

# CWGW Test Vendor RFP

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## FINAL V 1.0



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## Introduction

The Unified Communications Interoperability Forum (UCIF) is an open alliance of technology leaders working together to fully realize the potential of Unified Communications. Our vision is to enable interoperability of Unified Communications Hardware and Software across enterprises, service providers, and consumer clouds, as a means of generating incremental business opportunity for all stakeholders in the ecosystem.

Further information can be found at: <http://www.ucif.org>.

The realization of UC interoperability requires a strong testing and certification program: it is the intent of the UCIF to execute on behalf of its members a certification process to provide assurance of interoperability. This part of the UCIF mission is fulfilled by the Test and Certification Working Group (CWG).

**This 'Request For Proposal' has been issued by the UCIF CWG, and has been approved by the Board of Directors.**

Definitions of key terms used in this document can be found in Appendix A.

## Statement of Purpose

The purpose of the RFP process is to enable the UCIF CWG to compile a shortlist of pre-approved test vendors to whom specific test programs can be awarded. Successful respondents will be awarded 'UCIF approved test vendor' status and will be considered among other approved vendors for the award of specific test programs according to their skills and attributes.

The intent of this document is to solicit proposals from entities that are able to provide test, verification and compliance services for **hardware** and **software** products in the realm of unified communications. Test plans and test tools (as appropriate) will be provided by UCIF. The requirement is for the responder to be able to execute the test plans, using the test tools, and be able to provide a standard report indicating compliance with the tests. Further details can be found in the remainder of this document.

## Background Information

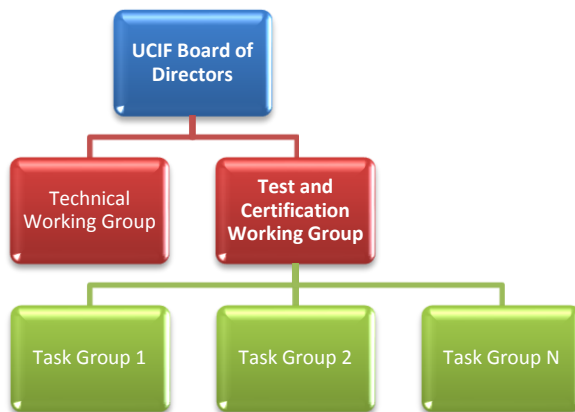
### UCIF Membership

The UCIF is a not-for-profit 501(c)6 consortium, comprised of the leading vendors in the unified communications industry.

- The current officers of the UCIF can be seen at: <http://www.ucif.org/AboutUs/BoardandOfficers.aspx>.
- The current group leadership can be seen at: <http://www.ucif.org/AboutUs/GroupLeadership.aspx>.
- The current membership can be seen at: <http://www.ucif.org/AboutUs/UCIFMembers.aspx>.

## Organization Structure

The UCIF high level organizational structure is as follows:



Each Certification Program will be supported by a Task Group.

## UCIF Test & Certification Working Group Mission

The Test & Certification Working Group is responsible for defining and managing the testing and compliance framework of the UCIF. This includes:

- 1) Development of programs for test and certification.
- 2) Promulgation of Test Plans to verify profiles.
- 3) Development of Test Tools to automate compliance and interoperability testing.
- 4) Management of 3<sup>rd</sup> party test vendors.
- 5) The award of UCIF certifications.

## Scope of Work

The scope of work related to this RFP is the provision of repeatable test, verification and compliance process related to unified communications hardware and software modules. The test plan and, in some



cases, the test tools will be provided by UCIF. The respondent is tasked with the execution of the test plan and with reporting on the results.

The ability to execute a test plan requires that the respondent is equipped with the following:

- Technical staff that have a high degree of training and familiarity with the technology under test;
- Test facilities appropriate to the technology under test;
- Supplementary test tools and equipment required to execute the technology under test;
- Processes related to capturing, recording and reporting test results that may be subject to audit.

Note that UCIF will produce test programs that are related to a diverse range of technology, for example:

- Endpoint devices such as USB 'telephones';
- Software modules such as SIP Proxy servers;
- Software components such as video codecs.

The respondent is not required to be able to execute all the test programs that may be produced by UCIF; it is acceptable for a specialist test vendor to restrict their response to certain technologies as specified later in this document.

## UCIF Test Program Process

The UCIF Test Program process is defined in a separate document which has been provided with this RFP. All respondent's compliance with this process in the role of 'Test Lab Vendor' (as defined in the Process document) is presumed as a precondition of submission.

## Term of Relationship with UCIF

The duration of the membership of the approved vendor list is indefinite, once initial approval is granted. However, if no test programs are awarded to a Respondent within a 12 month period, the CWG may, at its discretion, conduct a review of the Respondent's membership of the approved vendor list.

