TENDER DOCUMENT

FOR

IP TELEPHONY INFRASTRUCTURE UPGRADE

Bidders will be required to submit a fixed price quotation via the price schedule linked here. Proposals will be accepted via email to bidsubmittal@bel.com.bz no later than 3:00 p.m. on **Friday, June 28, 2024,** and labeled:

<p align="center">**BID #2024-2391 – IP Telephony Infrastructure Upgrade**</p>

IMPORTANT DATES:

- Expression of Interest for virtual pre-bid meeting must be submitted via email to bidboxrequest@bel.com.bz no later than 3:00 p.m. on **Wednesday, June 19, 2024**.

- Virtual pre-bid meeting - **Friday, June 21, 2024.**

- Bid due date - 3:00 p.m. on **Friday, June 28, 2024.**

1. GENERAL

1.1 Terms and Definitions

Abbreviation:	Description:
BEL	Belize Electricity Limited
IPP	Independent Power Producer
IP	Internet Protocol
IPT	Internet Protocol Telephony
VoIP	Voice over Internet Protocol
VM	Virtual Machine
PBX	Private Branch Exchange
SIP	Session Initiation Protocol
SRST	Survivable Remote Site Telephony
FXO	Foreign Exchange Office
SBC	Session Border Controller
IVR	Interactive Voice Response
PoE	Power over Ethernet
PSTN	Public Switched Telephony Network
CUBE	Cisco Unified Border Element
Hybrid	Cisco & Microsoft IP Solutions
On-Prem	Solutions Installed/Running on BEL's Premises
LAN	Local Area Network
ACD	Automatic Call Distributor
CDR	Call Detail Records
CIS	Customer Information System
POTS	Plain Old Telephone Service
DIDs	Direct Inward Dialing
HA	High Availability
GSM	Global System for Mobile Communications
LTE	Long-Term Evolution
SLA	Service Level Agreement

1.2 Company Overview

BEL is the primary distributor of electricity in Belize. The Company owns and operates a national electricity grid, which connects all major municipalities using 1900 miles of transmission and primary distribution lines. The grid is supplied by local IPPs utilizing hydroelectricity, biomass, petroleum and solar energy sources and is secured and stabilized by a 115- kV interconnection with Mexico. The Company relies on its IPT infrastructure to support interactive voice and video communication between its offices and external parties such as Customers, IPPs, and businesses.

1.3 Objectives

BEL wishes to engage the services of a qualified vendor/service provider to assist in replacing its existing on-prem hybrid IPT solution. Preference will be afforded to the Bidder that provides a comprehensive and cost-effective solution that satisfies both current and future functional and capacity requirements.

Broad-Objectives:

There are three key broad-based objectives of this engagement:

I. To replace the existing hybrid IPT infrastructure with a modern on-prem Cisco enterprise unified communications and collaboration infrastructure, inclusive of IP PBX servers, Attendant Consoles, voice gateways with SIP and SRST functionalities, softphones, and, where necessary, desk phones to support voice, data, and video communications with enhanced mobility.

II. To implement an on-prem Cisco Unified Contact Center Express solution, inclusive of advanced interactive voice response (IVR) and automatic call distribution (ACD) functionality with database integration to support data dips, support for agent and supervisor desktops with supervision features, and insights on Customer experiences via an intuitive and robust call handling solution.

III. To integrate the on-prem Cisco infrastructure with Microsoft Phone System via Direct Routing and CUBE to allow for PSTN and internal PBX phone calls to/from the Microsoft Teams platform.

IV. To explore and implement a design that integrates the on-prem infrastructure with a cloud-based solution, which incorporates Unified Communications and Contact Center solutions with connectivity to local and cloud-based SIP service providers to support seamless failover/failback functionality to maintain telephony services in the event of disasters.

2. CURRENT ENVIRONMENT

The following provides a high-level overview of the current infrastructure, which supports and comprises the existing hybrid IPT environment. The intent is to provide prospective Bidders with sufficient information, which may or may not inform design decisions.

2.1 Server Infrastructure

The existing IPT solutions run on virtualized severs, which reside within a modern VMware environment. The virtual environment has sufficient computing resources to adequately support additional servers.

2.2 Network Infrastructure

The network infrastructure spans offices and substations across the country and comprises Cisco (predominantly) and Arista managed switches. These locations are interconnected in a linear or daisy-chain-type topology to the main office compound in the city via dark fiber operating at 10GB speeds (the backbone). LAN connections operate at 1GB speeds via CAT5e (or higher) cables and

provides PoE to connect reliant devices such as VoIP phones and surveillance cameras, where required.

2.3   IP Telephony Infrastructure

Topology and Assets: The diagram in **"Appendix B"** provides a high-level logical overview of the IPT infrastructure inclusive of call flows. Whereas the table in "**Appendix C"** provides a list of the various assets - hardware and software - along with their various roles and configurations which establishes the environment and support basic telephony functions.

