailing proposed components this must be shown and documented. Where "optional" components they should be assumed to be included in any design, proposal or pricing thereof.	Mandatory
3.5.1.10 System Power & Battery Backup for Analogue services	The solution should provide a solution for ongoing supply of -48V to analogue services in the event of main system power loss.	Highly Desirable
3.5.1.11 TIMS/SMDR Support	The system must provide Telephone Information Management System (TIMS) support through the presentation of SMDR (Station Messaging Detail Record) data over IP. Serial connectivity is **NOT** to be the delivery mechanism for this information. Respondents should detail the system for presentation of SMDR data with a distributed architecture.	Mandatory
3.5.1.12 Virtualisation	The solution should support for use of VMware virtualisation technologies for their software/server components. Respondents should detail the current and proposed virtualisation capabilities.	Highly Desirable
3.5.1.13 CAAB Enterprise Support	The Reserve Bank currently uses a product called CAAB Enterprise (www.caab.net) for call billing consolidation and reconciliation. Respondents should be able to demonstrate that they have installations that utilise CAAB Enterprise.	Highly Desirable

System/Capacity Requirement	Description	Requirement
3.5.1.14 Network Time Protocol (NTP) Support for system times	The system(s) <u>must</u> support the use of an external NTP based time clock for the system time and any announcement of time thereof without manual intervention, once established.	Mandatory
3.5.1.15 NTP – Time zones	The NTP solution <u>must</u> be location aware to deal with different time zones.	Mandatory
3.5.1.16 NTP – Daylight savings	The systems use of NTP <u>must</u> be tested to support a change in time due to daylight savings commencing or finishing without manual intervention.	Mandatory
3.5.1.17 Internal Automated Call Distribution (ACD) Support	There <u>should</u> be an in-built ACD system. Details the capabilities of any internal ACD should be provided.	Highly Desirable
3.5.1.18 External Automated Call Distribution (ACD) Support	The <u>must</u> should support an external ACD system and functionality. Details the capabilities of any external ACD should be provided.	Mandatory
3.5.1.19 Microsoft Exchange Server 2010 Integration	Respondents <u>must</u> be able to integrate with Microsoft Exchange Server 2010 for the purposes of utilising this platform as a Voicemail system and Microsoft's overall Unified Communications platform. Respondents must detail the integration and any relevant licensing models for such integration.	Mandatory
3.5.1.20 Microsoft Active Directory Integration	Respondents <u>must</u> be able to integrate with Microsoft Active Directory for the purposes of gathering directory information such as names, telephone numbers and business units. The Enterprise Directory should utilise Light-weight Directory Access Protocol (LDAP) version 3 or higher and allow both names and telephone numbers in the system to be synchronised with information in Windows 2008 Server Active Directory for easy maintenance and tie in with messaging directory applications.	Mandatory

System/Capacity Requirement	Description	Requirement
3.5.1.21 Enterprise Directory	An Enterprise Directory <u>should</u> provide users with convenient access to a network-wide directory of extensions. This should allow telephone users to search, scroll, and dial from the list of staff on their telephone display (for IP handsets), where they can search on name or phone number. The user should also have the ability to copy an entry from the Enterprise Directory to a personal handset directory.	Highly Desirable
3.5.1.22 Microsoft Unified Communications (UC) Integration – Office Communications Server (OCS) 2007 R2 and/or OCS Lync.	Respondents <u>must</u> be able to integrate with Microsoft OCS (2007 R2) and/or OCS Lync for the purposes of utilising this platform for presentation of presence information, integration for "click to dial" functionality from the PC. Respondents must detail the integration they have and any relevant licensing models for such integration.	Mandatory
3.5.1.23 Cisco Switching/Routing Integration	Any solution <u>must</u> be able to demonstrate and provide configuration detail on how they integrate with Cisco Switches and Routers from a Quality of Service (QoS) and operational perspective. This applies to ALL components include telephones, system components, bridging products and external connectivity adaptors. Respondents should detail the configuration they recommend for connectivity to Cisco Switches.	Mandatory
3.5.1.24 System Redundancy 1+1	There <u>must</u> be a capability for 1+1 redundancy within the call control/switching components of the proposed solution. As a minimum there should be a primary and secondary. Respondents are welcome to explain their system architecture and demonstrate this functionality as part of a design or implementation.	Mandatory