For each test program awarded, a contract will be defined between the Respondent and UCIF. The terms of this contract will be based on the specific requirements of the program. Among other things, this contract will define:

- Duration of contract and/or anticipated number of test cycles;
- Requirements specific to this particular test program;

- Payment:
  - Sources of funding for the establishment and operation of the test program;
  - Terms and methods of payment.
- Penalties for inadequate performance or lack of compliance.
- Maintenance of particular test facilities and equipment, along with any required certifications;
- Confidentiality and publicity related to Vendor test passes;
- Assurances and indemnities.

## Payments, Incentives, and Penalties

The financial structure of each test program will be determined individually. Options include:

- Partial funding by the UCIF, e.g. the creation and provision of test tools.
- Direct funding by the vendor under test, e.g. a test fee paid to the Test Lab Vendor.

The funding plan for each test program, including penalties for non-compliance with the contract, the test plan or any other performance metric or circumstance, will be defined in the test program contract.

## Requirements for Proposal Preparation and Submission

### Notification of Intent to Respond

If you currently intend to respond to this RFP, you must send an email indicating intent to the CWG Program Manager (see Contacts later in this document) with the following in the subject line:

*CWG RFP Notification of Intent from [insert your organization name here]*

The deadline for notification of intent is as defined below in the section “Process Schedule”. All those intending to respond to the RFP will be invited to participate in a Q&A conference call on the date as defined below in the section “Process Schedule”. Meeting coordinates will be provided in due course.

### Preparation

The RFP structure is to be found at Appendix B; this structure is to be adhered to strictly.

Respondents must state the scope of their response, in terms of the following categories:

- Hardware / device testing (e.g. PSTN gateway, USB audio device)
- UC module testing (e.g. SIP proxy server)
- Software component testing (e.g. H.264 Scalable Video Codec)



A response must be provided for all questions in any section for which there is a response, or the response or be annotated 'N/A' along with a reason for the non-response.

## **Submission**

Respondents must adhere to the process and timeline as defined below in the section “Process Schedule”.

Responses must be submitted via Email in PDF format to the 3 addressees provided below in the section “Points of contact for future correspondence”.

## **Evaluation and Award Process**

### **Procedures and criteria used for evaluating proposals**

The evaluation committee will be comprised of members of staff of the UCIF member companies – primarily technical staff with a professional background in UC and with familiarity of issues related to interoperability. Responses to the RFP will be graded using the best judgment of the evaluating committee, taking into account all relevant information. Major factors that will weigh in the consideration will include:

- Respondents’ reputation and prior experience;
- Business stability;
- Extent of facilities, infrastructure and pre-installed vendor equipment;
- The industry recognized processes and procedures followed as well as certifications maintained;
- Ability to sustain a test program facility for durations of 1 year or more.

### **Award of ‘Approved Test Vendor’ status**

Successful respondents will be added to the list of UCIF approved test vendors. Members of this list will be eligible for the award of individual test programs which will, from time to time, be created by the UCIF. Membership of the Approved Test Vendor list will not guarantee the award of any particular test program.

### **Criteria for award of individual test programs**

The award of test program business will be based on:

- The unique requirements of the test program;
- The unique attributes and capabilities of each test lab vendor;
- Reaching mutual agreement of terms in the contract phase of the program award process.



UCIF reserves the right to make the award of a single test program to one or many test lab vendors, depending on the requirements of the program.

## **Process Schedule**

### **Deadline for the submission of the notification of intent:**

1 September, 2011

### **Pre-proposal conference:**

15 September, 2011.

Meeting coordinates will be issued in due course to those who have provided notification of intent to respond.

### **Deadline for submission of proposal:**

15 October, 2011

### **Timeline for the steps leading to the final decision**

CWG Evaluation of proposals: 16 October – 30 October 2011

CWG recommendation to the UCIF Board of Directors: 1 November, 2011

Notification of a provisional award to Test Lab vendors: 15 November, 2011.

Note that the final award is contingent on the completion of due diligence with the selected vendors.

The final decision of the announcement of approved vendor status by UCIF is currently estimated to be by end 2011 or early 2012, after the completion of the due diligence process.

## **Points of contact for future correspondence**

All questions related to this document, the RFP process and any other questions related to the CWG test program will only be addressed in the Pre-proposal Conference, as noted above.



