ACD-IP PBX Request for Proposal (RFP)

Objectives

This project will introduce you to an important role of IT/Network Managers: To select an IP PBX solution for the new call center at a company's headquarters based on the evaluation of the company's needs and vendors' VoIP product features. The Chief Information Officer (CIO) would like an 8- to 10-page document (double-spaced, font size 12) that addresses the following tasks.

* After a numerical-matrix evaluation, select one solution from a list of vendors, containing features and capabilities to potentially meet your company's requirements.
* Justify your recommendation by writing an analysis that supports such a selection based on an overall evaluation of the product and the benefits it will bring to the company.

Guidelines

* The Course Project is worth 170 points and is comprised of the following deliverable documents.
  + Week 2: Outline (20 points)
  + Week 4: Vendor Selection – RFP Draft (50 points)
  + Week 6: Analysis and Recommendation – Finalized RFP (100 points)
  + Week 7: Power Point and Video Presentation (105 points)
* Following is the list of vendors for you to choose from.
  + Avaya
  + Genesys
  + Interactive Intelligence
  + Mitel
  + Siemens
* Use the following check list to evaluate each vendor's product.
  + Experience and Connectivity (40%)
    - Experience of the company – 5%
    - ACD based on Windows – 5%
    - Call Center includes 400 agents – 15%
    - Connectivity to current Avaya PBX – 15%
  + Multimedia Support (40%)
    - E-mail – 5%
    - Chat – 5%
    - Voice Mail – 5%
    - IVR – 5%
    - Outbound dial – 5%
    - CTI integration – 5%
    - URL Browsing – 5%
    - CRM support – 5%
  + Total Cost (20%)
* The document is intended to be a professional document, and shall only address the company's business requirements and concerns.
* The document should assign a numeric value/score to each check list item for each vendor’s solution.
* The document should have statements justifying the score given to each feature in the cross-vendor evaluation.
* The primary grading emphasis will be on the similarities and differences among vendors in terms of each checklist item.
* Use each week's lesson, reading assignments, labs, and discussions as guidance and supporting information for your paper.
* The plagiarism policy is in effect. References to specific product information must be cited throughout the document.
* APA formatting is required for the document.
* The document shall be your individual and original work. This is not a team project.
* Questions concerning the preparation of this document may be discussed in weekly Q & A discussion forums.

Milestones

**Week 1:**You are strongly encouraged to review and prepare for the Course Project. Post any questions in the Q & A Forum.

**Week 2: The RFP outline is due and is worth 20 points.** Please read the Week 2 Deliverable (Outline) Rubric below to understand how your deliverable will be graded. Post any questions in the course Q & A Forum.

**Week 4: The ACD-IP PBX vendor selection is due and is worth 50 points.** The derivable should include a numerical matrix indicating the score assigned to each vendor for each checklist item. Add the matrix or table to the corresponding section of the Outline, and submit it. Please read the Week 4 Deliverable (ACD-IP PBX vendor selection) Rubric below to understand how your deliverable will be graded.

**Week 6: The finalized RFP is due and is worth 100 points.**Provide detailed analysis of your company's needs and your vendor selection. It should provide a compelling story in terms of total cost of ownership, product features, scalability, training possibilities, vendor support, performance, and reliability of the solution. Please read the Week 6 Deliverable (finalized RFP) Rubric below to understand how your deliverable will be graded.

**Week 7: Power Point and Video Presentation worth 105 points**. Submit the Power Point presentation, and post the video recording to week 7, video recording topic. Please read the Week 7 Presentation Rubric below to understand how your paper will be graded.