System/Capacity Requirement	Description	Requirement
3.5.1.25 Handset to System Redundancy	There should be capability for n+1 redundancy from handset to system. That is where a handset operation is to a particular system, there be the capability to have automated failover to a primary, secondary, tertiary or more systems. Respondents are welcome to explain their system architecture and demonstrate this functionality as part of a design or implementation.	Highly Desirable
3.5.1.26 System Redundancy n+1	There should be a capability for n+1 redundancy with the in the call control/switching components of the proposed solution. There should be a primary, secondary, tertiary etc. Respondents are welcome to explain their system architecture and demonstrate this functionality as part of a design or implementation.	Highly Desirable
3.5.1.27 Management System – Interface	There should be single management platform for all components. The single management interface should be a Graphical User Interface (GUI) based on a web client. If a specific client product is needed this should be identified.	Highly Desirable
3.5.1.28 Management System – No local Admin Rights for operations	Any management system or components that are run on end-user PCs must not require local administrative (admin) privileges or rights to operate. This does not include installation which may required admin rights.	Mandatory
3.5.1.29 Management System – Single Touch-Point for all components	The management system should ensure that a change applied to an extension or telephone component be done from a single point. A single touch-point is preferred, rather than having to manually replicate detail around the system. It is understood that certain components require individual configurations however there should be a common and single entry point for management.	Highly Desirable

System/Capacity Requirement	Description	Requirement
3.5.1.30 Management System – Moves/Adds/Changes/Deletions of Phones and Extensions for Administrators	There <u>should</u> be a single administrative interface for the purposes of adding, changing, moving and deleting (MACs) telephones and extensions. This interface should be largely intuitive for the more basic functions and not require an underlying knowledge of the network design or technical detail around the system.	Highly Desirable
3.5.1.31 Management System – Administrative Access Control & Logging	It is a requirement that any Administrative Access Control for MACs and or higher system functionality <u>should</u> have individual user access control that can be integrated with Active Directory or a Radius/TACACS+ server for authentication. Any functions performed on the system <u>should</u> be logged, noting action taken, time of day and the user involved.	Highly Desirable
3.5.1.32 Management System – User Templates/Profiles	The Administrative functions <u>should</u> allow for the setting up of user and telephone templates and/or profiles for standard configuration. Some examples are: • A corridor or meeting room telephone. • A specific business group user with the phone layouts and standard monitor buttons set-up, specific to that group. • A generic voicemail user. • Telephones in different sites or locations.	Highly Desirable
3.5.1.33 Management System – User Telephone Administration	There <u>should</u> be a simple web based User Telephone Administration facility for the purposes of users: • Modifying their programmable buttons layout. Note that the functions that users may assign to buttons will be controlled by administrators. • Changing and activating their various PNLs and/or call diversions. The user authentication for this should be the same as their logon to their telephone or managed through interaction with the Active Directory logon to the PC.	Highly Desirable
3.5.1.34 Management System – Global Changes	There <u>should</u> be an option to allow for global changes to all telephones and/or user extensions in one change.	Highly Desirable

System/Capacity Requirement	Description	Requirement
3.5.1.35 Management System – Group Changes	There <u>should</u> be an option for the changing of a group of telephones or user extensions in one change, after defining or selecting the group. It is preferable to assign a group attribute or multiple group attributes to an extension or user telephone type to allow these changes to be easily made.	Highly Desirable
3.5.1.36 Hunt Group Support	The system <u>must</u> support Hunt groups. Respondents should detail their capabilities for Hunt Groups.	Mandatory
3.5.1.37 Modem Support	The system <u>must</u> support modem operations across analogue lines. Details should be provided on the maximum speed for modems that their system supports.	Mandatory
3.5.1.38 Fax Support	The system <u>must</u> support Fax operations across analogue lines. Details should be provided on the way their systems operate with and detect Fax.	Mandatory
3.5.1.39 Multiple Switchboard Operators	The system <u>must</u> supply and support multiple Switchboard operator consoles.	Mandatory
3.5.1.40 Switchboard – Hardware	There <u>must</u> be a hardware based Switchboard operations console.	Mandatory
3.5.1.41 Switchboard – Software	There <u>should</u> be a software based Switchboard operations console.	Highly Desirable
3.5.1.42 Direct Inward System Access (DISA)	The system <u>should</u> support the capability for DISA functionality.	Highly Desirable
3.5.1.43 Voicemail Integration	The system <u>must</u> support integration with the Mitel NuPoint or Exchange 2010 Voicemail. Details on how this integration is achieved should be provided.	Mandatory
3.5.1.44 Voicemail Message Waiting Indication (MWI)	The systems <u>must</u> support the ability to alert on a telephone handset from multiple Voicemail systems. These should include Mitel NuPoint and Microsoft Exchange 2010. Details should be provided on how this can be achieved. If additional equipment is required then this <u>must</u> be clearly identified.	Mandatory

