

SECTION VII. TECHNICAL SPECIFICATIONS

A. Components

The components of the project are the following:

1. 100/100 mbps symmetrical (upload & download) high-speed and dedicated internet connection for the Main building at 1600 Massachusetts Ave NW;
2. 100/100 mbps symmetrical (upload & download) high-speed and dedicated internet connection for the Annex building at 1617 Massachusetts Ave NW;
3. IP Based, Cloud-Managed Telephone System with Tele/Video conferencing features;
4. 70 units of PoE Desktop Media Phones;
5. 2 units of PoE Conference Phones; and
6. 1 unit of 28-key Expansion Module (Sidecar).

B. General Minimum Requirements

The winning bidder shall provide the following:

1. Installation, configuration and supply of (minimum) 100 mbps high-speed and dedicated symmetrical internet service with an 8 static IP address block, at the main building, 1600 Massachusetts Ave. NW.
2. Installation, configuration and supply of (minimum) 100 mbps high-speed and dedicated symmetrical internet service with an 8 static IP address block, at the annex building, 1617 Massachusetts Ave. NW.
3. Supply of labor, materials and equipment required for the two internet connections, including construction costs to bring in the fiber optic cable circuit from the street to the demarc points inside the main and annex buildings.
4. The two internet connections must have automatic fail-over (data-voice, voice-data) features.
5. Supply, delivery, installation and configuration of an IP-based and Cloud-managed Phone System (see Minimum Technical Requirements for details).
6. The bidder should provide a Project Manager for the duration of the project.
7. The bidder should provide onsite engineer (as needed) for the duration of the project. The bidder must guarantee to make

available competent technical personnel for the duration of the project.

8. Provisioning of documentation containing the items below, at the minimum:
 - Warranty Certifications
 - Escalation procedure in case of hardware failure

C. Scope of Work

For the supply, installation and configuration of two dedicated symmetrical high-speed internet connections; an IP-based and Cloud-managed Phone System with Tele and Video conferencing features; the Bidder shall undertake the following:

1. Provide and install 100/100 mbps high-speed and dedicated symmetrical internet service at the main building, 1600 Massachusetts Ave. NW. All materials and services are described below:
 - Run a fiber backbone circuit to the main building, from the street (source) up to the MDF room at basement 1.
 - Supply, deliver, install and configure the router.
 - Provide an 8 static IP address block.
2. Provide and install 100/100 mbps high-speed and dedicated symmetrical internet service at the annex building, 1617 Massachusetts Ave. NW. All materials and services are described below:
 - Run a fiber backbone circuit to the annex building, from the street (source) up to the IDF rack (demarc point), ground floor.
 - Supply, deliver, install and configure the router.
 - Provide an 8 static IP address block.
3. Supply, deliver, install and configure an IP-based and Cloud-managed Phone System. All materials, equipment and services are described below:
 - Fifteen (15) simultaneous call capacity (including unlimited local, regional and domestic calls from/to the US and Canada), for the main building.
 - Ten (10) simultaneous call capacity (including unlimited local, regional and domestic calls from/to the US and Canada), for the annex building.
 - Three (3) blocks of 20 DID numbers (Total 60)
 - Business continuity/Disaster recovery

- Auto Attendant
 - Voicemail
 - Web Portal (Online Management)
 - Self-serve personal web portal (employee manage own call settings)
 - User-Tenant level using account codes for itemized billing
 - Mobile Softphones (access to the phone system no matter where)
 - Call conferencing
 - Video conferencing tool (Minimum 10 participants)
4. Submit a Project Management Plan, within ten (10) days after issuance of the notice of award.
 5. Conduct housekeeping (including removal of old phone cables) before the turn-over of the project.
 6. Repair and restore to its original state any type of alterations or any kind of damages on the building that were caused by the installation of project-related equipment.

