



Administered by
UNIVERSITY OF MAINE SYSTEM
Office of Strategic Procurement

REQUEST FOR PROPOSALS

TELEMANAGEMENT SOFTWARE
University of Maine

RFP # 07-10

ISSUE DATE:
September 11, 2009

PROPOSALS MUST BE RECEIVED BY:
October 6, 2009

DELIVER PROPOSALS TO:

University of Maine System
Office of Strategic Procurement
Attn: Hal Wells
16 Central Street
Bangor, ME 04401

SECTION ONE

1.0 GENERAL INFORMATION:

- 1.1 Purpose: The University of Maine System, acting on behalf of the University of Maine is seeking proposals for the provision of Telemangement Software.

This Request for Proposals (RFP) states the instructions for submitting proposals, the procedure and criteria by which a vendor may be selected and the contractual terms by which the University intends to govern the relationship between it and the selected vendor.

- 1.2 Definition of Parties: The University of Maine will hereinafter be referred to as the "University." Respondents to the RFP shall be referred to as "Bidders." The Bidder to whom the Contract is awarded shall be referred to as the "Contractor."

- 1.3 Scope: The University's Telecommunications Department is seeking telemangement software that will provide web-based billing for toll usage by authorization code, as well as recurring equipment charges and work orders by department code. The software must accept end-user generated online trouble reports and work order requests and provide administrative functions for management of trouble reports and work orders. The software must allow import of vendor provided cellular telephone bill files and calling card bill files and process charges by department code and incorporate those charges into a web-based bill. The telemangement software will also provide comprehensive cable records. An automated station equipment location search function that provides line equipment number (LEN), seven digit directory number (DN), building name or three character building code, floor number, room number, and location specific comments will be used by emergency services personnel when responding to calls for assistance. Customization of 911 locator and/or 911 location export software modules may be required to meet the University's unique enhanced 911 requirements.

- 1.4 Evaluation Criteria: Proposals will be evaluated on many criteria deemed to be in the University's best interests, including, but not limited to price, references, prior experience with telemangement systems, ability to provide requested product functionality and financial stability of bidder.

- 1.5 Communication with the University: It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. Addenda will also be posted on our web site, www.maine.edu/strategic/upcoming_bids.php. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made to: Hal Wells
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401
(207) 973-3302

- 1.6 Award of Proposal: Presentations may be requested of two or more bidders deemed by the University to be the best suited among those submitting proposals on the basis of the selection criteria. After presentations have been conducted, the University may select the bidder which, in its opinion, has made the proposal that is the most responsive and most responsible and may award the Contract to that bidder. The University reserves the right to

waive minor irregularities. Scholarships, donations, or gifts to the University, will not be considered in the evaluation of proposals. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest cost proposal if that proposal is contrary to the best interests of the University. The University may cancel this Request for Proposals or reject any or all proposals in whole or in part. Should the University determine in its sole discretion that only one bidder is fully qualified, or that one bidder is clearly more qualified than any other under consideration, a contract may be awarded to that bidder without further action.

- 1.7 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University of Maine System's Director of Strategic Procurement within five (5) business days of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.
- 1.8 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and an award has been made. At that time, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.
- 1.9 Costs of Preparation: Bidder assumes all costs of preparation of the proposal and any presentations necessary to the proposal process.
- 1.10 Debarment: Submission of a signed proposal in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.
- 1.11 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.
- 1.12 Proposal Validity: Unless specified otherwise, all proposals shall be valid for ninety (90) days from the due date of the proposal.
- 1.13 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to the Office of Strategic Procurement. Specification Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the University. The due date of the proposal may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the University in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Office of Strategic Procurement in sealed envelopes, clearly marked as follows:

SPECIFICATION PROTEST, RFP #07-10

- 1.14 Proposal Submission: A **SIGNED** original and two (2) copies of the proposal must be submitted to the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed envelope by **Tuesday, October 6, 2009**, to be date

stamped by the Office of Strategic Procurement in order to be considered. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Bidders may wish to call (207) 973-3298 to determine if University operations have been suspended. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). In the event of suspended University operations, proposals will be due the next business day. Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.** The envelope must be **clearly** identified on the outside as follows:

Name of Bidder
Address of Bidder
Due Date
RFP #

Where possible, all materials submitted should be fully recyclable. Submissions shall be on standard 8.5 x 11, letter-sized paper and be clipped together without binding.

