



REQUEST FOR PROPOSAL

Contact Center & IPT PABX Solution

10th August, 2016

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TPL TRACKER PROFILE AND SERVICES:

TPL Trakker Limited started as a joint venture with Digicore; has been the industry leader for innovative solutions backed by technology for the last 16 years. It has been winning the 'Brands of the Year Award' consecutively from 2007 to 2014 in the "Vehicle Tracking & Security" category. TPL Trakker is truly a regional player with operations in Pakistan, UAE, Bangladesh, Afghanistan and Qatar with over 150,000 units installed, establishing a distinctive market presence.

TPL Trakker limited is a turnkey solutions provider having car tracking units, software, operational know how, deployment, data evaluation, consultancy and project management acumen. With an elite team of experts in tracking, TPL Trakker is committed to provide customers with modified solutions including Stolen Vehicle Services, Fleet Management Solutions, Safe Transport Environment Project, Trakker NAV, Personal Tracking, & e-Solutions. With these superior quality services, TPL Trakker assures to provide you with all kind of solutions that can help you live a better life.

Our business is to supply superior GPS tracking along with GSM & Satellite Mobile Asset Tracking, Management and Information Solutions. We work in partnership with our customers to develop solutions that deliver measurable business and operational benefits by providing total visibility and control of mobile assets and work forces.

TPL Provides following Solutions:

- ➔ Vehicle Tracking Solution.
- ➔ Portfolio Management.
- ➔ Trakker NAV.
- ➔ TPL Maps.
- ➔ Container Mapping.
- ➔ Personal Tracking.

PURPOSE:

The purpose of this Request for Proposal (RFP) is to contract with a qualified firm which can provide, install, deploy and configure their IPT PABX and contact center solution in accordance with latest technology being used in the market.

SCOPE:

TPL intends to procure latest technology equipment for their IPT Network, which includes IP PABX, Contact Center and Messaging Solution. All the necessary Licenses, software and hardware must also be proposed with the Solution. No component whatsoever would be provided by TPL. Both contact center and IP PABX solution should be with single vendor with one year principal backed OEM support for software and 3 year for Hardware along with local support.

AWARD CRITERIA:

Enter the criteria that will be used to determine the award.

Criteria #1 – 100% Compliant Technical Solution with lowest bid price.

Criteria #2 – Country-Wide Local Certified Team and OEM Support Available.

RFP CONTACT:

Owais Shahid Khan & Abubakar will be the sole contact for this RFP. Communication with any other TPL TRAKKER employee or consultant during the RFP period is not permitted, and may result in your company being disqualified from the evaluation process. Any and all questions relating to the content, timeline, or requirements outlined in this RFP, as well as the associated proposals, should be made only via email to: Owais Shahid Khan owais.shahid@tplholdings.com and Abubakar abubakar@tplholdings.com

TPL TRAKKER LIMITED will help clarify any issues or questions regarding this RFP. It is the vendor's responsibility to seek this clarification.

RFP RESPONSE FORMAT:

Proposals submitted in response to this RFP are to be sent in a Word document or Adobe PDF format as an attachment to an email to: Owais Shahid Khan owais.shahid@tplholdings.com & Abubakar abubakar@tplholdings.com Also, hardcopies of the proposal are required, 1 original and 1 copy. Proposals must be submitted in sealed envelopes clearly marked "Contact Center and IPT Solution", the name of the supplier, and either "Original" or "Copy," as applicable, on the outside of the envelope.

Proposals are to be addressed as follows:

Company Name: TPL TRAKKER LIMITED
Company Address: Corporate Office
12th Floor, Centrepont,
Off Shaheed-e-Millat Expressway,
Adjacent KPT Interchange, Karachi
Postal Code 74900

Attention: Mr. Owais Shahid Khan & Mr. Abubakar
Email Address: owais.shahid@tplholdings.com
Email Address: abubakar@tplholdings.com

TIMEFRAME AND KEY DATES:

Activity	Date
RFP Issued	10 th August, 2016
Vendor RFP Questions Due (via Email Only)	16 th August, 2016
Vendor RFP Responses Due	20 th August, 2016
Proposal Evaluation	05 th September, 2016
Vendor(s) Negotiations	10 th September, 2016
Award Notification(s)	15 th September, 2016

IP PABX Specifications:

Unified communications is currently undergoing tremendous growth, accelerated by access to value-added features and applications only unified communications can provide. Additionally, the cost benefits of converging data, voice, and video onto a single network are adding to the rapid acceptance of this technology.

