ENMIENDA NÚM. 6

SOLICITUD DE PROPUESTA SELLADA RFP 22J-02656
PROPÓSITO: PARA ESTABLECER CONTRATO DE PARA LA ADQUISICIÓN DE EQUIPO PARA OPERAR EL CUADRO TELEFÓNICO DE LA OFICINA DE ADMINISTRACION DE COMPENSACIÓN POR ACCIDENTES DE AUTOMÓVILES (ACAA) DEL GOBIERNO DE PUERTO RICO

ASUNTO: ENMIENDA A LAS ESPECIFICACIONES

Se notifica a los licitadores interesados en participar del RFP referencia la siguiente enmienda al pliego:

I. Se enmienda los siguientes incisos del **ANEJO V** para que lean como sigue:

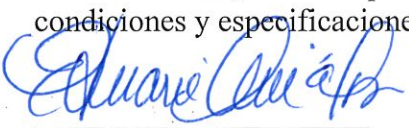### B-2: Specifications for FOUR HUNDRED FIFTY (450) IP TELEPHONES

13. 10 dedicated feature keys.

14. 28 programmable appear

15. 3.5-inch color display screens

B-3: Specifications for TWELVE (12) DESK PHONE

m. 4.3-inch and 2x 3.5-inch vivid color display screen

n. 9 dedicated feature keys

o. Up to 106 programmable appearance keys

II. Se envía por correo electrónico el **Anejo V Enmendado** con todos los cambios correspondientes y será el utilizado para presentar su propuesta.

Esta enmienda forma parte del Pliego de Solicitud de Propuesta Sellada RFP 22J-02656 y quienes interesen licitar, tendrán que considerarla al presentar su propuesta. Todos los demás términos, condiciones y especificaciones permanecerán sin alterar.

Edmarie Avilés Almenas
Secretaria
Junta de Subastas

Aura Rosa Vázquez
Oficial de Licitación

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En San Juan, P.R.

ASG

ANEJO V ENMENDADO – ESPECIFICACIONES Y CONDICIONES ADICIONALES

A continuación, se presenta un listado de las especificaciones y requisitos identificadas por la ACAA para la instalación de infraestructura voz sobre IP (VoIP) para el cuadro telefónico. Sistema debe incluir servicio de instalación, configuración y documentación del sistema (en formato MS Word). Tiempo de entrega debe ser 30 días. Refiérase al Diagrama Infraestructura Telefonía en el **Apéndice I.**

Instrucciones: El Proponente debe incluir como parte de los documentos de la propuesta la literatura del producto propuesto. Esta literatura debe esta identificada con el número de la especificación y/o condición correspondiente del listado que se presenta a continuación.

ESPECIFICACIONES:

A- PBX PHONE SYSTEMS

A-1 PBX PHONE SYSTEM - TWO (2) PHONE SYSTEM, (ONE (1) FOR PRIMARY SITE (HATO REY), ONE (1) FOR SECONDARY SITE (BAYAMÓN)

The proposed system must meet the following basic characteristics:

1. The proposed solution must include a redundant system
2. Built-in security features, policy management, and encryption options to protect conversations and prevent unauthorized access.
3. The proposed solution must include at least 1TB storage disks in RAID and 50 SIP trunks.
4. Ability to add a second "power supply"
5. The proposed solution must have at least 4 copper 10/100/1000Mbps Ethernet interfaces.
6. The proposed solution must include support for at least 500 extensions without any additional licenses.
7. The proposed solution should include support for up to 500 third-party SIP phones without any additional licenses.
8. Must support at least 75 concurrent calls.
9. The proposed solution must support at least 20 auto attendants.
10. The proposed solution must support at least 12 conference bridges with at least 12 attendees per conference.
11. The proposed solution must support and include high availability for 100% of extensions 500, all SIP trunks, and all PBX features.
12. The proposed solution must support future capacity of at least 55 call center agents without the need for additional hardware. Must include "Page System" speaker function with option to connect to amplifier.
13. Remote extensions.
14. External IP extensions.
15. Directory dial by name.
16. Individual voicemail.
17. Group voicemail.

18. Sending from voicemail to email.
19. Ring groups.
20. Call queue.
21. Conference call.
22. Call waiting /transfer/ parking/ pickup.
23. Search for selected phones.
24. Intercom.
25. Follow-Me functionality.
26. Rules-based dial plan.
27. Scheduled call itinerary.
28. Direct Inward Dialing {DID).
29. Call-based direct internal dialing. Modification of caller identification (caller id). User privileges.
30. Personal and system speed dialing. Personal blacklist.
31. Music on hold - audio files.
32. Music on hold: live streaming.
33. Real-time call status monitoring.
34. Line/ extension appearance.
35. Call detail record record.
36. Support for VLAN 802.1Q.
37. SIP over TLS / SRTP.
38. Application of password policies.
39. The proposed system should support the following advanced features without requiring any additional licenses: High availability.
40. Call recording.
41. Call recording file and remote storage. Fax over SIP.
42. Fax file.
43. Fax to email.
44. Send fax from the user portal.
45. Remote storage and fax archiving.
46. Web-based administration interface.
47. Web-based operator console.
48. Web-based "Call-Center" agent.
49. Web-based user portal
50. Web-based directory search.
51. LDAP authentication.
52. Reminder/ Wake-up calls.
53. Hot desk.
54. Virtual numbers.