IP PBXs / Contact Center: The Lync 2013 environment comprises four servers; one server provides PBX functionality for Polycom phones. This server provides PSTN connectivity for outbound calls from the Lync environment and connectivity to the Cisco environment for extension-to-extension calls via a SIP trunk. The second server provides monitoring for CDRs and archiving for content. The third server provides "Edge" functionality to support external connectivity of Lync users. Whereas the fourth server runs a call accounting software - "Clobba" - which provides reporting and analytics for inbound and outbound calls, including Response Group / Presence status and call handling statistics for call center agents.

The Lync environment is integrated with Exchange to support enhanced IVR and ACD functionalities via Response Groups, primarily used for the Company's call center. All inbound calls, whether to the Company's corporate number or to the call center, terminate within the Lync environment. Calls to the call center are routed through the integrated Lync/Exchange IVR and ACD systems and then to the respective Response Group / Agent. Whereas calls to the corporate number are routed over the trunk to the Cisco environment.

The Lync environment was established with the intent to migrate from the Cisco solution. However, this was never realized, hence the hybrid environment.

Two servers exist in the Cisco environment; one server runs Call Manager 4.2, which provides PBX functionality for a handful of Cisco phones across the infrastructure. This server provides PSTN connectivity for outbound calls from the Cisco environment and connectivity to the Lync environment for extension-to-extension calls via a SIP trunk. The other server runs IPCCX 4.0, which provides IVR and ACD functionality for calls that come into the Company's corporate number. Although incoming calls terminate in the Lync environment, calls to the corporate number are routed to the "Corporate IVR", which resides within the Cisco environment. Thereafter, the ACD routes calls to extensions within the Cisco environment or to Lync extensions via the SIP trunks.

Connectivity: As depicted in the diagram in "Appendix B" and the asset list in "Appendix C", the infrastructure consists of gateways at the main site and at several branch office locations, where applicable. The gateways at the main site support a combination of SIP and POTS circuits for connectivity to two service providers, one providing 60 inbound/outbound trunks via a SIP trunk and the other providing four POTS circuit. Whereas the gateways at the branch office locations support SRST functionality with POTS connections for PSTN calls and interconnectivity to main site for extension-to-extension calls. 11 branch office sites exist within the infrastructure. However, not all sites have gateways; sites without gateways utilize standalone PBXs.

Call Control: The infrastructure consists of approximately 230 desk phones - a mix between Cisco and Polycom - which employees use to make 4-digit-based extension-to extension or make/receive external calls; not all employees utilize desk phones; some use Skype for Business. DIDs are used to route inbound calls to two IVRs - Corporate and Call Center - or to persons having "direct numbers". All numbers, except for extensions calls, are E.164 formatted, whether via translation patterns, dial plans and/or normalizations.

Calls flow unimpeded across the infrastructure and employees leverage features, such as directory, presence, call waiting, transfer, and call park for communication. Employees also utilize Skype for Business, via Lync, for mobility, allowing for extensions-on-the-go and connectivity to PSTN services.

Call or authorization codes are used in the Cisco infrastructure to restrict outbound calls. However, no such restrictions exist within the Lync environment, as Lync does not natively support this feature.

Assets: The table in **"Appendix C"** provides a list of the various devices in the infrastructure. Bidders are reminded that the scope of this project includes replacing the existing infrastructure, inclusive of servers, software applications, routers, etc. However, where possible, BEL wishes to continue utilizing all existing compatible phones.

3. SCOPE OF WORKS, SPECIFICATIONS & REQUIREMENTS

Converged network infrastructures integrate and support the transportation of data, voice, and video transmissions within enterprise-type organizations such as BEL. Converged or unified networks support mission-critical business applications, such as Customer services, call center services, backend or corporate processes, and workforce optimizations, allowing for improved productivity, reductions in cost, and increased revenues.

To satisfy its business objectives, BEL is desirous to implement a modern IPT infrastructure that encompasses the integration of and interaction with various business services and applications. The IPT infrastructure must support real-time, multimedia, and resilient communication across core, distribution, access, and edge networks.

This section summarizes the high-level works, specifications, and requirements in scope that Bidders will be expected to perform to achieve the broad-based objectives.

3.1 IP Telephony Infrastructure

BEL seeks to implement a modern but cost-effective on-prem Cisco IPT solution that is feature-rich, scalable, and resilient. BEL is not interested in alternative IPT solutions. The solution will support telephony across 12 office locations and, therefore, must provide support for basic telephony functions, including but not limited to extension-to-extension calls, inbound/outbound SIP and POTS-based calls, call forwarding and transfers, voicemail, and unified messaging and conferencing.

3.1.1 Required Technical Specifications

This section summarizes the required technical specifications for the proposed solution. It should not be taken to be an exhaustive or definitive list of all required technical specifications. Bidders are required to provide responses to each requirement, demonstrating their ability to satisfy/implement them or expressing any concerns and/or recommendations.

Capacity and Scalability: The Call Manager solution must be capable of handling, at a minimum, 300 desk phones across the infrastructure. The system must also be capable of supporting, at a minimum, 250 concurrent softphone connections. Bidders are required to specify the various capacity and scalability limits.

