Technical Specifications

Enterprise VoIP Solution

1. Introduction

We invite proposals for the supply, installation, and configuration of an Enterprise VoIP solution capable of handling 16 concurrent calls and supporting up to 200 users. The system should be hosted on a cloud server that meets the following requirements.

2. System Requirements

2.1. VoIP License and Capacity

- **License Type:** Enterprise-grade VoIP solution

- **Concurrent Calls:** Minimum of 16

- **Number of Users:** Minimum of 200

- **License Duration:** Minimum of 1 year, with options for extension.

2.2. Features to be Supported

- Web-based administration console

- Call recording and playback

- Advanced call routing and forwarding

- Integrated video conferencing capabilities

- CRM and third-party application integration

- Support for mobile and desktop applications

- Multi-site and remote user support

- Call center functionalities including call queues, auto-attendant, and statistical reporting

- Comprehensive reporting and analytics tools

- Robust security features, including encrypted communication and user authentication

3. Hosted Server Requirements

3.1. Server Specifications

- **CPU:** Minimum of 4 vCPUs

- **RAM:** Minimum of 8 GB

- **Storage:** Minimum of 250 GB SSD (expandable based on usage)

- **Operating System:** Debian Linux 10/11 or Windows Server 2016/2019 (latest stable version)

- **Backup:** Automated daily backups with a minimum of 7-day retention period.

- **Network:** Minimum 1 Gbps network interface

3.2. Network Requirements

- **Bandwidth:** Minimum of 100 Mbps dedicated bandwidth for the hosted server.

- **Latency:** Less than 100ms to the primary geographical location of the users.

- **Firewall:** The hosted server must be protected by a secure firewall with necessary SIP and RTP ports configured.

4. Security Requirements

- Secure SIP traffic encryption using TLS

- SRTP for audio encryption

- Secure user authentication with strong password policies and IP whitelisting

- DDoS protection on hosted infrastructure

- Regular security updates and patches for the server OS and VoIP solution

5. Call Cost Requirements

Proposals must include a detailed breakdown of the call costs for the following categories:

- **Local and National Landline Calls:**

    o Cost per minute or bundled pricing options.

- **Cell Phone Calls:**

    o Cost per minute to various mobile network operators.

- **International Calls:**

    o Cost per minute to a list of commonly called countries, specifying any differentiated rates for landline and mobile numbers.

6. Service Level Agreements (SLA)

- **Uptime Guarantee:** Minimum 99.9% uptime guarantee for the hosted service.

- **Support Response Time:**

    o Critical issues: Within 1 hour

    o High priority issues: Within 4 hours

    o Low priority issues: Within 24 hours

7. Additional Services

- **Installation and Configuration:**

    o Setup and configuration of the VoIP solution on the hosted server.

    o Configuration of SIP trunks, call routing, and user extensions.

    o Integration with existing infrastructure (e.g., CRM, ERP systems).

- **Training:**

    o Provide training for up to 5 administrators.

    o User training sessions for up to 20 end-users.

- **Documentation:**

    o Complete documentation of the system setup, configurations, and maintenance procedures.

8. Compliance and Compatibility

- The solution must be compatible with all major SIP trunk providers.

- Compliance with local telecommunication regulations and data protection laws.

9. Submission Requirements

- Detailed proposal including:

    o Solution architecture and design

    o Technical specifications and system requirements

    o Implementation timeline and milestones

    o Detailed cost breakdown (licenses, server hosting, setup, support, and call costs)

    o References from similar implementations

10. Evaluation Criteria

- Compliance with specifications

- Cost-effectiveness

- Call cost rates

- Previous experience and client references

- Support and SLA terms