Provide robust quality of service (QoS), network security, encryption, firewall, and network modules that deliver content networking and enhanced VPN services to address branch-office business needs. The system must deliver integrated IP telephony, gateway, voicemail, and Automated-Attendant functions, allowing you to deploy one platform to address all your business needs, thereby simplifying management, maintenance, and operations and delivering a lower total cost of ownership (TCO).

Sophisticated key system and private-branch-exchange (PBX) capabilities:

Solution must have different workflows and must have specialized features to support best work practices. Must delivers a robust set of telephony features for the retail office and delivers innovative value-added multimedia capabilities through XML and Java Midlets. These capabilities, which traditional systems cannot deliver, enhance the productivity of the end user and the business.

Application integration:

Solution must be able to integrate with a variety of value-added unified communications service applications, in either co-located or service provider-hosted deployment scenarios, to support the critical unified communications services that are part of the end user's business process.

Unified Call Connectors for desktop CTI:

Must Possess simplified communications and facilitate collaboration between users and customers with the easy-to-use interface.

ACD capabilities:

Solution must possess basic call queuing to sophisticated contact centers for small to medium-sized companies, branch-office locations, or departments, you can deploy agent-assisted or self-service applications to reduce business costs and improve customer response by providing sophisticated and basic automatic call distributor (BACD), interactive voice response (IVR), CTI, and agent and desktop services.

Branch Solution:

Solution must be able to deploy IP PABX SYSTEM at larger sites and at branch-office locations where local call processing is required without a dependency on the WAN. Using H.323 or Session Initiation Protocol (SIP) trunking, you can route calls over the WAN with calling-party name and number information, plus compressed voice for better WAN bandwidth usage.

Investment protection and ease of upgrade:

Must have the feature of software configuration change on the router,

Trunk Features:

- Analog foreign-exchange-office (FXO) Loop and Ground Start
- Basic Rate Interface (BRI) and Primary Rate Interface (PRI) support (NI2, 4ESS, 5ESS, EuroISDN, DMS100, and DMS250) and several other switch types
- Caller ID name and number
- Automatic number identification (ANI).
- Digital trunk support (T1/E1)
- Direct inward dialing (DID)/ Direct outward dialing (DOD).
- Dedicated trunk mapping to phone button
- H.323 trunks with H.450 support
- H450.12 automatic detection of H.450 support for remote H.323 endpoints
- H.323-to-H.323 hairpin call routing for non-H.450-compliant H.323 endpoints
- SIP trunks and RFC 2833 support
- Transcoding with G.711, G.729a, and iLBC
- Call forwarding busy, no answer, and all
- Calling line identification presentation (CLIP) and calling name identification presentation (CNIP).
- Connected line identification presentation (COLP) and connected name identification presentation (CONP).
- Message-waiting indicator (MWI) and message center support
- MWI pass-through QSIG-to-time-division multiplexing (TDM) voicemail
- Overlap sending support on ISDN PRI and BRI trunks.

System Features:

- Account codes and call-detail-record (CDR) field entry
- Call-back busy subscriber and camp-on
- Per-phone call-coverage rules
- Call park: Personal and directed
- Call transfer and park recall
- Directory services using XML
- Ad-hoc conferencing (8 parties)
- Meet-me conferencing (32 parties)
- Overlay extensions for enhanced call coverage
- Called-name display for overlay extensions
- Paging: Internal through IP phones or to external system
- Per-call caller ID blocking
- Secondary dial tone
- Standards-based network call transfer and call forwarding using H.450
- Additional system speed-dial option through XML service
- Customizable called-name display
- Basic automatic call distributor (BACD) (three queues) with Automated Attendant and call statistics
- Agent log in and log out of BACD hunt group
- Secure Real-Time Transport Protocol (SRTP) providing media encryption for calls on the IP network
- Video over SIP trunk with H.264 codec support
- Multilevel and enhanced Precedence and Preemption (MLPP) support over PRI trunks
- Unified Call Manager and Unity Connection username and password synchronization
- Support for IPv6 on SIP IP phones
- New IP Trusted Authentication List for enhanced security
- SSL VPN support for IP Phones
- SSL VPN support for Security Appliance
- Video and camera support for IP Phone

IP PABX Requirements:

- 2 PRI's required Expandable to minimum 20 PRI's
- 2 SIP Trunks with 30 channel required each expandable to 1000 SIP channels.
- Solution must be in High Availability with full redundancy.
- Solution must comply the above mentioned features of the IP PABX System.