55. Multilocation: office peers.
56. External NAS server support.
57. Telephone directory synchronization between various offices.
58. Centralized telephone directory.
59. SIP Video Support.
60. Must include 3-year warranty with 24x7 Support

A-2: Specifications for NINE (9) PBX PHONE SYSTEM FOR REMOTE SITES

1. The proposed system must meet the following basic characteristics:
   a) Built-in security features, policy management, and encryption options to protect conversations and prevent unauthorized access.
   b) Six (6) traditional telephone lines (FXO) 2 Analog extensions (FXS)
   c) Two (2) Network interfaces (RJ45) Total hard drive capacity 8GB.
   d) The proposed solution must include at least 8GB storage.
   e) The proposed solution must have at least 4 copper 10/100 / 1000Mbps Ethernet interfaces.
   f) The proposed solution must include support for at least 50 extensions without any additional licenses.
   g) The proposed solution should include support for up to 50 third-party SIP phones without any additional licenses. The proposed solution must support at least 15 concurrent calls.
   h) The proposed solution must support at least 5 auto attendants.
   i) The proposed solution must support at least 2 conference bridges with at least 6 attendees per conference. Must include 3-year warranty with 24x7 Support.

B-: Specifications for PHONES

B-1: Specifications for THREE (3) CONFERENCE PHONE

1. The proposed system must meet the following basic features:
   a. Touch-sensitive HD IP conference phone for small and medium-sized conference room with built-in 3 microphone array.
   b. Full-duplex technology.
   c. Noise and acoustic echo cancelling and supporting 20-foot and 360-degree voice pickup.
   d. Call recording.
   e. Bluetooth and linkage to mobile phones or PCs 10/100/1000 LAN and PC Connection.
   f. Must include 3-year warranty with 24x7 Support.

B-2: Specifications for FOUR HUNDRED FIFTY (450) IP TELEPHONES

1. Must combined with the powerful features of the PBX.
2. Call forwarding.

3. Voicemail notification.
4. One-touch transfers.
5. Do not disturb.
6. Conference calling.
7. Speed dial
8. PoE (Power over Ethernet) support
9. Auto-discovery for easy setup.
10. Bluetooth support on select models.
11. Cordless DECT.
12. HD quality audio.
13. 10 dedicated feature keys.
14. 28 programmable appearances.
15. 3.5-inch color display screens.
16. Intuitive and user-friendly.
17. 10/100/1000 LAN and PC Connection.
18. Must include 3-year warranty with 24x7 Support.

B-3: Specifications for TWELVE (12) DESK PHONE

1. The proposed system must meet the following basic features:
   a. Must combined with the powerful features of the PBX.
   b. Call forwarding.
   c. Voicemail notification.
   d. One-touch transfers.
   e. Do not disturb.
   f. Conference calling.
   g. Speed dial
   h. PoE (Power over Ethernet) support
   i. Auto-discovery for easy setup
   j. Bluetooth support on select models
   k. Cordless DECT
   l. HD quality audio
   m. 4.3-inch and 2x 3.5-inch vivid color display screen
   n. 9 dedicated feature keys
   o. Up to 106 programmable appearance keys
   p. 10/100/1000 LAN and PC Connection
   q. Must include 3-year warranty with 24x7 Support

C: Specifications for ROUTER/ FIREWALL

C-1: Specifications for TWO (2) FIREWALL / NGFW

1. Provides an application-centric, scalable, and secure SD-WAN solution with Next Generation Firewall (NGFW) capabilities for mid-sized to large enterprises deployed at the campus or branch level. Protects against cyber threats with system-on-a-chip acceleration and industry leading secure SD-WAN in a simple, affordable, and easy to deploy solution. Driven Networking approach provides tight integration of the network to the new generation of security. Dynamic Path Selection over any WAN transport to provide better application experience based on self-healing SD-WAN capabilities. Advanced routing, scalable VPN, multi-cast, and IPV4/IPV6 forwarding powered by purpose-built network processors. Identifies thousands of applications inside network traffic for deep inspection and granular policy enforcement.

2. Protects against malware, exploits, and malicious websites in both encrypted and non-encrypted traffic. Must include 3-year warranty with 24x7 Support.

C-2: Specifications for NINE (9) FIREWALL / NGFW

1. Provides an application-centric, scalable, and secure SD-WAN solution with Next Generation Firewall (NGFW) capabilities for mid-sized to large enterprises deployed at the campus or branch level. Protects against cyber threats with system-on-a-chip acceleration and industry leading secure SD-WAN in a simple, affordable, and easy to deploy solution. Driven Networking approach provides tight integration of the network to the new generation of security. Dynamic Path Selection over any WAN transport to provide better application experience based on self-healing SD-WAN capabilities. Advanced routing, scalable VPN, multi-cast, and IPV4/IPV6 forwarding powered by purpose-built network processors. Identifies thousands of applications inside network traffic for deep inspection and granular policy enforcement.

2. Protects against malware, exploits, and malicious websites in both encrypted and non-encrypted traffic. Including 7 x Internal Ports, 2 x WAN Ports, 1 x DMZ Port.

3. Rack mount tray, series desktop models and backward compatible with SP-RackTray-01 (Qty- 9).

4. Must include 3-year warranty with 24x7 Support

D: Specifications for NETWORK MONITORING SYSTEM

D-1: Specifications for ONE (1) EVENT CORRELATION PHYSICAL UNIT

1. Event correlation across all logs and real-time anomaly detection, with Indicator of Compromise (IOC) service and threat detection, reducing time-to-detect. Deep visibility and critical network insights. Reduce complexity and leverage automation via REST API, scripts, connectors, and automation stitches to expedite security response

2. Virtual appliance platforms with 100 GB/Day of Logs and 4 TB storage capacity.

3. Must include 3-year warranty with 24x7 Support.