System/Capacity Requirement	Description	Requirement
3.5.1.45 Multiple Call Routes	Any system <u>must</u> support the ability for a user to select multiple call routes through the use of a dial prefix. For example the default outgoing router may be defined by using a "0", but a secondary path may be selected by using a difference key sequence such as "23". This facility is in addition to call routing and failover for the purposes of testing different call route pathways.	Mandatory
3.5.1.46 Dynamic Host Control Protocol (DHCP) Support	Respondents <u>must</u> support DHCP on their handsets. Information on the integration of hardware and software telephones with DHCP should be provided.	Mandatory
3.5.1.47 Mobile phone integration	Software clients for smartphones <u>should</u> be available for Blackberry, iPhone and Android Smartphones. Details on whether this client requires WiFi or 3G connectivity for operations <u>should</u> be stated.	Highly Desirable
3.5.1.48 Malicious Call Trace (MCT)	The system <u>must</u> support a standards based MCT function. Details should be provided.	Mandatory
3.5.1.49 Call Admission Control (CAC)	The system <u>must</u> support Call Admission Control for inter-site IP trunks. Once the provisioned bandwidth for a given IP trunk has been fully utilised the system must reject subsequent calls to avoid oversubscription of the IP WAN link and prevent quality degradation for all voice calls.	Mandatory
3.5.1.50 Class of Service	Class of Service <u>must</u> be support and shall define whether an extension is allowed to: 1. Access the system speed call list. 2. Make outgoing IDD, national, mobile and/or local calls in various combinations through different classes of service. 3. Access other specific features (e.g. Do not Disturb).	Mandatory

System/Capacity Requirement	Description	Requirement
3.5.1.51 Codec Support	The system should allow the creation of codec policies to ensure correct codecs are used in the context of intra-site or inter-site communications. Respondents must provide information on the Codec standards that they support.	Highly Desirable
3.5.1.52 Emergency Calls	All extensions must be able to make emergency 000 calls irrespective of their assigned class of service. Logged off IP Telephones also must be able to make emergency 000 calls	Mandatory
3.5.1.53 Music on Hold	There must be support for Music on Hold from a variety of on hold sources including internal wave file and external audio source. Music on Hold must be configurable System Wide or for groups of telephones, such as to a particular site.	Mandatory
3.5.1.54 Security – H.323	There must be support for H.323 (H.235) security features provided by the system including scenarios such as endpoint to gatekeeper, gatekeeper to gatekeeper, and endpoint to endpoint. Details should be provided.	Mandatory
3.5.1.55 Security - SIP	There must be SIP security features provided by the system including scenarios such as End-to-End, End-to-Middle, Middle-to-Middle, Middle-to-End security. Details should be provided.	Mandatory
3.5.1.56 Wide Band Support	The system must support the wideband audio (ITU G.722) standard including but not limited to G.722 over VoIP and G.722 over ISDN. Respondents should also indicate the availability of G.722 compatible VoIP telephones for the proposed system.	Mandatory
3.5.1.57 Simple Network Management Protocol (SNMP) Support	The system and components must be able to support integration with an external snmp management platform using published Management Information Base (MIBs) for the purposes of alerting to system fault conditions.	Mandatory

System/Capacity Requirement	Description	Requirement
3.5.1.58 Spectrum Integration	The system may have support for integration with the CA Spectrum snmp management application.	Desirable
3.5.1.59 System Monitoring	There must be support for a management solution that can provide real-time monitoring and alerting either through snmp (as above) or through a purpose built browser application that can show, as a minimum: • Current calls, with source and destination numbers, trunk used, codec used, call begin, time on line; • Current layer 1 and layer 2 status of ISDN lines; • Current registration status of SIP/H323 lines; • Current link status of Ethernet connections; • Current registration status of IP handsets showing handset ID, IP address, port number, mac address, registration time, expiry time, agent ID (SIP), protocol used (SIP,H.323); • Live SIP monitor with filtering to isolate call types, hosts, ID's, etc. • Hardware component status; • Resource Usage - fax ports, voicemail ports, conference bridge ports, RPC proxy ports, DSPs; and • Network admission - Number of calls or utilised bandwidth on any given route.	Highly Desirable

3.6   Functional Requirements

3.6.1   The Reserve Bank has a number of functional requirements. It is assumed that the basic functionality of any telephone system will be covered so only those specific requirements with regard to the Reserve Bank are being identified here.

3.6.2   As stated in 3.5.1.2 above, the system must be capable of supporting all of these functions across all platform sizes. The use of a central or high end system to achieve this functionality in smaller sites will not be acceptable.