Connectivity: The solution must incorporate a modern SBC in HA with support for a minimum of four external SIP trunks (with at least a combined total of 80 DIDs) and eight POTS circuits - from multiple service providers, at the main office location, where the core IPT infrastructure will reside. Bidders are required to specify the various limits and HA/survivability design and capabilities.

The solution must also incorporate "small-scale" branch SBCs or VoIP routers with SRST-type features and functionality at all remote site locations. Bidders are required to specify the various limits and survivability design and capabilities. The SBCs or routers will utilize the backbone infrastructure to communicate with the Call Manager solution at the main site for extension-to-extension calls. Consequently, these devices must be able to support a minimum of 10 local extensions and four POTS circuits. The design shall not factor call bypass; all branch-office calls must originate from their respective locations via local POTS circuits.

The solution must be able to provide reliable performance and exceptional call quality via 1GB LAN, broadband, and GSM/LTE connections.

The solution must also support integration with Microsoft Phone System, for integration with Microsoft Teams to allow for PSTN and internal PBX phone calls to/from the platform. Bidders are required to provide a detailed design, which should clearly illustrate the proposed solution's architecture in support of the project's objectives.

High-Availability: The services provided by BEL to the country and people of Belize is critical to enhancing the quality of life and the productivity of enterprise. Therefore, the Company functions 24 hours / 7 days a week. As such, it's essential that the IPT infrastructure is as resilient as possible. To this end, basic phone services, inclusive of call center functionality should not be affected by a single failure in the server and/or connectivity environment at the main office. The design must incorporate HA, where possible, within the on-prem infrastructure.

Security: Maintaining confidentiality between calls and within the infrastructure is essential, given the critical and sensitive nature the BEL's operations and the type of information processed. Therefore, the solution must incorporate all applicable security technologies and best practice and must safeguard against common IPT risks, such as toll-fraud, eavesdropping, and call tampering - to name a few. Preference will be given to solutions that incorporate systems that integrate with Active Directory for management and, where applicable, end-user authentication.

3.1.2 Optional Technical Specifications

This section summarizes the optional required technical specifications for the proposed solution. Bidders are required to provide responses, by way of designs and/or statements indicating their ability to satisfy/implement them or expressing any concerns and/or recommendations.

High-Availability: Further to the HA requirement above (on-prem HA), BEL is interested in exploring an optional design that incorporates cloud-based Call Manager and Contact Center solutions with SIP connectivity to local and cloud-based SIP service providers. The design should integrate the on-prem and cloud-based solutions with seamless failover/failback functionality to maintain telephony services in the event of disasters. It's acceptable for peripheral functions, such

as unified messaging to be less functional in such an event. Bidders are required to describe HA/survivability design and capabilities.

3.2   Features and Functionalities

This section summarizes the features and functionalities required for the proposed solution. It should not be taken to be an exhaustive or definitive list. Bidders are required to provide responses to each, indicating their ability to support/implement them or expressing any concerns and/or recommendations.   Where relevant, Bidders are encouraged to include information on other features that may enhance operations and end-user experiences.

3.2.1 Call Control Features

The solution must support the following call control features, which Bidders will be expected to implement:

I.   The solution must be able to handle, at a minimum 70 inbound/outbound concurrent calls at the primary site, a minimum of 250 concurrent extension-to-extension calls across the entire infrastructure, and a minimum of four concurrent inbound/outbound calls and 10 concurrent extension-to-extension calls at the branch locations, all supporting inbound/outbound caller ID. Bidders are required to specify the various limits.

II.   The solution must also support Cisco Unified Attendant Console to support enhanced features, such as searchable speed dials, receptionists, and corporate directory.

III.   Four-digit extensions and E.164 number formats for inbound/outbound calls. The system must also support number format normalizations.   A minimum of 400 existing translations/normalizations will need to be imported or recreated in the new solution by the Bidder. Bidders are required to specify the various limits.

IV.   Ability to function seamlessly across all sites with centralized support from the main site.

V.   Must provide and be configured to support corporate directory, voicemail functionality, with integration to Exchange Online, and with the ability for users to access voicemail on-prem or remotely via phones (mobile and/or softphones) and Outlook and with the ability to use/manage secure passwords.

VI.   Support call waiting, internal and external (i.e. to cellular numbers or landlines) transfers, call park, DID, and users' presence status.

VII.   Support and must be configured for, at a minimum, two auto attendants (Corporate & Call Center) with intelligent AI-based IVR and ACD functionalities.

VIII.   Support and must be configured for music and/or pre-recorded messages, at all sites, while a call is on hold on in the queues. This is particularly important for the two IVRs. BEL will develop the necessary script and provide the music and voice recordings. Bidders are required to specify the recording format.

IX.   Support and must be configured for authorization levels/codes to authorize calling privileges to specific classifications of calls i.e. - local calls, local long distance, or international calls, to be programmed by user/extension. Bidders will work with BEL to define levels/codes and their respective access. BEL will provide a list of extensions and users with the respective authorization levels to be assigned.

