



REQUEST FOR PROPOSAL – RFP 2011-010

SUBJECT: Purchase of a Voice Over IP (VOIP) system, cabling of new offices and new communication carrier service.

The United Nations Environment Programme (UNEP), Secretariat of the Convention on Biological Diversity (SCBD) hereby solicits your proposal for the above subject, in accordance with this document and the annexes attached. Proposals are required to be submitted to the SCBD no later than 22 March 2011 at close of business (Montreal time).

Introduction and Context

1. This request for Proposal (RFP) consists of this document and the following annexes:
 - Annex A: Statement of Specification / Required Services
 - Annex B: Acknowledgement Letter (to be added)
2. You should note that the terms set forth in this RFP, including the contents of Statement of work/Specifications set forth in Annex A and the UN General Conditions will form a part of any contract should the SCBD accept your proposal. Any such contract will require compliance with all factual statements and representations made in the proposal, subject to any modifications to the proposal agreed to by the United Nations in the context of negotiations, should negotiations be entered into.
3. Your proposal must be submitted in English language in **THREE COPIES**. Your proposal must include information in sufficient scope and detail to allow the SCBD to consider whether the company has the necessary capability, experience, knowledge, expertise, finance strength, and the required capacity to perform the work specified satisfactorily.
4. a. Your proposal must be submitted in a sealed envelope/package clearly marked and addressed as follows:

The Secretariat of the Convention on Biological Diversity Procurement Service 413 St-Jacques, Suite 800 Montreal, Quebec H2Y 1N9	RFP Number : RFP 2011-010 Mr. Victor OGBUNEKE Closing date & Time: 22 March 2011 Name of your company:
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b. It is the exclusive responsibility of the proposers to ensure that the sealed envelope/package containing the bid reaches the above address before the time and date indicated above, so that it is time stamped and acceptable for opening. Bids must be delivered to the designated address during the SCBD working hours from 9:00 a.m. to 5:00 p.m. Monday through Friday except for the SCBD holidays. Delivery to any other United Nations office location will be at the risk of proposer and will not constitute timely delivery. Written proof of receipt will not be given unless a Postal/Courier service receipt or other form of receipt is presented for signature by the SCBD. Proposals received after the above mentioned opening time will be invalidated.

c. Outer envelope/package of your proposal must clearly indicate RFP number, name of the SCBD official indicated in paragraph 4.a and 6 of this RFP, deadline and name of your company so that the SCBD can identify your proposal at the time of receipt. Each proposal for each RFP must be submitted in a separate envelope.

d. Financial proposals for (I) equipment and (II) services **must be submitted under separate cover** with all marking information requested in paragraph above.

e. Please note that, prior to the final selection, the VOIP vendor will have to offer a free demonstration of the proposed equipment to the SCBD with a view to test the telephone system and evaluate its user friendliness.

5. For queries on this RFP, please contact Frédéric Vogel by email TO frederic.vogel@cbd.int CC marcelle.lefebvre@cbd.int by 17 March 2011. Please also notify the SCBD immediately if any part of this RFP is missing and/or illegible.
6. You are kindly requested to return the attached Annex B - Acknowledgement Letter duly signed by an authorized representative to the SCBD via facsimile advising whether or not your company intends to submit a proposal prior to the designated closing date for receipt of proposals. Please indicate the reason if you do not intend to submit a proposal at this time. The SCBD will review the registration status of companies, which have failed to return the completed acknowledgement letter. Failure to return the completed acknowledgement letter may result in removal of your company from the roster of registered suppliers.

ANNEX A - STATEMENT OF SPECIFICATION and REQUIRED SERVICE

(It is not necessary that equipment and services described in Annex A, section I., II. and III. are offered by the same vendor.)

I. Purchase of Voice Over IP telephone system (including Service Contract)

i. Background information:

The SCBD is expanding and adding additional offices to its premises in Montreal, Canada. The current PBX telephone system has reached its full capacity. The Secretariat takes the opportunity of the office expansion to replace its entire telephone system to a state-of-the-art and complete Voice Over IP (VOIP) telephone system.

The Secretariat is located on a single site in Montreal. Offices are on 2 separate floors with 2 distinct server rooms (main and satellite) interconnected via fibre optics cables (2 pairs available for Voice). Cabling from switches to telephone handsets and cabling between server rooms are described in Annex A II.