3.6.3   The smaller site systems must contain full local functionality.

3.6.4   Requirements:

Functional Requirement	Description	Requirement
3.6.4.1 Personal Number List (PNL) management through Browser	A user <u>should</u> be able to manage and select their currently operational PNL through a web browser, by logging in using the extension and PIN.	Highly Desirable
3.6.4.2 PNL management through Telephone	A user <u>should</u> be able to manage and select their currently operational PNL through a key sequence on the telephone.	Highly Desirable
3.6.4.3 Default PNL	A user <u>should</u> have a default PNL, should the system be required to be re-started or rebooted.	Highly Desirable
3.6.4.4 Time-of-day PNL	A user <u>should</u> be able to set a time-of-day and day or date at which a PNL may activate or change. There should also be an ability to expire or return to a default configuration at another time-of-day. These settings should be stored in such a way that they are not lost on the reload or reboot of a system or any of its components.	Highly Desirable
3.6.4.5 Parallel Ringing or "Twinning"	There <u>should</u> be a solution that allows extensions to be able to ring both on their internal telephone and an external telephone services and/or multiple internal extensions simultaneously. Details of any additional configure and/or hardware/software to achieve this must be detailed.	Highly Desirable

Functional Requirement	Description	Requirement
3.6.4.6 Call Diversion Options	There <u>must</u> be a solution whereby a user can set-up multiple diversions options and then access these options by pressing a key on their telephone. Options may include: • Diversion to Mobile for all calls. • Diversion to Voicemail when in-office. • Diversion to another number for overnight or out of office.	Mandatory
3.6.4.7 Call Diversion Timing	The solution <u>should</u> provide the facility for the user to set or choose the diversion timing in numbers of seconds.	Highly Desirable
3.6.4.8 Door Light / External Ringer support	There <u>must</u> be a solution to be able to have a Door Light or External Ringer activate when the caller is on the telephone either on handset or hands-free.	Mandatory
3.6.4.9 Hot Desking – PIN Support	Referring to the definition in 3.4.1.2 above, the proposed solution <u>must</u> support Hot Desking with a user ID of the extension number and the password being a PIN.	Mandatory
3.6.4.10 Hot Desking – Speed Dials	Referring to the definition in 3.4.1.2 above, the proposed solution <u>must</u> support Hot Desking with all their Speed Dials being in place, assuming the same model handsets are used.	Mandatory
3.6.4.11 Hot Desking – Monitor Buttons	Referring to the definition in 3.4.1.2 above, the proposed solution <u>must</u> support Hot Desking with all their Monitor Buttons being in place, assuming the same model handsets are used.	Mandatory
3.6.4.12 Hot Desking – Hotlines	Referring to the definition in 3.4.1.2 above, the proposed solution <u>must</u> support Hot Desking with all their Hotlines being in place, assuming the same model handsets are used.	Mandatory
3.6.4.13 Volume Control	All office telephones <u>must</u> be capable of supporting volume control.	Mandatory
3.6.4.14 Hands-free	All office telephones <u>must</u> be capable of supporting a Hands-free operation, with full duplex communications and the same functionality for all buttons when operating in this mode.	Mandatory
3.6.4.15 Headset	All office telephones (standard and executive) <u>must</u> support a commercially available headset option.	Mandatory

Functional Requirement	Description	Requirement
3.6.4.16 Network Access Control (NAC)/802.1X support	IP endpoints <u>must</u> support 802.1x NAC.	Mandatory
3.6.4.17 Quality of Service Support (QoS)	IP endpoints, hardware phones and software phones <u>must</u> support DiffServ and/or IP Precedence QoS.	Mandatory
3.6.4.18 Power over Ethernet (PoE) Support	IP Telephones <u>must</u> support PoE IEEE 802.3af across all of the IP telephone range.	Mandatory
3.6.4.19 Cybertech/Addcom Voice Recording Integration	The Reserve Bank currently operates a Cybertech/Addcom Voice Recording Solution. The Reserve Bank requires that the proposed solution <u>must</u> operate with the Cybertech/Addcom Voice Recording solution and detail the way in which this would be implemented in a complex layer 3 network architecture.	Mandatory
3.6.4.20 Voice Recording Solution	An alternative Voice Recording solution <u>may</u> be proposed. Any alternative solution proposal must be accompanied by a complete technical detail about how this solution operates within a complex layer 2/layer 3 IP network environment across multiple floors.	Desirable
3.6.4.21 Voice Recording Announcement	The system <u>should</u> support a brief (up to 30 seconds) announcement be played for any extension that is set-up for Voice Recording. The announcement must be easily applied to any extension without the need of a complex ACD or other arrangement. It should be able to be applied to the extension for all incoming calls. Respondents should detail how this function would operate in their system.	Highly Desirable
3.6.4.22 Announcement prior to Diversion	The system <u>should</u> support a requirement for a brief (less than 30 second) announcement be played for any extension. The announcement should be easily applied to any extension without the need of a complex ACD or other external arrangement.	Highly Desirable
3.6.4.23 Voice Recording Beep or Tones	There <u>should</u> be support for a beep or tone generated on the line on recorded extensions. There should be controls for the volume of the tone. Respondents should detail how this function would operate in their system.	Highly Desirable