X. Support mobility - softphone connectivity via computers and, if possible, mobile devices - for extension "on-the-go." BEL will be responsible for installing softphones on devices.

XI. Extension portability - users must be able to log into any phone and have their extension with all applicable authorizations/permissions.

3.2.2 Conferencing and Unified Communications

The solution must support the following conferencing and unified features, which the Bidder will be expected to implement:

I. Support the ability to have multiple simultaneous conference calls and support adding multiple inside or outside callers to conference calls. Bidders are required to specify the various limits.

II. Given the requirement and desire to integrate with Microsoft Teams, web conferencing may be an optional requirement. Bidders are required to indicate if this is an optional feature and be prepared to implement it, if so desired.

III. Support and must be configured for integration with Exchange Online and Outlook.

IV. Support and must be configured for instant messaging between users.

3.2.3 Contact Center

The solution must support the following conferencing and unified features, which the Bidder will be expected to implement:

I. The solution must incorporate and be configured for AI-based Contact Center features, intelligent IVR and ACD functionality, including but not limited to Virtual Agent, Agent Assist, and Insights. Bidders are expected to understand BEL's call center operations and provide designs/recommendations on incorporating Contact Center AI.

II. Where possible, the solution must incorporate and be configured to support modern features, such as machine learning, queue management, inclusive of call supervision, supervisor barge-in, reporting expected wait times to callers, and end-to-end self-service.

III. The solution must incorporate and be configured for database dips or API integration to BEL's CIS. Bidders are encouraged to understand BEL's CIS operations prior to bidding and state the necessary requirements.

IV. The solution must incorporate, whether natively or with a third-party solution, and be configured to provide robust and intelligent call reporting, accounting, and analytics for internal and external calls via an intuitive dashboard. Bidders are reminded that BEL currently utilizes a solution called "Clobba". While integration to Clobba is preferred, BEL remains amenable to any solution, as long as it's cost-effective and meets all stated requirements.

V. The solution must support and be configured for users to reliably become agents via native and/or AD-based groups and via phones, including desks phones and/or softphones, including on mobile devices.

3.3 Hardware / Software Requirements

This section provides a high-level summary of the various hardware/software requirements. It should not be taken to be an exhaustive or definitive list of all requirements. Bidders are required

to provide responses to each requirement, demonstrating their ability to satisfy/implement them or expressing any concerns and/or recommendations.

Servers: BEL requires the use of virtualized servers running, at a minimum, Windows Server 2019; physical servers are not an option. BEL will provide the virtualized servers with Operating Systems and endpoint solutions installed. Bidders are expected to list the number of servers required along with their roles and provide the respective minimum resource (CPU, RAM, HDD) requirements.

Software: BEL requires the use of the latest stable versions of all Cisco software used within the solution - i.e. Cisco Unified Communications Manager, Cisco Unified Contact Center Express, Cisco Webex, etc. All software shall be licensed to BEL.

Desk Phones: BEL wishes to continue utilizing its existing phones, where compatible. Bidders are expected to assess the existing phones and indicate any compatibility issues and, where applicable, recommend firmware updates and/or replacement models to ensure full compatibility and secure operations with the new infrastructure. Any new model recommended should allow for 1GB connectivity to workstations. BEL will acquire all phones needed/recommended. Bidders are required to make recommendations on Cisco Unified IP phones, which can be paired with Cisco Unified Attendant Consoles to support call handling by receptionists.

Routers/SBCs: Where possible, BEL prefers to use Cisco routers/SBCs with SRST functionalities. However, Bidders are welcome to make recommendations on other modern, robust, reliable, and cost-effective solutions that satisfy the fundamental requirements.

3.4   Implementation Methodology

BEL is interested in implementing a turn-key solution. Bidders will be required to provide and implement all in scope hardware, software systems, services, and features/functionalities. It's BEL's preference that Bidders perform implementation works on site. However, BEL is not averse to remote engagements. BEL's primary interest is ensuring the effective and efficient implementation of the solution. Bidders are required to state their implementation methodology. Where onsite deployment is quoted, Bidders are required to provide itemized costing for all related expenses. Where remote engagement is quoted, Bidders are required to provide details clearly outlining their remote-engagement approach.

Despite the implementation methodology, BEL's project implementation team will provide support, where required. Additionally, at a minimum, BEL will provide computing resources, power, rack space, Ethernet cables and connections, SIP and POTS connections and any other required support. Bidders are not expected to configure and deploy desk phones; BEL will manage this. Bidders are, however, required to demonstrate this functionality.

3.5   Training

Bidders are required to describe any training that is included as a part of the implementation and make recommendations for formal training courses that BEL's technical team should undergo. At the very least, Bidders must provide documentation on a structured approach to and deliver effective/adequate knowledge transfer to the BEL project team to support self-reliance in managing the infrastructure.

3.6   Warranty, Support and Maintenance

Bidders are required to describe any warranties provided with the solution. Additionally, Bidders are advised that BEL requires three (3) years support for all hardware and software provided as a part of the solution with the option to renew support after the initial 3-year period has ended. Contracts, such as SMARTnet, shall be registered to BEL. Bidders are required to supply evidence and supporting documentation for all contracts.

