



**Call for Expression of Interest (EOI)
for the Request for Proposal N° PTD/09/028**

IP Telephony System (VoIP) for the New WIPO Building (Geneva)

Subject: Supplying, installation and maintenance of an IP Telephony (VoIP) System for the New WIPO Building (Geneva)

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1 Introduction

1.1 WIPO

The World Intellectual Property Organization (WIPO) is an intergovernmental organization with its headquarters in Geneva. It is one of the 16 United Nations specialized agencies and is responsible for promoting the protection of intellectual property throughout the world, including the administration of the Patent Cooperation Treaty (PCT), and also the international registration of marks.

1.2 Context of the EOI

In the context of the construction of a new building in Geneva, The World Intellectual Property Organization (WIPO) would like to install an IP Telephony System (VoIP) planned for Q3, 2010. In the existing buildings, WIPO is currently using a traditional telephony system based on the Nortel product (Meridian 1) covering the needs of around 1500 users. In the future, the two telephony architectures (the existing and new one) will have to be closely interconnected and will have to interoperate.

1.3 Requirements

The new IP Telephony System (VoIP) to be proposed will be based exclusively on either the **Nortel** or the **Cisco** product line. During a potentially extended period of time the two systems will need to coexist. In the final configuration, the new system will need to have sufficient capacity to support all WIPO telephones both in the new building and in the existing buildings.

1.4 Purposes of the EOI

The goal of this Expression of Interest (EOI) is to provide WIPO with information on potential suppliers able to deliver, install and maintain the new IP Telephony System for the new WIPO Building in Geneva. Chapter 2 provides a general overview of the project.

Based on the results of the EOI evaluation, WIPO will invite pre-qualified bidders to respond to the Request for Proposal (RFP) to be issued in the third quarter of 2009. The purpose of the RFP will be to select a supplier that can provide a solution for the new IP Telephony System and the associated services that fulfills WIPO's requirements.

1.5 EOI process

Any interested company wishing to participate in the prequalification procedure is invited to download the electronic version of the questionnaire Annex I [form .DOC] and to return it duly completed to the following address **before July 30, 2009**:

World Intellectual Property Organization (WIPO)
Expression of Interest (EOI) No. PCD/08/018
Procurement and Travel Division
34, chemin des Colombettes
1211 Geneva 20Switzerland
e-mail: procurementCB@wipo.int

As already mentioned, the purpose of this call for EOI is to identify suppliers who can potentially fulfill the requirements; it does not constitute an invitation to tender. Only suppliers deemed qualified by WIPO will receive the invitation to tender.

WIPO is the sole judge as to the preselection of the companies. The pre qualification will take into account your company profile as well as its range of products, experience and certified services.

2 General project information

WIPO is currently using a traditional Nortel telephony system based on Meridian 1 (Opt. 81C, Opt. 61C) which covers the need of all users in terms of telephony.

Within the context of constructing the new building near its Geneva Headquarters, WIPO wishes to install a new IP Telephony System based on the Nortel or Cisco Voice over IP (VoIP) product line.



In the first phase, the new IP Telephony System will be dedicated to the new building (~700 voice ports) and will be interconnected with the existing Nortel Voice systems which will remain in operation. In the future, this new IP Telephony System should be able to cover the needs of all the users located in the different WIPO buildings in Geneva (i.e. three buildings with maximum 2000 voice ports).

At this stage, the expressed needs are:

- § To install a new IP Telephony Systems (VoIP) for the new building, which is redundant (fault tolerant) and sized in accordance with the needs identified
- § To interconnect this VoIP system with the existing (Nortel based) traditional telephone system (TDM) while retaining the maximum of voice functionalities
- § To gradually replace and standardize all the telephones with new ones based on the IP technology (IP Phones)
- § To implement a suitable and integrated management tool
- § To implement a suitable tool for managing telephone call charges
- § To implement a unified messaging concept integrated with the emails exchange server in use
- § To introduce step by step new state-of-the-art telephony applications (fixed-mobile integration, directory integration, conference, CTI, ...) in accordance with the identified needs.