Functional Requirement	Description	Requirement
3.6.4.24 Telephone Models	There <u>must</u> be a range of telephone handset model types for differing environments and functions. All telephone handset offerings should be detailed.	Mandatory
3.6.4.25 Programmable Buttons & Display	There <u>must</u> be a number of software programmable buttons across their range of telephones. The buttons <u>should</u> allow for programming of a software "label" of up to 30 characters. The quantity of buttons may vary depending on the model of telephone.	Mandatory
3.6.4.26 Standard Office Telephone	The Standard office telephone <u>must</u> support a minimum of twelve (12) software programmable (refer 3.6.4.25) buttons. The phone display should be able to show as a minimum: • Incoming caller identification • The date and time • The extension number of the telephone when not logged in. • The extension of the telephone when logged in.	Mandatory
3.6.4.27 Standard Office Telephone – Call History	The standard office telephone <u>must</u> support a simple Call History function that can show the last 10 incoming calls and caller identifications (if available). The user should then be able to easily select any of these calls for call-back.	Mandatory
3.6.4.28 Distinctive Ring – incoming call	There <u>must</u> be an ability to differentiate internal and external call types and apply distinctive ring tone to all telephony system lines (using ring cadence).	Mandatory
3.6.4.29 Distinctive Ring – user choice	There <u>should</u> ability for users to set a ring style or tone to their particular telephone so as to differentiate between telephones.	Highly Desirable
3.6.4.30 Common Area Telephone	There <u>should</u> be a common area telephone offering. This telephone IP telephone but should have the same look, feel and operation to the other IP telephones. A minimum of 5 software programmable (refer 3.6.4.25) buttons is required. Common Area Telephones <u>must</u> support a wall mount option.	Highly Desirable

Functional Requirement	Description	Requirement
3.6.4.31 Hazardous Area Telephone	There <u>should</u> be a Hazardous area telephone offering. This telephone may or may not be an IP telephone but should have the same look, feel and operation to the IP telephones. Hazardous Area Telephones <u>must</u> support a wall mount option and be suitable for damp/wet areas.	Highly Desirable
3.6.4.32 Executive Office Telephones	There <u>must</u> be an Executive Office Telephone. This must support all of the features available in the Standard Office Telephone but in addition may require: • Door Light functionality, as detailed in 3.6.4.8 above. • Up to a maximum of 45 soft programmable buttons, pursuant to refer 3.6.4.25.	Highly Desirable
3.6.4.33 Conference Telephone Unit - Wired	Respondents <u>should</u> provide the capability for an IP connected telephone conference telephone that can be used in meeting rooms or similar.	Highly Desirable
3.6.4.34 Conference Telephone Unit - DECT	Respondents <u>should</u> provide the capability for a DECT connected telephone conference telephone that can be used in meeting rooms or similar. The Basestation for such units can be IP connected.	Highly Desirable
3.6.4.35 DECT Telephones	There <u>must</u> be a DECT telephone solution. The backbone to the basestation may be an IP based solution but from the Basestation to the handset must be DECT. The Reserve Bank has no capability or intention of deploying a WiFi (802.11 a/g/n) solution for the purpose of "cordless" telephones. Respondents will be required to provide details on their solution.	Mandatory
3.6.4.36 DECT Telephones – Hot Desking/Logging On	There <u>may</u> be support for Hot Desking on DECT telephones.	Desirable
3.6.4.37 Storage & Charging for multiple DECT telephones	Alongside the individual DECT handset options and chargers there <u>should</u> be a wall mounted solution for storage and charging of multiple DECT handsets.	Highly Desirable
3.6.4.38 Telephone Features – Telephone Conferencing (up to 5)	Any proposed system <u>must</u> support a basic level of telephone conference bridging or conferencing for up to 5 parties within the core system. No additional software/hardware should be required to achieve this.	Mandatory