BEL also requires one (1) year post-implementation maintenance and support for the infrastructure with the option to renew. Bidders are required to provide a detailed description of the various support being provided, including but not limited to support type: 24/7, 8am - 5pm, Next Business Day, and SLA with response times. Bidders are also required to describe their patch management policy and methodology relating to software and hardware upgrades.

3.7   Documentation

Bidders will be required to provide quality "as built" diagrams of the implemented solution, describing the infrastructure and depicting the various hardware/software, call flow, etc. along with all relevant documentation supporting the deployment.

4.   SUBMISSION and INQUIRIES

4.1   Submissions

In responding to this RFP, Bidders accept full responsibility to understand the RFP in its entirety and in detail, including, where necessary, making any inquiries to BEL to gain such understanding. BEL reserves the right to disqualify any Bidder who fails to demonstrate such understanding and reserves the right, at its sole discretion, to determine whether the Bidder has such understanding. That right extends to cancellation of the award if the award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to BEL.

All information provided by BEL in this RFP is offered in good faith. The information provided is subject to change at any time. Therefore, BEL makes no certification that any information provided is without error. BEL is not responsible or liable for any use of the information or any claims asserted there from.

Bidders are required to provide responses to all information requested in Section 3 of this RFP and may be required to provide oral and/or graphical presentations explaining their proposals. Any respondent that fails to submit all information may be required to promptly submit all missing information and may be subject to lower evaluation scores. All pages of the proposal shall be numbered. BEL reserves the right to reject proposals that are substantially incomplete or lack key information.

Bidders are required to break down prices into the following major categories. Please see details under **"Appendix B6"** for more information.

Software: List, describe, and indicate the cost of each software required, including licensing model/qty., maintenance, and support. Include make, model, or version, where applicable.

Hardware: List, describe, and indicate the cost of each hardware required. Include make, model, or version, where applicable.

Installation (Labor): List, describe, and indicate the labor costs associated with installing the proposed solution, including travel, logging, and subsistence - where an on-prem deployment methodology is quoted.

Maintenance and Support: List, describe, and indicate any costs associated with maintenance and support.

Training and Documentation: List, describe, and indicate any costs associated with training and documentation.

Miscellaneous (Other): List and describe any other costs associated with the proposed solution.

Bidders' attention is drawn to the detailed Form of Submission requirements in the Appendix section.

Bidders are required to fill out the price schedule linked here and submit via email to bidsubmittal@bel.com.bz no later than 3:00 p.m. on **Friday, June 28, 2024**, labelled:

E-mail subject:
"BID #2024-2391 - IP Telephony Infrastructure Upgrade"

No late submissions will be accepted.

4.2 Inquiries

Inquiries related to this tender will be addressed in a virtual pre-bid meeting, which will be held on **Friday, June 21, 2024**. To express interest in attending this meeting please send an email to bidboxrequest@bel.com.bz no later than 3:00 p.m. on **Wednesday, June 19, 2024.** While this meeting is not mandatory, Bidders are strongly urged to attend.

E-mail subject:
"EOI BID #2024-2391 - IP Telephony Infrastructure Upgrade"

You will be provided with a link to attend a virtual pre-bid meeting scheduled for **Friday, June 21, 2024**, shortly after your expression of interest.

All other questions must be submitted in writing to bidboxrequest@bel.com.bz prior to 3:00 p.m. on **Wednesday, June 26, 2024.**

5. ELIGIBILITY

The eligibility criteria are the minimum criteria to which Bidders shall comply. Compliance to the eligibility criteria will allow participation in the RFP process. Additionally, Bidders are required to disclose any conflicts or perceived conflicts of interests, identifying what procedures are used to identify and resolve conflicts of interest.

The eligibility criteria applicable are:

5.1   Financial Criteria:

Submission of the financial statements for the past two (2) years. BEL prefers to receive audited financial statements. However, Bidders can submit financial statements which have not yet been audited.

5.2   Technical Criteria:

Bidders shall furnish the following documents:

   a. Evidence that they have completed contracts with similar scope within the past five (5) years within the European, Asian or the Americas region.

   b. An overview of the products and/or services they support.

   c. An outline of their partnerships, relationships, and number of clients to date.

   d. Bidders are required to submit two (2) references for successfully completed projects with a comparable scope of work during the last five (5) years.

5.3   Insurance:

Bidders are required to meet the following minimum insurance requirements. Certificates of coverage for each should be included with the submission.

Policy Type	Limits of Liability (in $USD)
Commercial General Liability	a. $250,000 per Occurrence b. $250,000 Property Damage c. $5,000 Medical Expense d. $500,000 General Aggregate e. $500,000 Products & Completed Operations

Bidders are also required to provide Professional Liability (Errors and Omissions) coverage.

6. EVALUATION CRITERIA

The Evaluation Criteria includes elements, which will determine the best value proposal for BEL. The evaluation criteria have been grouped into technical and procurement-related categories. Bidders are advised that a ratio of 60/40 will be used to score technical vs. cost. Proposals will be reviewed, evaluated, and ranked by an internal committee and will be based on demonstrated competence, compliance, and organization.