End Section One

SECTION TWO

2.0 GENERAL TERMS AND CONDITIONS:

- 2.1 **Contract Documents:** If a separate contract is not written, the Contract entered into by the parties shall consist of the RFP, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents.
- 2.2 **Contract Modification and Amendment:** The parties may adjust the specific terms of this Contract (except for pricing) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be in writing to the Contract Administrator. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.3 **Contract Term:** The Contract term for software and software maintenance shall be for a period of five (5) years commencing upon product acceptance.
- 2.4 **Contract Validity:** In the event one or more clauses of the Contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the Contract.
- 2.6 **Non-Waiver of Defaults:** Any failure of the University to enforce or require the strict keeping and performance of any of the terms and conditions of this Contract shall not constitute a waiver of such terms, conditions, or rights.
- 2.7 **Cancellation/Termination:** If the Contractor defaults in its agreement to provide personnel or equipment to the University's satisfaction, places University students or employees at significant risk of harm, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within fifteen (15) days the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Except for such cancellation for cause by the University, either the University or the Contractor may terminate this Contract by giving ninety (90) days advance written notice to the other party. Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the Contract during the notification period.
- 2.8 **Clarification of Responsibilities:** If the Contractor needs clarification of or deviation from the terms of the Contract, it is the Contractor's responsibility to obtain written clarification or approval from the Contract Administrator.
- 2.9 **Litigation:** This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.
- 2.10 **Assignment:** Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.
- 2.11 **Equal Opportunity:** In the execution of the Contract, the Contractor and all subcontractors

agree, consistent with University policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, transgender status or gender expression, national origin or citizenship status, age, disability or veteran's status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.

- 2.12 Independent Contractor: Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the University.
- 2.13 Sexual Harassment: The University is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this Contract without advanced notice. Further information regarding this policy is available from:

The University of Maine
 Karen Kemble
 Director of Equal Opportunity
 North Stevens Hall
 (207) 581-1226

- 2.14 Indemnification: The Contractor agrees to be responsible for, and to protect, save harmless, and indemnify the University and its employees from and against all loss, damage, cost and expense (including attorney's fees) suffered or sustained by the University or for which the University may be held or become liable by reason of injury (including death) to persons or property or other causes whatsoever, in connection with the operations of the Contractor or any subcontractor under this agreement.
- 2.15 Contractor's Liability Insurance: During the term of this agreement, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General Liability (Written on an Occurrence-based form)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
2. Vehicle Liability (Including Hired & Non-Owned)	\$1,000,000 per occurrence or more (Bodily Injury and Property Damage)
3. Workers Compensation	Required for all personnel (In Compliance with Applicable State Law)

The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above insurance shall be filed with:
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401

Certificates shall be filed prior to the date of performance under this Agreement. Said certificates, in addition to proof of coverage, shall contain the standard statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:
University of Maine System
16 Central Street
Bangor, Maine 04401

- 2.16 Smoking Policy: The University must comply with the "Workplace Smoking Act of 1985" and M.R.S.A. title 22, § 1541 et seq "Smoking Prohibited in Public Places." In compliance with this law, the University has prohibited smoking in all University System buildings except in designated smoking areas. This rule must also apply to all contractors and workers in existing University System buildings. The Contractor shall be responsible for the implementation and enforcement of this requirement within existing buildings.
- 2.17 Contract Administration: Richard Guthrie, University of Maine Purchasing Department, or his designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.
- 2.18 Employees: The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this Contract is incompetent, disorderly, or otherwise unsatisfactory, such person shall not again be employed in the execution of this Contract without the prior written consent of the Contract Administrator.
- 2.19 Payments: Payment will be upon submittal of an invoice to the University of Maine by the Contractor on a Net 30 basis unless discount terms are offered. Invoices must include a purchase order number. The University is using several, preferred methods of payment: PCard (Visa); Bank of America's ePayables and PayMode electronic payment systems. The University's preferred method of payment is by PCard. The bidder shall indicate its ability to accept payment via any or all of these methods.
- 2.20 Acceptance Tests: The University reserves the right to conduct any test/inspection it may deem advisable to assure software shall conform to specifications. Failure to satisfy acceptance testing may result in rejection of the software with no financial obligation incurred by the University. Latent defects may result in revocation of acceptance.
- 2.21 Ownership of Work: Ownership of any work developed under this contract, and all right title and interest therein shall vest in the University of Maine System. It is expressly understood and acknowledged that the work shall be deemed to be a work made for hire under the U.S. copyright laws. In the event that the work is determined, by a court or competent jurisdiction in the State of Maine, not to be a work made for hire under the U.S. copyright laws, this contract shall operate as an irrevocable assignment by the Contractor to the University of

Maine System of the copyright in the work, including all right, title and interest in perpetuity.