Functional Requirement	Description	Requirement
3.6.4.39 Telephone Features – Telephone Conference Bridging (more than 5)	Any proposed system <u>must</u> provide a solution for multi-party voice conference bridging for more than 5 parties. Respondents should detail what (if any) additional hardware and/or software licencing is required to achieve this. Details about how this differs or is operational the same as the internal (up to 5) party solution in 3.6.4.38 above are to be included. In particular details about integration with Microsoft Exchange 2010 for scheduling of conferences etc should be detailed here.	Mandatory
3.6.4.40 Telephone Features – Telephone Conference Bridge Recording	Any integrated Telephone Conference Bridge <u>solution</u> should include the ability to record and playback the recording of a Telephone Conference. Any recorded conferences must present a "beep" or tone to indicate that the Conference is being recorded. The output should also be able to be output as a sound file for distribution if required.	Highly Desirable
3.6.4.41 Acoustic Shock Protection	The solution <u>should</u> provide acoustic shock protection to protect users from exposure to abrupt and unexpected high pitched tones, 'shrieks' or other noises	Highly Desirable
3.6.4.42 Number Log	Phones <u>must</u> support the ability to recall incoming or dialled numbers for redial purposes.	Mandatory
3.6.4.43 Automatic Hold	Upon activation of a 2nd line button during an active call, the 1st call <u>must</u> be automatically assigned to a hold condition. This may be a configuration option.	Mandatory
3.6.4.44 Manager/Assistant Arrangement	An Intercom arrangement <u>should</u> be provided that allows calls to be intercepted at the secretarial position and transferred to the manager position on announcement; 1. Lamp (line button) monitoring of call status; 2. Support of multiple configurations.	Highly Desirable
3.6.4.45 Entry Door Intercom	The system <u>should</u> provide a solution for an entry door telephone solution that allows the door/entry solution to "intercom" a number of user telephones, whereby they can answer the "intercom".	Highly Desirable

| Functional Requirement	Description	Requirement
3.6.4.46 Duress Option	There <u>should</u> be an option for a caller to indicate to other personnel or security if they are under duress or being threatened by another caller.	Highly Desirable
3.6.4.47 Duress Recording Option	There <u>should</u> be an option for a user to record a call if they are under some form of duress such as in the case of a bomb-threat.	Highly Desirable

3.7   Locations & Sizing

3.7.1   The following are the Reserve Bank locations and relevant sizing information for the provision of Enterprise Telephony Solution:

Location	Maximum Number of Extensions	External Connectivity Sizing	Expected Redundancy
Head Office (HO) 65 Martin Place Sydney, NSW 2000	2,000	6 x E1 ISDN 2 x E2 QSIG	1+1 local at HO +1 to BRS for a n+1 solution
Business Resumption Site (BRS) 6 Elizabeth Macarthur Drive Bella Vista, NSW 2153	350	4 x E1 ISDN 2 x E2 QSIG	1+1 local at BRS +1 to HO for a n+1 solution
Melbourne Office 60 Collins St Melbourne, VIC 3000	200	1 x 20 Channel E1 ISDN	1 local + failover to HO or BRS
Canberra Branch 20-22 London Circuit Canberra ACT 2600	50	1 x 20 Channel E1 ISDN	1 local + failover to HO or BRS
HC Coombs Centre 122a Kirribilli Ave Kirribilli NSW 2061	200	1 x 20 Channel E1 ISDN	1 local + failover to HO or BRS
Adelaide Office 25 Grenfell St Adelaide SA 5000	20	1 x 10 Channel E1 ISDN	1 local + failover to HO or BRS
Brisbane Office 12 Creek St Brisbane QLD 4000	20	1 x 10 Channel E1 ISDN	1 local + failover to HO or BRS
Perth Office 45 St Georges Terrace Perth WA 6000	20	1 x 10 Channel E1 ISDN	1 local + failover to HO or BRS