6.1 Technical:

Criteria #:	Description:	Weight:
A5	Relevant experience of the firm (2 References with similar scope)	10
B1	Key experts' qualification and competence	20

B2	Thoroughness of the submission, approach, methodology & deliverables. Vendor's ability to provide a holistic solution and satisfy the RFP requirements	40
B3	Project duration	20
B4	Additional value creators	10
	Total:	**100**

6.2 Cost:

Criteria #:	Description	Weight:
B5	Cost	60
B6	Payment Terms	40
	Total:	**100**

7. PROCESS SCHEDULE

BEL has planned the following milestones and their completion date:

Milestone:	Description:	Ready by:
1.	RFP publication date	Friday, May 31, 2024
2.	Virtual pre-bid meeting (Bidders seek clarifications from BEL)	Friday, June 21, 2024
3.	Proposal submission by Bidders	Friday, June 28, 2024, at 3:00 p.m.
4.	• Q&A session (BEL seeks clarifications from Bidders) • Finalization of the Evaluation and Selection Process	Friday, July 19, 2024
5.	Start contracting process and start project	Friday, August 2, 2024

APPENDIX

Appendix A: Form of Proposal Submission

Section	Description
A1	Title Page
A2	Table of Contents
A3	Letter of Introduction
A4	Organization Profile
A5	Reference Projects
B1	Project Personnel
B2	Provide responses to the requirements, as outlined in section 3 of this RFP. Bidders are to provide infrastructure diagrams and technical specifications for hardware/software, etc. included in their proposal. Additionally, Bidders are required to outline their project approach, methodology and deliverables
B3	Project Duration
B4	Additional Value Creators
B5	Cost
B6	Payment Terms

A1 - Title Page

Provide a title page showing the RFP subject, the Bidder's name and contract information, and date.

A2 - Table of Contents

Provide a table of contents, showing the material by section and page number.

A3 - Letter of Introduction

Provide a brief description as a cover letter of the Bidder and its business. This should demonstrate the Bidder's knowledge and understanding of the background, objectives, and issues, the Bidder's ability to satisfy the intended deliverables, and why the Bidder believe itself to be the best qualified to provide the required solution.

A4 - Organization Profile

Legal Operation Name	
Parent Company Name (if applicable)	
Telephone Number	
Head Office Address	
Local Address	
Name of Contact Person	
Telephone Number of Contact Person	
Organization Website	
Nature of Incorporation (Inc., Partnership etc.)	
State Date of Operations	
Etc.	

A5 - Reference Projects

Reference Project 1

Project Context	Project Name	
	Name of Client Organization	
	Project Business Case	Objectives sought: 1. A 2. B 3. C 4. D 5. etc.
Scope	Describe the Scope of work	Brief Description Stage 1 Stage 2 Stage 3 Stage 4 Etc.
Schedule	Project Schedule	In Progress or Completed (please indicate)
	Duration of project (in weeks)	
	Date of contract award	
	Date of contract completion (indicate if still in progress)	
Price	Please indicate: • Fixed Price • Time & Materials • Other	Initial Pricing Estimate Actual project price at completion
Reference	Contact Name	
	Contact Title	
	Contact Phone Number	
	Contact Email	
	Contact Role on referenced project	

Reference Project 2

Project Context	Project Name	
	Name of Client Organization	
	Project Business Case	Objectives sought: 1. A 2. B 3. C 4. D 5. etc.
Scope	Describe the Scope of work	Brief Description Stage 1 Stage 2 Stage 3 Stage 4 Etc.
Schedule	Project Schedule	In Progress or Completed (please indicate)
	Duration of project (in weeks)	
	Date of contract award	
	Date of contract completion (indicate if still in progress)	
Price	Please indicate: • Fixed Price • Time & Materials • Other	Initial Pricing Estimate Actual project price at completion
Reference	Contact Name	
	Contact Title	
	Contact Phone Number	
	Contact Email	
	Contact Role on referenced project	

B1 - Project Personnel

Roles/Personnel	Name	# of years' Experience	Relevant Project Experience	Qualifications and Professional Designations	Is Sub-contractor?
Project Manager			A) Project A Experience B) Project B Experience C) Etc.		
Specialist 1					
Specialist 2					
Etc.					

The descriptions of team members should demonstrate that the team is certified for and has experience in designing, implementing, and maintaining similar modern IPT solutions. If subcontractors are expected to be engaged, please also outline the terms of liability distribution that would apply.

B2 - Project Approach, Methodology and Deliverables

Bidders are required to clearly outline their project approach and methodology and provide clear but detailed responses to the requirements of this RFP. Bidders shall ensure that their submissions incorporate responses to, at the very least, the following:

- Required and optional technical specifications (hardware, software, etc.)
- Features and functionalities
- Conferencing and Unified Communications
- Contact Center Solution
- Recommended design inclusive of specific requirements
- Concerns, limitations, and any other pertinent information
- Implementation approach and methodology

Bidders are reminded to provide responses to all RFP requirements and, where necessary, seek clarifications before submitting their proposals. Bidders are reminded that preference will be afforded to the Bidder that provides a comprehensive and cost-effective solution that satisfies both current and future functional and capacity requirements. All diagrams, supporting documentation, and references should be outlined in an appendix section.

