



HIGH COURT OF AUSTRALIA

Request for Tender– Supply, Installation and Commissioning of IP based PABX

Clarifications Number 2 | 13 October 2016

Clarification statements to questions received in respect of the RFT for the Supply, Installation and Commissioning of IP based PABX for the High Court of Australia.

Does the High Court of Australia have a VMWare environment that can be leveraged for a virtualised PABX solution?

If the solution proposed can be implemented on a virtualised platform, the High Court has a virtual environment available for the IP-PABX solution. We have a vSphere 5 Enterprise virtual environment that will be upgraded to a vSphere 6 Enterprise Plus environment by the end of 2016.

The vSphere compute and storage resources that would need to be provisioned by the High Court to meet a virtualised solution proposal are to be clearly stipulated in any design of the fit for purpose IP-PABX platform for the Court. That proposed solution, if involving a virtualised approach, must be compatible with the Court's system.

This answer does not mean only virtualised solutions will be considered.

High Availability and Redundancy Licenses – can you please clarify your needs?

This refers to licences (if any) required to maintain continuity of telephony services using a secondary server in the event of a failure of the primary server in a non/virtualised IP-PABX environment.

Can you please indicate the dimensioning of the interstate sites (for future capacity)?

Details on the end user telephony services currently available at interstate offices are:

Sydney: ~40 digital and ~10 analogue lines
Melbourne: ~25 digital lines and ~8 analogue lines
Brisbane: ~10 digital lines and ~2 analogue lines

Please note that the interstate connectivity is a future option that we would like to keep open, and is not something that should “distract” from the main aim of this RFT.

There is an optional functional requirement to offer greater integration with unified collaboration (UC) tools – can you clarify what tools you have that we are to integrate to, and your UC needs generally?

The optional functional requirement as described by the phrase unified collaboration relates to video calls using telephone handsets, desktop softphones (with screen sharing), mobile phones and tablet devices.

Please note that this unified collaboration statement relates to a future option that we would like to keep open, and is not something that should “distract” from the main aim of this RFT.

Does HCA have or need a Contact Centre?

No, the High Court will does not have a Contact Centre and will not require Contact Centre services.

Can you please clarify your fax requirements?

The High Court uses ~13 faxes within the building, 4 of them connected using direct PSTN lines and 9 connected using **analogue** extension lines configured through the PABX.

The fax units used within the High Court are:

- Apeosport V series
- HP LaserJet Pro MFI M426fdn
- Ricoh 3310L
- Ricoh 4430NF
- Ricoh 4410L

Is there any need for Call Recording?

Call Recording is not currently used within the High Court. However, the High Court is willing to consider this functionality as an optional component of proposed IP-PABX platform.

Can you provide further details on AD integration and clarify your needs?

We envisage that the IP-PABX platform will be able to connect to the High Court’s corporate Active Directory (AD) services and update and synchronise the user records into the IP-PABX system.

This includes add, disable, and deletion of users records and mapping of relevant user attributes from Active Directory to IP-PABX fields to allow for seamless update of records and to enable High Court staff to possibly search the corporate phone directory using their desk phones.

Agent licenses – can you please clarify your needs?

The ‘Agent Licenses’ relate to the above Active Directory connectors (if any) required for the user records synchronisation.

5 concurrent voicemail ports – this seems a low number for your user numbers – is it acceptable for the tenderer to “right size”?

The review of the 5 concurrent voicemail port’s capacity to service current loads will need to be conducted (as stated in Stage 1) as part of the solution provider’s review of the Court’s telephony environment, voice traffic volumes and patterns to assist in the capacity planning, dimensioning and specification of a fit for purpose IP-PABX platform for the Court.

The High Court will be willing to increase the upper limit of the concurrent voicemail port requirement, based on the outcome of the solutions provider’s review.

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