3.8   Network Diagram

3.8.1   The following is a high level network diagram of the Reserve Bank's current telephone and Branch Network. It is provided for reference.
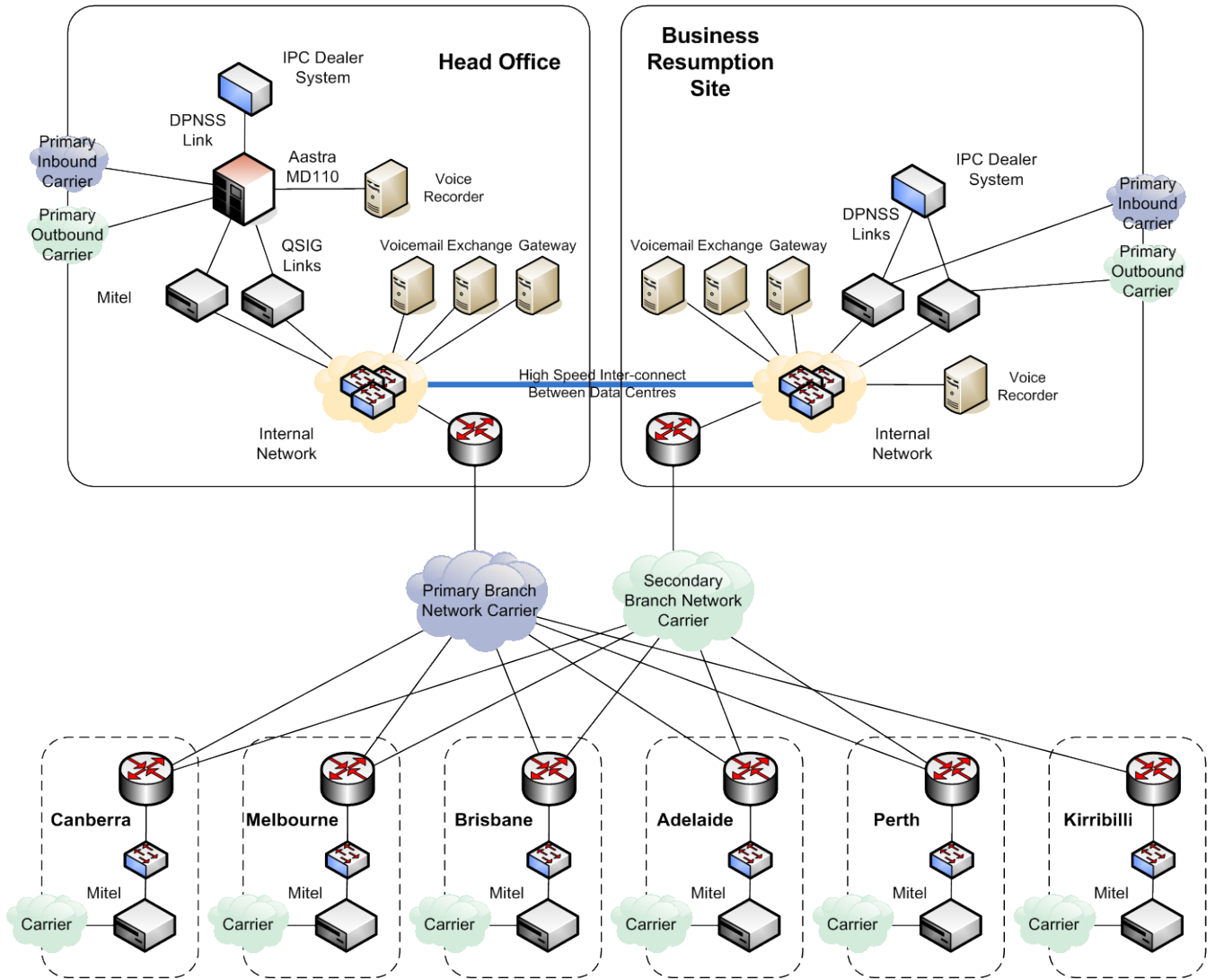
3.9   Support Conditions & Service Levels

3.9.1   The Reserve Bank is seeking assurance that there is sufficient competition and support within Australia for any vendor solution.

    3.9.1.1   Vendors <u>must</u> provide a minimum of (3) recommended delivery partners, systems integrators or resellers that can provide installation and hardware support in the locations listed in 3.7.1.

    3.9.1.2   These service/support providers must be able to provide 24 hour, 7 day week, on-site technical support for the locations listed in 3.7.1.

    3.9.1.3   Vendors <u>should</u> provide details around which delivery partners, systems integrators or resellers can provide support in London, New York and China.

3.9.2   Vendor support for any delivery partners, systems integrators or resellers is mandatory. Vendors should provide information about their support arrangements for their partners and the escalation process for customers, such as the Reserve Bank, to access Vendor support.

3.10   Administrative Training

3.10.1   Respondents must provide details on their administrative training options. Course options should include online or computer based training and trainer-led based training.

3.10.2   Trainer-led administrative courses should be available at least once every quarter, with training schedules available made known 12 months in advance.

3.11   User Training

3.11.1   Respondents should be able to provide user training courses and material. Whilst it is acknowledged that some of this is very customer specific there should be options for user based training both for initial implementation and in an ongoing basis. Respondents should provide details on any user training they are able to provide.