B3 - Project Duration

Bidders shall use the template below to list the various deliverables, subcomponents / milestones, and key activities. Bidders are encouraged to include any additional information supporting their response to this section.

Deliverable	Subcomponent / Stage	Start Date	End Date
Software	Subcomponent 1		
	Subcomponent 2		
	Etc.		
Hardware	Subcomponent 1		
	Subcomponent 2		
	Etc.		
Labor (Implementation)	Subcomponent 1		
	Subcomponent 2		
	Etc.		
Misc	Subcomponent 1		
	Subcomponent 2		
	Etc.		
Training			
Documentation			

B4 - Additional Value Creators

Bidders should provide a response discussing the details of any additional value creators they would provide under this engagement and indicate how they intend to incorporate it.
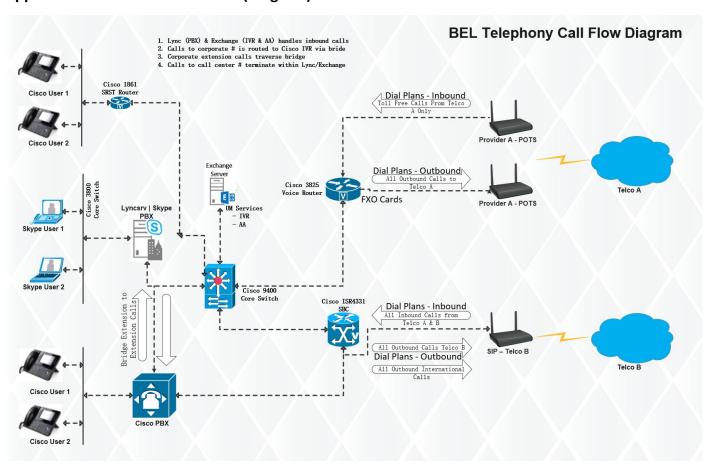
B5 - Cost

Bidders are required to fill out the following table for the various cost items required to implement their proposed solution as described in this RFP; all hardware shall be quoted FOB Miami. The items listed are provided as samples. Bidders are allowed to change or add additional items. However, the structure and main components (hardware, software, etc.) of the table shall not be modified. Costs are to be denominated in Belizean Dollars **(BZD)** or United States Dollars **(USD)** and should be valid for at least 30 days as of **Friday, June 28, 2024**.

Price Schedule				
Item	Description (Make/Model, etc.)	Qty	Unit Cost	Ext. Cost
1	**Hardware**			
	- Voice Gateways			
	- FXO cards			
	- SMARTnet			
	- Etc.			
2	**Software**			
	- Communications Manager, IPCC, etc.			
	- SMARTnet			
	- Etc.			
3	**Installation**			
	- Labor			
	- Travel			
	- Lodging			
	- Subsistence			
4	**1-Year Maintenance Support**			
5	**Documentation**			
6	**Training**			
7	**Miscellaneous / Other**			

B6 - Payment Terms

Bidders are also required to state their payment terms and clearly state any terms and conditions that affect costs.

Appendix B: Current Environment (Diagram)

BEL Telephony Call Flow Diagram

1. Lync (PBX) & Exchange (IVR & AA) handles inbound calls
2. Calls to corporate # is routed to Cisco IVR via bride
3. Corporate extension calls traverse bridge
4. Calls to call center # terminate within Lync/Exchange

Appendix C: Current Environment (Assets)

Existing IP Telephony Environment				
Cisco Environment				
Site	**Asset**	**Est. # of Assets**	**Descriptions**	**Notes**
Site 1 Primary Site (HQ)	Servers	2	Cisco CM, IPCC	VMware servers
	- Trunks	1		To Lync
	- Gateway	9		1 to Lync, 1 to ISR, 7 to the other sites w SRSTs
	- Route Pattern	44		
	- Translations	357		
	Phones	7	Cisco	Models: 7911, 7912, 7940, 7960, 7970
	Switches	5	Cisco	Distribution: 9400 & Access: 3800 switches
	SBCs/Routers	2	Cisco	ISR4331
	- Trunks	2		SIP. 1 External & 1 Internal
	- Dial Peers	3		2 - Inbound & 1 - Outbound
	- Codecs	5		- g711alaw | - g711ulaw |- g729r8 |- g726r32 |- g729br8
	- Translations	4		3 Incoming & 1 Outgoing
	SBCs/Routers	1	Cisco	C3825
	- Trunks	1		4 - POTS External & 1 SIP - Internal
	- Dial Peers	4		2 - Inbound & 4 - Outbound
	- Codecs	5		- g711alaw | - g711ulaw |- g729r8 |- g726r32 |- g729br8
	- Translations	4		3 Incoming & 1 Outgoing
Site 2 (Corozal)	Phones	3	Standalone Avaya System	
	Switches	1	Cisco	3850
	Routers	0		
Site 3 (Orange Walk)	Phones	4	Standalone Avaya System	
	Switches	1	Cisco	3850
	Routers	0		
Site 4 (San Pedro)	Phones	5	Cisco	7960
	Switches	1	Cisco	3850
	Routers	1	Cisco	2921 w SRST
Site 5 (Caye Caulker)	Phones	0		
	Switches	1	Unifi	US-8-60W
	Routers	0		
Site 6 (Ladyville)	Phones	4	Cisco	7940
	Switches	1	Arista	720XP
	Routers	1	Cisco	1861 w SRST