- Proposed Solution must be of the latest technology.
- IP PABX System must be upgradable for 4000 users.
- One Software based Attendant console required.
- Billing Solution required for all current Users.
- Licenses required for IP Phone specs mentioned below.

IP PHONE SPECIFICATIONS:

IP PHONES TYPE A: Qty-4

- IP Phone must have core business features and functions.
- IP Phone must have the choice of IEEE 802.3af PoE.
- IP Phone must have Inline Power or local Power through an optional power adaptor.
- IP Phone must be capable of offering discovery protocol, IEEE 802.11 p/q tagging and switching.
- IP Phone must support SIP.
- IP Phone must provide G.711a, G.729a and G.729ab compression codec's.
- IP Phone must have TLS and AES Encryption.

IP PHONES TYPE B: Qty 32

- IP Phone must have core business features and functions.
- IP Phone must have the choice of IEEE 802.3af PoE.
- IP Phone must have Inline Power or local Power through an optional power adaptor.
- IP Phone must be capable of offering discovery protocol, IEEE 802.11 p/q tagging and switching.
- IP Phone must support SIP.
- IP Phone must provide G.711a, G.729a and G.729ab compression codecs.
- IP Phone must have TLS and AES Encryption.
- IP Phone must have provisioning of network parameters through DHCP.

IP PHONES TYPE C: Qty-4

- IP Phone must have large pixel- based display
- IP Phone must have customization options
- IP Phone must support G.711 and G.729a audio compression.
- IP Phone must support H.323 and Microsoft NetMeeting compatibility.
- IP Phone must support IP assignment via DHCP and statically.

IP PHONES TYPE D: Qty-30

- IP Phone should have graphical TFT color display,

- IP Phone should have a greater flexibility of features and applications, and significantly expands the information viewed when using features such as Services, Information, Messages, and Directory.
- IP Phone display should support localization requiring double-byte Unicode encoding for fonts.
- IP Phone must Support G.711a, G.711 μ , G.729a, G.729ab, G.722, and iLBC audio compression codec's are supported.
- IP Phone must have Internal 2-port Ethernet switch allows for a direct connection to a 10/100/1000 BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a collocated PC.

IP PHONES TYPE E: Qty-18

- IP Phone should have graphical TFT color display
- IP Phone must allow for greater flexibility of features and applications, and significantly expands the information viewed when using features such as Services, Information, Messages, and Directory.
- IP Phone Display must also supports localization requiring double-byte Unicode encoding for fonts.
- IP Phone must support G.711a, G.711 μ , G.729a, G.729ab, G.722, and iLBC audio compression codec's are supported.
- IP Phone must support differentiated services code point (DSCP) and 802.1Q/p standards.
- IP Phones must support Internal 2-port Ethernet switch allows for a direct connection to a 10/100/1000 BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC.

IP PHONES TYPE F: Qty 118

- IP Phone must have a 10/100BASE-T Ethernet connection through two RJ-45 ports.
- IP Phone must support Signaling Protocol SIP.
- IP Phone must support G.711a, G.711, G.729a, G.729b, G.729ab and iLBC audio-compression codec's are supported.
- IP Phone must support Signaling encryption using Transport Layer Security (TLS) Protocol.

IP PHONES TYPE G: Qty 5

- IP Phone should have high-resolution screen, graphical monochrome 4-bit grayscale display.
- IP Phone should have a G.711a, G.711 μ , G.729a, G.729ab, G.722, and iLBC audio compression codec's supported.
- IP Phones Corporate directory integrates with the Lightweight Directory Access Protocol Version 3 (LDAP3) standard directory.

IP PHONES TYPE H: Qty 3

- IP Phone must have VGA touch screen display.
- IP Phone must have H.264 video support for 2-way standard definition calling with USB support for the IP Camera.
- IP Phone must have Choice of 802.11 a/b/g desktop Wi-Fi connectivity or Gigabit Ethernet network connectivity and switch port available for a downstream PC.
- IP Phone must have Embedded Bluetooth radio and 2 USB ports for headsets and the camera.
- IP Phone must have the convenience of speed dials or programmable features, or the necessity of following the activity of many lines. Up to 200 calls supported per device.
- IP Phone must support SIP for signaling H.264 for video.
- IP phone must have IEEE Power over Ethernet 802.3af and 802.3at supported class 4.