The system will run on its own physical network infrastructure (Voice IP network) and on its own VLAN, separated from the Data network infrastructure. No computer network will be connected to the phones directly.

The desired capabilities of the new system are described in details under ii.

ii. Specifications:

Features	
A VOIP system comprised of one or several units to be installed in the main server room. The system must be set up following state-of-the-art IP Telephony Security policies.	
POE switches (number of ports to be determined by vendor) for the independent voice network	
(170) VOIP telephone handsets , 100 mbps, POE, LCD screen (different options can be proposed)	
Telephone Handset must support: Speed dial Hand free call (Speaker) Mute call Call forward Call transfer Conference call Sending of DTMF codes Management of hunt groups Management of voice mail Programmable keys Redials and last numbers redial history Call pickup Caller ID Call waiting Shared line ringing	
(1) telephone operator handset and PC integrated device	
The SCBD uses 6 fax machines (1 In/Out and 5 just Out) and 2 lines for a fax server (In/Out). Connection through IP-PBX is preferred.	

A conference bridge capable of handling up to (20) participants conference calls (options for more participants and price per additional participants must be indicated in proposal)	
The SCBD owns a Polycom teleconference equipment that should be connectable to the proposed system *	
Management and scheduling of Audio conferences must be intuitive and intelligible by non-IT personnel via a simple web UI	
Voice mail for unlimited extensions	
New Voice mail warning by email. Vocal message could be downloaded from a server (preferable) or sent to recipient by email.	
3-4 digit intercom dialling	
Possibility to use the handset speakers as public address for general or emergency announcements	
The system must be connectable to 2 PRIs.	
Move, Add and Changes (MACs) must be feasible by trained IT personnel	
VOIP Phone system should allow desktop videoconferencing via computer between system users	
Ability to use SIP trunking	
Ability to integrate the IP telephone system with other business application (e.g. via API)	
Built-in system monitoring (preferably via SNMP)	
Integration to a PC with Microsoft Windows	
Integration with Microsoft Outlook and MAPI	
Ability to retrieve call detail records (CDR) of the whole system	
The system should detect the presence of a user (mouse movements, keystrokes)	
Soft Phone clients for tele-workers for PC, Blackberry and iPhone	
Web Soft Phones (available from a web UI) *	
Option to integrate the system to an existing webmeeting/webconference system (e. g. Adobe Connect). *	
Option to integrate the system with a H.323 Videoconferencing system. *	
Ability to disable recording of phone conversations entirely to guaranty entire privacy	

Other Selection Criteria	
Environmental friendly system with lower electricity consumption (total consumption of appliances in server room, phone consumption)	
Environmental friendly companies and service providers (e.g. ISO9001/14001 certifications)	
Low total cost of ownership (TCO)	
References (latest deployments in the last 3 months and International Organisations)	

* Features with an asterisk are optional and their cost must be indicated as such in proposal.

iii. Total Cost of Ownership (TCO)

Vendors should indicate as precisely as possible costs that would incur with the proposed system over the 5 years following the purchase. Answers to the following questions are requested.

Installation	
What is the total cost of system installation?	
How long does the installation take?	
Management	
Can the system be managed full time by trained Secretariat IT staff?	

What kind of training is required to manage the system?	
Are the training costs included in the installation costs?	
What are the cost of handling moves, adds and changes (MACs)?	
Is the proposed system TAPI compliant?	
What are the licensing fees and the cost related to upgrades to future software revisions including firmware?	
What is the frequency of system software/firmware upgrades?	
Can software/firmware upgrades be done by internal trained IT staff?	
What is the downtime expected when upgrading software/firmware?	
Telephone System	
How many maximum users does the proposed system support?	
What are the consequences if we outgrow this number of users?	
Maintenance contract and service level agreement (SLA)	
Because maintenance contracts are difficult to compare from one vendor to another, please explain the available options in details (what it includes, response times, hardware replacement times) including cost per month.	
Describe the warranty schemes applied to the hardware.	
Do you propose SLAs where time to respond, time to fix and latency over VoIP network are covered? Please present a typical SLA if any.	

iv. Project timelines:

The system must be installed on the Secretariats premises mid-May 2011.

Staff training is expected to happen before or during the installation of the new system.