3.12   Indicative Pricing

3.12.1   For the purposes of evaluating solutions, the Reserve Bank requests that indicative pricing be provided around end-points and solutions that are sized appropriately to fit the Reserve Bank's needs. This pricing is being requested for **budgetary purposes only**. Any pricing should be an indicative price that the Reserve Bank may be expected to be charged for the procurement of the proposed product or products. It must be realistic based on current market and appropriate sizing.

    3.12.1.1 Per 3.6.4.34 Conference Telephone, provide the model number or model numbers and indicative pricing for an Executive Office Telephone.

    3.12.1.2 Per 3.6.4.26 Standard Office Telephone, provide the model number or model numbers and indicative pricing for a Standard Office Telephone.

3.12.1.3 Per 3.6.4.30 Common Area Telephone, provide the model number or model numbers and indicative pricing for a Common Area Telephone.

3.12.1.4 Based on the experience and knowledge of products the Reserve Bank is looking for indicative pricing to provide an IP telephone solution with a "system" level of redundancy and appropriate sizing per the table in 3.7 Locations & Sizing. Pricing should be broken out into the various components.

3.13   Customer Reference Sites

3.13.1   The Reserve Bank will be looking for a minimum of two reference sites of comparable organisations. It is preferable that the reference sites be either Commonwealth Government Agencies or financial sector organisations such as a bank.

4.   SUBMISSIONS SCHEDULE

4.1   Response to Request for EOI Conditions

4.1.1   The Reserve Bank requires that Tenderers acknowledge the various terms and conditions in this document. Acknowledgement should be stated in one of the following forms:

4.1.1.1   **Understood**, where the term or condition is informative and does not mandate a confirmation of capability.

4.1.1.2   **Fully Complies**, where the term, condition or requirement requires is a "must" or "mandatory" requirement can be met by the current release of product or solution. Capability in future releases is not acceptable for current full compliance. Tenderers may be required to demonstrate mandatory compliance.

4.1.1.3   **Partially Complies**, where the term, condition or requirement is not able to be fully met. An explanation of the level of compliance <u>must</u> be provided. If the capability is going to be met in future releases of products Tenderers are welcome to provide the specifics about release dates. If no specific date is scheduled then Tenders should consider stating non-compliance per section 4.1.1.4.

4.1.1.4   **Does Not Comply**, where the term, condition or requirement cannot be met at this time or within a specific and identified timeframe. Tenderers are welcome to provide detail around alternative arrangements to areas where they do not comply.

4.2   Compliance Schedule

4.2.1   Respondents are requested to use the following schedule in their response.

4.2.2   If vendors are looking to offer multiple products the **MUST** clearly identify each product or solution by name and provide a separate response for each product.

4.2.3   This refers to Sections 1 and 2. Responses should be either "Understood" or "Fully Complies".

Reference	Compliance	Comment
1.1 Overview		
1.2 Process		
1.3 Contact Officer		
2.1 Interpretation		
2.2 Request for EOI or Tender Documents		
2.3 No Contractual Obligation		
2.4 Conditions on Reserve Bank Provision of Information		
2.5 Responsibility of Tenderers to Inform Themselves		
2.6 Reserve of Rights of the Reserve Bank		
2.7 Variations & Addenda to the Request for EOI		

Reference	Compliance	Comment
2.8 EOI Format, Packaging & Identification		
2.9 Lodgement		
2.10 Closing Time		
2.11 Extension of Deadline for Submission of EOIs		
2.12 Late Response Policy on EOIs		
2.13 Ownership of the EOI & Tender Documents		
2.14 Alternative Proposals		
2.15 Request for EOI Validity Period		
2.16 Alterations, Erasures or Illegibility		
2.17 Collusive Behaviour & Improper Conduct in Tendering		
2.18 Conflict of Interest		
2.19 Assessment Criteria & Methodology		
2.20 Privacy		
2.21 Confidential Information & Security Requirements		
2.22 Freedom of Information		

Reference	Compliance	Comment
2.23 Compliance with Laws & Commonwealth Policies		
2.24 Equal Opportunity for Women in the Workplace		
2.25 Applicable Law & Court Jurisdiction		

4.2.4　　This refers to the detailed requirements outlined in Section 3.

Reference	Requirement	Compliance	Comment
3.1 Introduction	Informative		
3.2 Criteria Terminology	Informative		
3.3 Definition of Enterprise Telephony Solutions	Informative		
3.4 Definition of Technical Terms	Informative		

4.2.5　　Use the attached spreadsheet "Phone REOI.xlsx" for the completion of responses to Sections 3.5 and 3.6.

4.2.6　　Sections 3.7 and 3.8 do not require a response.

4.2.7　　Respondents are welcome to provide their own response formats to Sections 3.9, 3.10, 3.11, 3.12 and 3.13, however a response MUST be provided.