D. Minimum Technical Requirements

1. HD Voice Quality Desktop IP Phones
 - a. Touch screen color LCD (1 unit);
 - PoE 802.3af
 - multi touch capable capacitive touch-screen
 - 802.1p Quality of Service prioritization
 - 802.1Q VLAN tagging
 - HD Voice Quality
 - b. Backlit Color LCD (8 units);
 - PoE 802.3af
 - programmable line keys
 - 802.1p Quality of Service prioritization
 - 802.1Q VLAN tagging
 - HD Voice Quality
 - c. Backlit Grayscale Graphical LCD (51 units);
 - PoE 802.3af

- programmable line keys
- 802.1p Quality of Service prioritization
- 802.1Q VLAN tagging
- HD Voice Quality

d. Graphical LCD (10 units);

- PoE 802.3af
- programmable line keys
- 802.1p Quality of Service prioritization
- 802.1Q VLAN tagging
- HD Voice Quality
- Reversible Deskstand/Wallmount
- Ideal for shared/common areas (hallways/lobbies)

2. HD Voice Quality IP Conference Phones (2 units)

- PoE 802.3af (built in)
- Standard 12-key pad
- Loudspeaker
- Voice Activity Detection
- 802.1p Quality of Service prioritization
- 802.1Q VLAN tagging

3. Programmable Expansion Module/Sidecar (1 unit)

- 28 Multifunctional line keys (Programmable)
- PoE 802.3af Host phone powering

4. Mobile App Softphone Licenses (3 licenses)

- Enables any internet connected smartphone to call from outside the USA (any country) for free – no international long distance fee
- The app can be launched either from tablets or smartphones

5. HD Quality Video Conferencing Tool

- Unlimited usage of up to 10 participants in a video conference session
- Real-time collaboration
- Calendar integration
- Easy audio & video recording/archiving
- Secure end-to-end session encryption

E. Other Requirements

1. Warranty and Maintenance

- a. Free service and maintenance for the duration of the contract. The product warranty covers the components against defects in material or workmanship under normal and proper use, includes parts and labor.
- b. Warranty shall cover the immediate replacement of equipment or defective parts free of charge.

2. Support Services

- a. Technical support must be available 24x7
- b. Technical support response time must be one (1) hour for phone support and maximum four (4) hours for onsite support.
- c. Technical support must also be available via the internet and/or email.
- d. Bidder must provide procedures on support and problem escalation.
- e. When the hardware cannot be repaired onsite within 24 hours due to extraordinary difficulties, bidder must provide service unit during the maintenance period.

3. Project Implementation Support

- a. Within Ten (10) days after receiving the notice of award, the winning bidder must deliver a Project Management Plan detailing the activities and estimated man-hours to implement the project. The Embassy shall review and approve the plan. It must include a Test and Acceptance Checklist that will be reviewed and approved by the Embassy.
- b. The installation shall be performed together with Embassy personnel.
- c. The winning bidder shall define together with Embassy personnel the configuration parameter requirements of the project.

- d. The winning bidder and Embassy personnel shall ensure that all applications are simulated and successfully tested.
 - e. The winning bidder shall submit as-built documentation of implemented phone network setup and configuration.
 - f. The winning bidder shall prepare final acceptance document that will be reviewed and approved within two (2) weeks after implementation.
4. Training
- a. The bidder shall provide System Administration training for at least three (3) Embassy personnel
 - b. The bidder shall provide training modules and self-help information
5. Delivery, Installation and Configuration
- a. All equipment shall be delivered to the Embassy for configuration and testing within thirty (30) calendar days after receipt of Notice to Proceed.
 - b. Deployment, configuration and testing of the project must be completed within ninety (90) calendar days after acceptance of Notice to Proceed.

F. Payment

- a. A uniform subscription fee, to be paid on a monthly basis, shall serve as payment. The subscription fee shall have a standard rate for the period of one (1) year.
- b. Payment of subscription fee shall start only upon full implementation of the project.
- c. The winning bidder shall also propose a monthly recurring charge for the next two (2) years in the event of contract renewal.