Grading Rubrics

 Week 2 Deliverable (Outline) Rubric

| **Category** | **Points** | **%** | **Description** |
| --- | --- | --- | --- |
| Documentation, Editing, and Formatting | 5 | 25 | * A quality document should have zero to minimal spelling, punctuation, or grammatical errors. * A quality document includes a title page, appropriate sections based on a table of contents (TOC), an abstract or executive summary, proper citations, and a bibliography. * It conforms to APA guidelines, including citations and references. |
| Organization and Cohesiveness | 5 | 25 | * A quality document should include an introduction based on a well formed thesis statement. * The introduction should establish students' understanding of project requirements and the goal for completing the project. * Sentences and paragraphs should be clear, concise, and factually correct. |
| Content | 10 | 50 | * A quality document should address checklist items for comparing ACD-IP PBX vendors and products. * The document should demonstrate that a sufficient amount of research and due diligence have been performed to date in completion of the final project. |
| **Total** | 20 | 100 | * A quality document will meet or exceed all of the above requirements. |

Week 4 Deliverable (ACD-IP PBX Vendor Selection) Rubric

| **Category** | **Points** | **%** | **Description** |
| --- | --- | --- | --- |
| Documentation, Editing, and Formatting | 10 | 20 | * A quality document has zero to minimal spelling, punctuation, or grammatical errors. * A quality document includes a title page, appropriate sections based on a table of contents (TOC), an abstract or executive summary, proper citations, and a bibliography. * It conforms to APA guidelines, including citations and references. |
| Organization and Cohesiveness | 10 | 20 | * A quality document includes an introduction based on a well formed thesis statement. The logical order of its content is derived from the thesis statement. * Sentences and paragraphs should be clear, concise, and factually correct. The content will be properly subdivided into sections following the outline/TOC. * In a quality document, the conclusions section should summarize the previously presented content, and complement the thesis statement in the introduction. |
| Content | 30 | 60 | * A quality document should provide a numerical evaluation matrix scoring each checklist item for each vendor, using the provided ACD-PBX document. [ACD-PBX Doc (Links to an external site.)Links to an external site.](https://lms.courselearn.net/lms/CourseExport/files/e2fa48be-a3ae-46a2-a21c-9271ede40e0d/NETW250PBX_ACDAnalysis.docx) * A quality document should demonstrate a significant scope and depth of research to support recommendations and conclusions. * A quality document should demonstrate sound reasoning and logic when reaching conclusions. Illustrations and/or examples are encouraged. |
| **Total** | 50 | 100 | * A quality document should meet or exceed all of the above requirements. |

Week 6 Deliverable (Finalized RFP) Rubric

| **Category** | **Points** | **%** | **Description** |
| --- | --- | --- | --- |
| Documentation, Editing, and Formatting | 10 | 10 | * A quality document should have zero to minimal spelling, punctuation, or grammatical errors. * A quality document should include a title page, appropriate sections based on the table of contents (TOC), an abstract or executive summary, proper citations, and a bibliography. * It conform to APA guidelines, including citations and references. |
| Organization and Cohesiveness | 15 | 15 | * A quality document should include an introduction based on a well formed thesis statement. The logical order of its content is derived from the thesis statement. * Sentences and paragraphs should be clear, concise, and factually correct. The content is properly subdivided into sections following the outline/TOC. * In a quality document, the conclusions section should summarize the previously presented content, and complements the thesis statement in the introduction. |
| Content | 75 | 75 | * A quality document should justify the vendor selection by scoring each check-list item of a vendor. * A quality document should demonstrate a significant scope and depth of research to support recommendations and conclusions. * A quality document should demonstrate sound reasoning and logic when reading conclusions. illustrations and/or examples are encouraged. |
| **Total** | 100 | 100 | * A quality document should meet or exceed all of the above requirements. |

Week 7 Deliverable (PowerPoint and Video Presentation) Rubric

| **Category** | **Points** | **%** | **Description** |
| --- | --- | --- | --- |
| Documentation, Editing, and Formatting | 20 | 19 | * A quality presentation will be free of any spelling, punctuation, or grammatical errors. * A quality document should include a title page and appropriate sections. |
| Organization and Cohesiveness | 20 | 19 | * A quality presentation should include an introduction based on a well formed thesis statement. The logical order of its content is derived from the thesis statement. * The presentation is clear and well organized. |
| Content | 65 | 62 | * The visuals provided are easy to see and understand. * Thee level of detail is appropriate. |
| **Total** | 105 | 100 | * A quality presentation will meet or exceed all of the above requirements. |