[Your Logo]

[Your Company Name]

Request for Proposal (RFP)

for

Call Center ACD PBX

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I About [Your Company Name]

[Your Company Name] is a newly formed integrated telecommunications provider that will be launching multiple telecommunication services in [redacted] and other selected southwestern states over the next several years. [Your Company Name], is a [Affiliated Company] affiliated company, that enjoys the financial and business backing of several successful telecommunications investors. Current investors include [redacted] and others.

[Your Company Name]'s business plan details the construction of a completely two-way interactive 750 MHz Hybrid Fiber Coax (HFC) plant in each of its targeted markets. [Your Company Name]'s initial market will be in [redacted] The first market is scheduled to begin operations by the end of [redacted] The HFC network will be designed to allow the provision of analog and digital cable television services, local and long distance telephony, and high speed Internet access through both standalone cable modems and the DOCSIS set-top box.

Deployment of all these services will begin in the initial market in [redacted] After the first full year of op[redacted] sev[redacted] eight years. Ultimately, [Your Company Name] will be providing bundled tele[redacted]nmunications servi[redacted] markets [redacted] the [redacted]

[You[redacted]Company Name] int[redacted] ma[redacted] pro[redacted]ly located in the initia[redacted] mar[redacted]. Additionally, ther[redacted] s[redacted] (15) [redacted]sitions) in each additional market. Overflow from the smaller call centers will rerou[redacted]o the [redacted]or call center.

Due to this aggressive deployment plan, [Your Company Name] is expected to experience much greater than average subscriber and system growth. Accordingly, the traditional PBX pricing formula may not be appropriate. [Your Company Name] intends to give greater weighting to the solutions vendors that are willing to creatively address this high growth rate scenario through various financing options in their response to this RFP.

II Proposed Solution Requirements

[Your Company Name] is interested in a scaleable ACD PBX solution that allows the integration of other functions and applications. The proposed solution should allow efficient call handling in a networked architecture where individual call centers can accept their own customers' calls, or in overflow conditions, calls can be answered by the back-up call center. All calls should route through the ACD. The ability to interface with third-party vendors for CTI functionality may be a requirement.

The proposed solution must be scaleable in an efficient and cost effective manner. Growth expectations call for the expansion of [Your Company Name] from an initial single market to sixteen markets with over [redacted] cable and telephony subscribers within [redacted] During the initial phases of construction it is expected the proposed solution will be operated using a service bureau environment with the option left open to migrate to a company-owned and supported billing system at some future date. CTI functionality with a service bureau environment will be an issue.

The proposed solution should address the immediate needs of [Your Company Name]'s call center including ACD call routing, skills-based routing, reporting, networking, etc. [Your Company Name] expects to differentiate itself from the competition as a Class service through the utilization of the latest customer care technologies. It is expected that the successful proposal will include a base switching platform capable of accomplishing this goal, while providing the economics necessary in a start-up operation.

The proposed solution should address the following general areas:

- Basic ACD functionality
- Sufficient reporting module capabilities to meet management needs for workforce management
- Ability to network switches and measure team, group, and enterprise call activities
- Current CTI functionality and flexibility to interface with future applications
- IVR functionality including automated activation processes
- Ability to interface with third-party systems
- Plans and abilities for addressing IP Telephony
- [redacted]

III Minimum Requirements

Your response to this RFP should briefly describe how your proposed solution meets the following minimum requirements:

The proposed ACD solution must be able to work in a client-server environment and be available 24 hours per day, 7 days a week. It must provide for centralized control of the databases but with real-time distributed access.

The application solutions should be scaleable and flexible enough to allow operational choices meeting future needs in terms of:

- growth of the business (volumes and services)
- evolution of the business environment (functions)

The proposed packages should be selected and ordered in order to minimize the time required to make them operational.

Real-time online multi-user access (with appropriate security to preserve data integrity) together with a batch processing capability for reporting requirements.

Maintainability and stability of any recommended core technologies are important and will be a key consideration.

The proposed application/system must be fault-tolerant (i.e. it must be designed to ensure maximum availability).

[redacted]

IV Configuration Details

Call Centers

Each individual system must be designed for wired-for capacity. Only port cards should need to be added as the system grows to meet service needs. The system must be equipped with sufficient CPU power, memory, shelf space, power and all other equipment necessary to accommodate the wired-for size and traffic through year-end [redacted] The actual equipped size should take the company through year-end [redacted]

The following table shows company projections for the anticipated numbers of agent, activities, and non-ACD related needs at the Call Center and Local Office locations:

Requirements (There will be 1 primary, backup call center location that will be considerably larger than the local office locations)	Initial Requirement Pri / Local (ea. Loc.)	Year-end [redacted] Pri / Local (ea. Loc.)	Year-end [redacted] Pri / Local (ea. Loc.)	Year-end [redacted] Pri / Local (ea. Loc.)
Num[illegible]of locations	1 / 0	1 / 2	1 / 4	1 / 11
Agen[illegible]Logins	[illegible]0	20[illegible]0	[illegible] / 15	40 / 15
Split[illegible]Skills			7	7
Anno[illegible]ncements			3	3
Supe[illegible]sor Voice Terminals	3 / 2	3 / 2	4 / 2	5 / 2
Supervisor CRTs	3 / 2	3 / 2	4 / 2	5 / 2
System Printers	1 / 1	1 / 1	1 / 1	1 / 1
Voice response Unit (VRU) Ports	4	6	8	10
Anticipated Busy Hour Calls	57 / 0	200 / 67	437 / 109	1572 / 214
Average Length of Call (minutes)	5	5	5	5
Number of non-ACD users	16 / 0	26 / 15	30 / 15	40 / 15
Attendant consoles	1 / 0	1 / 1	1 / 1	1 / 1