2.22 Pricing: All prices quoted shall remain firm for the entire term of the license agreement.

2.23 Patent, Copyright and Trade Secret Indemnity:

2.23.1 Contractor will indemnify, defend, and save harmless the University, its officers, agents, and employees from any and all third party claims, costs (including without limitation reasonable attorneys' fees), and losses for infringement or violation of any Intellectual Property Right, domestic or foreign, by any product or service provided hereunder. With respect to claims arising from computer hardware or software manufactured by a third party and sold by Contractor as a reseller, Contractor will pass through to the University, in addition to the foregoing provision, such indemnity rights as it receives from such third party ("Third Party Obligation") and will cooperate in enforcing them; provided that if the third party manufacturer fails to honor the Third Party Obligation, Contractor will provide the University with indemnity protection.

2.23.2 Contractor may be required to furnish a bond to the University against any and all loss, damage, costs, expenses, claims and liability for patent, copyright and trade secret infringement.

2.23.3 Should the software, or the operation thereof, become, or in the Contractor's opinion are likely to become, the subject of a claim of infringement or violation of a Intellectual Property Right, whether domestic or foreign, the University shall permit the Contractor at its option and expense either to procure for the University the right to continue using the software, or to replace or modify the same so that they become non-infringing provided they comply with the performance requirements and/or expectations. If none of these options can reasonably be taken, or if the use of such software by the University shall be prevented by injunction, the Contractor agrees to take back such software and make every reasonable effort to assist the University in procuring substitute software at contractor's cost and expense. If in the sole opinion of the University, the return of such infringing software makes the retention of other software acquired from the Contractor under this contract impracticable, the University shall then have the option of terminating such contract, or applicable portions thereof, without penalty or termination charges. The Contractor agrees to take back such software and refund any sums the University has paid Contractor less any reasonable amount for use or damage.

2.23.4 Contractor certifies that is has appropriate systems and controls in place to ensure that University funds will not be used in the performance of this contract for the acquisition, operation or maintenance of computer software in violation of copyright laws.

End Section Two

SECTION THREE

3.0 TELEMANAGEMENT SOFTWARE REQUIREMENTS:

3.1 Required Capabilities:

- Call Accounting:
All call records from the SL100 must be captured as streaming ASCII SMDR or retrieved from files generated by the AMA or SMDR subsystems of the DIRP process which records them on multiple disk drive units. NTFX30AA and EIU switch interfaces are available. All call records must be archived after processing.
- Toll Billing by Authorization Code:
All toll calls require entry of an authorization code present in table AUTHCDE. All authorization codes will have an associated debit account number. Costed toll calls will be sorted by department, authorization code, and originating DN. Bills will identify user associated with authorization code and be billed to user's department by department code portion of debit account number.
- Station Equipment Inventory:
The station equipment inventory will provide recurring costs for chargeback to departments and provide location information for the enhanced 911 component. Equipment records will indicate type and location of equipment with location information consisting of building, floor, and room at a minimum.
- Recurring Equipment Charges by Department:
Telephone sets will be leased by the month with rates varying by telephone set type. Telephone switch ports will be leased by the month at a flat rate (i.e. monthly line charge). Recurring charges will be incorporated into departmental bills sorted by department code. Recurring charge records can be an extension of the station equipment inventory.
- Cell Phone Vendor Monthly Bill Import:
Cell phone usage data and associated charges will be via MS Excel '.csv' files. The imported data will be assigned to the appropriate department by department code and incorporated into the department's bill.
- Calling Card Monthly Bill Import:
Calling card usage data and associated charges will be provided via Bell Tape / Bell Standard Media format, typically on CD-ROM. The imported data will be assigned to the appropriate department by department code and incorporated into the department's bill.
- End-user Generated Trouble Reports Via Web:
End-users will initiate trouble reports by submitting an online form.
- End-user Generated Work Orders Via Web:
End-users will initiate work requests by submitting an online form.
- Special Circuit Records and Billing by Department:
The telemanagement system will accommodate recurring costs and inventory records for alarm circuits, energy management circuits, property management circuits, security camera circuits, and ATM, ISDN or T1, and network circuits. These are currently recorded as pseudo-directory number with a '999' office code and 'Xnnn' station code, with 'X' indicating circuit type. This scheme will continue to be acceptable on the new telemanagement platform.