Minimal downtime (preferably over week-end) should occur while transferring from the old to the new system.

The selected vendor(s) must be ready to send the invoices before the end of March 2011 to the Secretariat for budgetary reasons.

v. General questions

Please answer the following general questions:

How is the SCBD personnel trained on the new system? Is the training done on SCBD's premises? How long does it take?	
Is there a guaranteed response time for support calls? How many support staff are on call 24/24? Does the solution contract come with a support guarantee?	
How will your system be updated? How are upgrades performed? What is the cost involved?	

II. Network Cabling of new offices, set-up of new satellite server room and interconnection between main and satellite server rooms

i. Background information:

The SCBD is expanding and adding offices to its premises in Montreal. Offices are on 2 separate floors and have 2 distinct server rooms (main and satellite). Both server rooms must be interconnected via a 6 pair armoured fibre optic cable and a 25 pairs telephone cable. The data and voice networks of the new office space must be cabled from the satellite server room to individual posts in the new offices on the same floor. Cat 6 cable must be used.

Data and voice networks will run on 2 separate physical networks.

The satellite server room is currently empty and must be set up form scratch, including but not limited to the list in section ii. Specifications.

Some cables (Cat 5e, armoured fibre optic) have been left over by the previous renter. Vendor can propose to test and reuse them to lower the costs of its proposal.

Vendor can contact the SCBD (frederic.vogel@cbd.int) to obtain floor and technical plans and to visit the premises.

ii. Specifications:

Fibre link between 2 server rooms, 1 cable of 6 pairs, armoured	
1 cable 25 pairs link between two server rooms	
1 rack 48u (preferably 2 pole rack) including vertical and horizontal cable management, patch panels	
All data/voice Cat. 6 networks cables from satellite server room to workstations	
Other material and installation as needed	
Test certificate to ensure Cat 6 conformity of new installation	

iii. Project timelines:

The system must be installed on the Secretariats premises mid-May 2011. New offices are occupied from 1st June 2011.

The selected vendor(s) must be ready to send the invoices before the end of March 2011 to the Secretariat for budgetary reasons.

III. Communication Carrier (Voice)

i. Background information:

The SCBD is expanding and adding offices to its premises in Montreal. As a result, the current number of lines and communication carrier (voice) must be revised.

Because the Convention on Biological Diversity is an international Convention, the Secretariat must be capable of reaching and being reached from each and every country on the globe.

The SCBD estimates its new needs to 2 PRIs (46 lines + 2 data) and 170 DIDs. The PRIs must be connected to a VOIP system to be installed around the same period of time (see Annex A. I).

SCBD organizes many teleconferences each month and therefore needs a state-of-the-art teleconference bridge service.

ii. Specifications:

2 PRI	
170 DID	
2 Additional emergency lines	
Teleconference Bridge (setup and maintenance fees, cost per minute for mobile and landlines for each countries in the world must be indicated).	

Selection Criteria	
Communication cost per minute for each country (A-Z list of countries, cost per minute for landlines and mobiles) for PRI and Teleconference bridge	
Monthly cost of PRI	
Monthly cost of a DID	
Monthly cost of Flatline (1FL)	

iii. Project timelines:

The system must be installed and connected to the VOIP system on the Secretariats premises mid-May 2011. New offices are occupied from 1st June 2011.

The selected vendor(s) must be ready to send the invoices before the end of March 2011 to the Secretariat for budgetary reasons.

ANNEX B - ACKNOWLEDGEMENT LETTER

Subject: **Purchase of a Voice Over IP (VOIP) system, cabling of new offices and new communication carrier service.**

We, the undersigned, acknowledge receipt of your Request for Proposal (RFP 2011-010) published on the webpage of the SCBD and hereby confirms that we:

{ } **INTEND** { } **DO NOT INTEND**

To submit a proposal to the United Nations/SCBD by the deadline of **22 March 2011, close of business, Montreal time.**

We acknowledge that this RFP is confidential and proprietary to the SCBD, and contains privileged information. Upon request, we will return this RFP or any part thereof, and all copies thereof, to the SCBD.

Name and title of Authorized Representative: _____

Signature _____

Company Name and Address _____

Telephone No.: _____ Facsimile No.: _____

Kindly return this acknowledgement immediately via fax (514-288-6588)