<b>Role/responsibility:</b>	<b>Contact information:</b>
Chair – UCIF CWG	Alan Page Microsoft Corporation <a href="mailto:alanpa@microsoft.com">alanpa@microsoft.com</a>
Vice Chair – UCIF CWG	Joe Reventas Polycom, Inc. <a href="mailto:joe.reventas@polycom.com">joe.reventas@polycom.com</a>
Program Manager - UCIF CWG Author of this document	Russell Bennett UC Insights <a href="mailto:russell@ucinsights.com">russell@ucinsights.com</a>



## Appendix A – Glossary of Terms

**Vendor** – a firm that is submitting equipment to be tested within a UCIF test program.

**Respondent** – a firm that responds to this RFP with the intention of being added to the UCIF list of approved test laboratories.

**CWG** – the UCIF Test and Certification Working Group: the group responsible for creating and managing interoperability test programs and the issuer of this document.

**TG** – a Task Group of either the CWG or the TWG.

**TWG** – the UCIF Technical Working Group: the group responsible for creating interoperability profiles and interoperability test criteria.

**Test cycle** – a single execution of a test plan as part of a test program. This includes specific test case retests as defined in the test plan.



## Appendix B – RFP Response Form

### Corporate Profile:

<b>Name of Company/Entity:</b>
<b>Website URL:</b>
<b>Date of Founding and years of experience in communications equipment test (if different from date of founding):</b>
<b>Executive Leadership and Bios:</b>
<b>Ownership (list all persons/entities with more than 10% stake in the company and the proportion of their shareholding):</b>
<b>Annual Revenue for last 5 years:</b>
<b>Main sources of revenue:</b>
<b>Number of employees:</b>
<b>Fees – what is the minimum fee you would levy on a client for 1 week of testing. Please provide all relevant information (e.g. number of staff involved) to clarify this quotation:</b>

**Scope of response:**

- Hardware / device testing (e.g. PSTN gateway, USB audio device)
- UC module testing (e.g. SIP proxy server)
- Software component testing (e.g. H.264 Scalable Video Codec)

For each area of interest, respondents must complete the relevant sections below.

**Test Lab Profile:**

<b>Location of test lab (postal address):</b>
<b>Test lab URL:</b>
<b>Size of test lab (square feet/meters) and available rack space:</b>
<b>Number of employees involved in testing:</b>
<b>Testing specialties:</b>
<b>Test lab facilities (e.g. network bandwidth, network infrastructure) Of particular interest is the ability of the test lab to support remote testing and highly scalable virtual test environments that will support many concurrent tests from remote locations:</b>
<b>Major customers (last 5 years):</b>

### Hardware and endpoint device testing

The types of hardware that are of interest include the following: IP & USB telephone sets, Bluetooth & USB headsets, Ethernet and USB speakerphones, USB webcams, video conference endpoints, UC-ready PCs (speaker, microphone, webcam combinations), spatial audio microphone arrays, meeting room devices (ceiling/wall mount speakers, omni-directional microphones).

<b>List the devices (device type, brand, model) that you have tested over the last 2 years.</b>
<b>List the relevant test tools that you have in your lab, calling out any tools that you have created yourself.</b>
<b>List any relevant certifications that your lab has achieved in this area</b>
<b>List all relevant pre-installed customer equipment that you have in your lab.</b>
<b>List any specialized test environments that you have in your lab.</b>

### UC module testing

‘UC modules’ includes software modules as well as products that are shipped in an appliance form factor, such as Session Border Controllers and IP Gateways. The module types that are of interest include the following: SIP & XMPP servers, network edge devices (SBCs, media-aware firewalls, application layer gateways, media relays, STUN/TURN servers, integrated services routers), media conferencing units, messaging servers, telephony feature servers, federation servers, video conferencing servers, software clients (softphones, IM clients, data collaboration consoles).

<b>List the UC modules (module type, vendor, release/version number) that you have tested over the last 2 years.</b>

<b>List the relevant test tools that you have in your lab, calling out any tools that you have created yourself.</b>
<b>List any relevant certifications that your lab has achieved in this area</b>
<b>List all relevant pre-installed customer equipment that you have in your lab.</b>
<b>List any specialized test environments that you have in your lab. Of particular interest are IPv6 networking infrastructure and remote testing capabilities.</b>

**Software component testing**

The types of software components that are of interest include the following: audio codecs, video codecs, protocol stacks (UDP, TCP, TLS, SIP, XMPP).

<b>List the software components (component type, vendor, release/version number) that you have tested over the last 2 years.</b>
<b>List the relevant test tools that you have in your lab, calling out any tools that you have created yourself.</b>
<b>List any relevant certifications that your lab has achieved in this area</b>
<b>List all relevant pre-installed customer equipment that you have in your lab.</b>
<b>List any specialized test environments that you have in your lab.</b>