Site 7 (Belmopan)	Phones	3	Cisco	7940
	Switches	1	Cisco	3850
	Routers	1	Cisco	1861 w SRST
Site 8 (San Ignacio)	Phones	3	Cisco	7940
	Switches	1	Cisco	3850
	Routers	1	Cisco	1861 w SRST
Site 9 (Dangriga)	Phones	4	Cisco	7940
	Switches	1	Cisco	3850
	Routers	1	Cisco	1861 w SRST
Site 10 (Independence)	Phones	2	Cisco	7940
	Switches	1	Cisco	3850
	Routers	1	Cisco	1861 w SRST
Site 11 (Punta Gorda)	Phones	3	Cisco	7940
	Switches	1	Cisco	3850
	Routers	1	Cisco	1861 w SRST
Site 12 (Magazine Road)	Phones	5	Cisco	7940
	Switches	1	Cisco	3850
	Routers	0		Phones are switched

Lync Environment				
Site	**Asset**	**Est. # of Assets**	**Descriptions**	**Notes**
Site 1 Primary Site (HQ)	Servers	4	Lync, Lync MA, Edge, Exchange	VMware servers
	- Trunks	3		1 to Cisco, 2 to External
	- Gateway	3		1 to Cisco, 2 to External
	- Dial Plan	2		Site & User
	- Normalizations	33		Across Site & User
	Phones	123	Polycom	VVX601, VVX410, VVX500, VVX311, VVX300, Trio8800
	Switches	13	Cisco	Distribution: 9400 & Access: 3800 switches
	Routers	2	Cisco	ISR4331 & 3800
Site 2 (Corozal)	Phones	3	Lync	VVX311 & VVX300
	Switches	1	Cisco	3850
	Routers	0		Phones are Switched
Site 3 (Orange Walk)	Phones	3	Lync	VVX311 & VVX300
	Switches	1	Cisco	3850
	Routers	0		Phones are Switched
Site 4 (San Pedro)	Phones	0		
	Switches	0		
	Routers	0		
Site 5 (Caye Caulker)	Phones	0		
	Switches	0		
	Routers	0		
Site 6 (Ladyville)	Phones	0		
	Switches	0		
	Routers	0		

Site 7 (Belmopan)	Phones	3		VVX311 & VVX300
	Switches	1	Cisco	3850
	Routers	0		
Site 8 (San Ignacio)	Phones	0		
	Switches	0		
	Routers	0		
Site 9 (Dangriga)	Phones	0		
	Switches	0		
	Routers	0		
Site 10 (Independence)	Phones	0		
	Switches	0		
	Routers	0		
Site 11 (Punta Gorda)	Phones	0		
	Switches	0		
	Routers	0		
Site 12 (Magazine Road)	Phones	53	Polycom	VVX500, VVX311
	Switches	6	Cisco	3850
	Routers	0		Phones are switched

Appendix D: New Environment (Assets) - Minimum Requirements

Site	Asset	Est. # of Assets	Notes
Site 1 Primary Site (HQ)	Servers	TBD	Dependent on Bidder's recommended design, factoring the requirements outlined in the RFP
	- Trunks	5	
	- Gateway	11	To Branch Offices
	- Route Pattern	50	
	- Translations	400	
	Phones	200 / 3 / 1	Desk / Conference / Receptionist
	SBCs/Routers	2	Pair in HA or Hot Standby
	- Trunks	4 / 8	4 SIP and 8 POTS
	- Dial Peers	4 / 4	4 - Inbound & 4 - Outbound
	- Codecs	-	g711alaw | - g711ulaw |- g729r8 |- g726r32 |- g729br8
	- Translations	3 / 3	3 Incoming & 3 Outgoing
Site 2 (Corozal)	Phones	3	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 3 (Orange Walk)	Phones	4	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 4 (San Pedro)	Phones	5	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 5 (Caye Caulker)	Phones	2	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 6 (Ladyville)	Phones	4	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 7 (Belmopan)	Phones	3	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 8 (San Ignacio)	Phones	3	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 9 (Dangriga)	Phones	4	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 10 (Independence)	Phones	2	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 11 (Punta Gorda)	Phones	3	
	Routers	1	Support for 4 POTS & SRST functionalities
Site 12 (Magazine Road)	Phones	58 / 2	Desk / Conference
	Routers	1	Support for 4 POTS & SRST functionalities