

1.0 General

The Ernest N. Morial Convention Center of New Orleans (ENMCC) seeks alternative bids for a complete Voice over IP Telephone System to replace their existing NEC system and to serve as a front-end trunk interface to their existing back office ShoreTel phone system. Proposed solutions shall include capabilities to utilize existing digital PSTN trunks and deliver analog and IP extensions to any location within the approximate one (1) mile wide facility on existing wiring plant. Proposed systems shall accommodate the delivery of IP services to any point in the facility across the existing cabling plant. Proposed solution shall include all equipment, materials and labor to install system infrastructure but does not include telephone devices or, where applicable, Intel-based computers. The following sections outline these requirements in further detail.

2.0 Technical

2.1 T1 and PRI Proposed solutions shall accommodate and support both PCM Channelized T1 as well as Primary Rate ISDN (PRI). PRI interfaces shall support National ISDN-2 protocol at a minimum.

2.2 Analog and DSL Equipment and systems proposed shall deliver 600-ohm loop-start analog FXS interfaces and DSL service interfaces that can accommodate a minimum loop distance of 8,000 feet on 24-AWG Category-3 copper pairs. DSL shall support data rates of up to 24 Mbps.

2.3 Software / Softswitch Contractor shall furnish a Softswitch solution that offers telephony features that are common in traditional legacy platforms and modern VoIP systems. These features include but are not limited to the following:

User Interface via PC client or Web browser; Voice Mail; Paging; Music on Hold; Extension Hunt Groups; DID and DNIS Number Routing; Call Recording; Voicemail to Email Integration; Park and Page; Pickup; Hold; Transfer; Call Forwarding; Dial by Name Directory; Speed Dial; Auto Attendants; Call Detail Reporting

3.0 Capacities

Proposed system shall accommodate the following quantities:

T1 / PRI: (8) Analog / DSL:
(288) Voice Mail Boxes:
(300) IP Phone Capacity:
(300)

4.0 Services Contractor shall provide complete system installation and training. Training shall include a minimum of 24 hours of individual system administrator training plus 4 hours of classroom based user support training.

5.0 Maintenance and Support

5.1 Business Hours (8:00am – 5:00pm M-F) Proposal shall include unlimited phone call based technical support for trained administrators with a maximum response time of one (1) hour and forty (40) hours of onsite consulting with a maximum response time of four (4) hours during normal business hours for/over a period of two (2) years.

5.2 After Hours Also provide a line item quote for After-Hours hourly rate with a four (4) hour maximum response time for a period of two (2) years.

5.3 Support Extension Also quote two line items to extend the Maintenance and Support terms outlined above for a period of three (3) additional years.

6.0 Equipment Warranty

Contractor shall transfer manufacturer's warranty for all equipment to Customer. Warranty period shall provide two (2) years of coverage.

7.0 Schedule

Upon award Contractor shall complete installation services within 60 business days.

8.0 Customer Furnished Items

Floor space, equipment power and Intel-based computers as applicable will be provided by ENMCC. Contractor shall submit requirements for space, power, heat load and computer(s) to ENMCC with bid submittal.