IP PHONES TYPE I: Qty 2

- IP Phone must have a built-in, high-quality video camera up to 30 frames per second, for both encoding and decoding.
- IP phone must have a 10/100/1000BASE-T Ethernet connection through two RJ-45 ports, one for the LAN connection.
- IP Phone must have G.711a, G.711u, G.729a, G.729ab, G.722, and Internet Low Bit rate (iLBC) audio compression codec's are supported.

TECHNICAL SPECIFICATIONS OF CONTACT CENTRE:

The proposed solution of Unified Contact Centre must have the below mentioned following features.

Contact Centre solution must support up to 400 agents and is designed for midmarket companies or enterprise branch offices. Secure and highly available, it supports powerful agent-based services and fully integrated self-service applications, including automatic call distributor (ACD), interactive voice response (IVR), and computer telephony integration (CTI).

Contact Centre helps deliver each of your contacts to the right agent the first time. It enables this accuracy with sophisticated business rules for inbound and outbound voice, email, web chat, and customer interaction management. Contact Centre also offers numerous agent and desktop services and can scale to larger, more demanding environments.

Contact Centre offers an integrated, full-featured solution for managing customer voice contacts while retaining all the benefits of fully converged deployment. It delivers sophisticated multichannel contact routing, management, and administration features for departmental, enterprise branch office, or small to medium-sized enterprise customer care needs.

Home Agents:

Solution must provide flexibility for agents to use their public-switched-telephone-network (PSTN) phone devices to accept, transfer, conference, and disconnect calls.

Interactive Voice Response (IVR) and Self-Service:

This feature provides an integrated, ready-to-use IVR solution including an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through dual-tone multifrequency (DTMF) processing to make routing decisions or to present a screen pop to the agent. Database integration is also available.

Multi-Channel Options:

E mail, Web Chat, Outbound dialing, Web Chat, Video Customer Care.

Routing Capabilities:

The System must offer call-routing behaviors based on conditional/Intelligent events
Solution must ensure that each contact is routed to the right agent at the right location the first time to maximize resolution on the first call.

Call Logging Software:

Solution must have Call Logging Software (Time Base) for incoming and outgoing calls, detailed and summarized reporting format with tariff Service provider.

Next Generation Reporting:

Solution must be able to provide historical and real-time reports and dashboards or Wallboard with flexible presentation options.

Open Systems:

Solution must have the feature that allows you to take full advantage of industry-standard hardware platforms to enable the benefits of many software functions at a modest hardware cost.

API's for Customize Application Integration:

Solution should have APIs for third party integration with contact center and IVR Automation.

Monitoring:

Solution must possess Real-time silent monitoring.

Scalability:

The Solution must Possess Scalability to provide a multi-channel contact centre in a box for up to 400 Agents.

High Availability:

Solution must provide Dual Server clusters for redundant high availability.

Virtualization:

Solution must support Virtualization for deployment as an application on a virtual machine.

REQUIREMENT:

The Proposed Solution of Contact Center should be in Compliance with above mentioned specifications.

- 6 PRI's required Expandable to 20 PRI's.
- 2 SIP trunks of 30 Channels each required expandable to 1000 SIP Channels.
- 120 Concurrent Agents Licenses with Softphones.
- 170 Agent Voice recording licenses including agent screen capture.
- 240 IVR ports required can be expandable to 400 IVR ports with license upgrade.
- Solution should be deployed in full HA fashion.

VOICEMAIL AND MESSAGING SPECIFICATIONS:

Voicemail and messaging system must possess the below mentioned features:

Access from the devices and applications you use regularly:

Solution must have the ability to access voice messages from the devices and applications that are used regularly, including your IP phone, mobile phone, tablet, web browser, email client, or desktop clients.

Delivery format flexibility:

Solution must have the ability to choose how to receive message notifications, via either indicator lights, emails, IM notifications, SMS notifications, or tones.

Aligned with the corporate network for simpler access:

Solution must have the ability to access voicemail via network applications.

Synchronization:

Solution must have synchronization of user information must be supported using Lightweight Directory Access Protocol (LDAP) with Microsoft Active Directory, Sun One, Sun iPlanet, OpenLDAP, and ADAM/LDS.

REQUIREMENTS:

Voicemail and Messaging Solution must have 100 licenses.

Training:

- 3 Detailed Technical Training from Authorized Training Centre for above solution.
- 3 Sessions for End User Training.