V Detailed List of Desired Functionality

The desired functionality for an ACD PBX for the call center application is broken down into these functions/features listed in the Tables below. If you wish to further explain an answer enter the note number and explain in the notes section at the end of each major section, or add pages, as appropriate. If more space is needed please add additional pages as required. **Information requested beyond the yes/no answers is in bold print. Please provide the requested information as attachments and reference the specific question number being addressed.**

Description of function/feature	Vendor 1	Vend 2	Vend 3
V.1 Technical Requirements			
V.1.1 System Architecture			
…verall system architecture description, manufacturer …nformation, and c… …ack… …ities			
V.1.1.1 Are port carriers "Unive… …s… …t… …y typ… …d… …t c… …p… …cks1	N PRI –T1 3Q REL.	Y	Y
V.1.1.2 …s load balancing required with growth and expansion? **If yes describe.**	Y	N	N
V.1.1.3 Is memory redundancy available? **If yes, please describe.**	…	… OPT 1	Y OPT
V.1.2 System and traffic capacities			
V.1.2.1 Is the system configured to provide a grade of service of P.002 for the "Wired-For" requirements?	Y	N P.01	Y
V.1.3 System redundancy and Reliability **System should be designed with no duplication, but pricing should be provided for all levels of redundancy. Describe all duplication options available with the system.**			
V.1.3.1 Does the system provide a minimum availability of 99.9%? **Provide options for increasing to 99.99% and 99.999% and describe how these are achieved.**	Y	Y OPT 1	Y
V.1.3.2 When the main processor is duplicated, is each one individually capable of handling the total system traffic load without a degradation of service?	Y	Y OPT 1	Y
V.1.3.3 When the main processor is duplicated, does it operate in a hot standby mode with all memory and databases resident in both units? **Explain how the memory of the off-line processor is kept up to date with that of the on-line processor.**	Y	Y OPT 1	Y
V.1.3.4 When the main processor is duplicated, is the system able to switch from one to the other on a scheduled or emergency basis without adversely affecting switch operations and established calls?	Y	Y OPT 1	Y

VI Additional Information

VI.1 System Architecture

The proposed communications system must be a digital switching system capable of integrated voice and data communications. It must have stored program control, self-diagnostics routines, modular design, and optional duplication of critical subsystems. It must support networking functionality to connect numerous geographically separated call center sites. It must be registered for compliance with FCC Part 68 Rules for Registration and must be in compliance with Part 15, Subpart J of the FCC rules relating to electromagnetic interference (EMI).

Briefly describe your systems architecture including central processor, switching bus, redundancy, standard blocking ratio, etc.:

VI.1.1 Manufacturer Information

VI.1.1.1 Provide the following information on the proposed switching system:

Manufacturer:

Model:

FCC Registration Number:

Ringer Equivalency Number (REN):

VI.1.3 Miscellaneous System Architecture Questions

VI.1.3.1 Explain how the system grows and expansion is accomplished, and whether additions are disruptive to on-going operations.

VI.1.3.2 Describe the main memory. Including type and size.

VI.1.4 System and Traffic Capacities

VI.1.4.1 State the maximum number of trunks and stations that the system will support without requiring main processor upgrade or change out.

VI.1 State the Busy Hour Call Completion and Busy Hour Call Attempts capacity of the proposed syst Define "Call Completion" and "Call Attempts."

VI. Equipment Room Ir el R eme

VI.1 1 Specify the groundi ancilla uipment.

VI.1 d short

VI.1.5.3 Specify the heat dissipation of the system in BTUs per hour.

VI.1.5.4 If the requirements for remote nodes/modules are different, please identify those differences.

VI.2 System Features

VI.2.1 Voice Features

VI.2.1.1 Provide a list of the system voice features provided in the proposed system.

VI.2.2 System Diagnostics

VI.2.2.1 Describe methods and procedures used to detect, diagnose, and report potential and actual troubles and component failures in the system. How is alarm notification provided?

VI.2.2.2 Describe the diagnostic tools provided by the system. Describe how the system routinely self-administers diagnostic programs. Describe how system problems are automatically logged and reported, and how the vendor monitors such problems.

VI.2.2.3 Alarms must be reported to the attendant console, at the switch, any active management terminals, and to the vendor's remote maintenance facility. Describe how this is accomplished.

VI.2.2.4 Is the system able to provide alarm notification to a remote customer location? Please describe all options available that have not been discussed above.

VII Financial Proposal

The financial proposal should identify all expected fees and related costs associated with the implementation and operation of the proposed solution over a five year horizon.

For purposes of the financial proposal use the following user, locations, and busy call hour projections provided under section IV, Configuration Details.

Up-Front Costs	*Year I*	*Year 2*	*Year 3*	*Year 4*	*Year 5*
PBXs					
Digital display sets					
Digital display sets w/ speakerphone					
Digital sets					
Analog sets					
Video Conferencing Terminal					
Addi[illegible]					
Inst[illegible]ion Costs					
Trai[illegible]g costs					
Oth[illegible]Up-Front Costs:					
Recurring Expenses					
Support & Maintenance Charges					
Estimated Communications Charges to network systems					
Hardware/Software Maintenance					
Other Monthly Charges:					
Total Annual Expense (excluding local trunks)					