- Line Item Additions to Bills as Required. Memo or Notes Function on Bill as Required:
Items will be manually added to departmental bills as required. A memo or note function on the bill will allow explanation of charges or comments.
- Web Billing for Toll Calls, Recurring Charges: Cell Phones, and Work Orders by Department:
All billed items will be consolidated and sorted by department code. Departmental personnel with the proper user name and password will access current bills via web browser. Bills will be made available in electronic format for simultaneous use by multiple individuals. A general ledger function or file will be used to provide credit/debit account data to an Oracle PeopleSoft application (.csv format acceptable). Bills will be archived when no longer current and will remain accessible to department-level users for one year at a minimum.
- Administrative Functions for Work Orders and Trouble Reports:
Trouble reports and work orders initiated online by end users will be placed in work queues to be processed by technical and clerical personnel. Administrative functions of trouble reports and work orders will be provided to manage all aspects of trouble report and work order administration from generation to completion and work order billing.
- Cable Records:
The cable records will accommodate 20,000 pairs of outside plant cable at a minimum. Records will be in the format 'X,nnnn', with 'X' representing the cable number and 'nnnn' representing the cable pair. The cable records will accommodate in-building distribution records for 200 unique building entries, at a minimum. Cable records will accommodate the importation of jack records with a record format of 'ABC-T-Innnn', with 'ABC' representing the building code, 'T' representing the jack type ('V'oice or 'D'ata), 'I' as IDF alpha designation, and 'nnnn' representing the jack number. Cable records will include the complete path of the circuits, switch port – outside plant – building distribution – jack. Outside plant cable segments between splices or manholes are not required and will not be part of outside plant data entry or display process. Cable records will accommodate fiber optic circuit records and data cable management records as required.
- Database Search Function by LEN or LTID to Provide Physical Location of Station Equipment:
The telemanagement system will provide a detailed station equipment location search function that provides line equipment number (LEN) or Logical Terminal Identifier (LTID), directory number (DN), building name or code, floor number, room number, and location specific comments. The database must be rapidly searchable by LEN or LTID and must provide all pertinent location information for any given LEN or LTID. Each LEN or LTID record must be unique. See text below for critical nature of this search function. This function can be a standalone utility or can be incorporated into the following requirement.
- Log Report Initiated LEN or LTID Search and Real-Time Record Push to PSAP:
This is not a public network PSAP or NENA E911 system, but rather a custom LEN-based 'E'911 application. However since the Department of Public Safety at the University is a state certified police department and PSAP, compliance with or similarity to NENA 911 is encouraged.

Upon receiving a LINE 115 log report from the SL-100, the telemanagement system will read the LEN field of the log report (see below) and use the LEN or LTID to perform the database search function to provide the physical location of the station equipment responsible for generating the LINE log. This information will then be sent instantaneously over the LAN to up to three independent desktops at the 911 Public

Safety Answering Point (PSAP) and backup PSAP location. EIU or FX30AA links will be used to interface to the SL-100.

The LEN or LTID based 'E'911 system eliminates the potential for confusion that limits DN-based systems in a multiple appearance directory number (MADN) environment. The CLI option is assigned to the PSAP 911 DNs resulting in a LINE 115 log report when 911 is dialed. It is important to note, however that use of the CLI option is not restricted to PSAP DNs, and discrimination of the terminating DN numbers of LINE 115 logs is required before initiating the 'E'911 lookup and notification functions.

LINE 115 Log Report Samples, Comments, **and additional requirements** are provided in **Attachment A**.

3.2 Current Configuration and Capabilities:

The University operates a 6,700 line Nortel SL-100 SuperNode on software release SE09. The system is provisioned with two Ethernet Interface Units and two NTFX30AA terminal control port interface cards in two Input-Output Modules.

Call accounting is currently performed using ASCII SMDR via NTFX30AA as described in NTP 555-4001-119 (ASCII SMDR Data Access Description and Implementation). The SMDR link is split and provides call record data to two WTI Pollcat PBX/CDR data recorders. Downstream processing of ASCII SMDR records is done with COMPCO's MySoft.net version 6.08.021.

Billing for toll traffic is based on authorization codes datafilled in Table AUTHCDE. In addition to call accounting and the call accounting database, MySoft.net provides a station equipment inventory which records the type and location of equipment issued to various departments in over one hundred buildings on campus. This inventory provides chargeback information for recurring equipment charges and also provides location records for a LEN-based enhanced 911 system. MySoft.net also serves as cable record database, cell-phone inventory, billable ancillary circuit (alarms, energy management, property management, etc.) database, and records debit accounts by department.

3.3 Installation, Travel, and Training Considerations:

The University will provide on-site labor for hardware and software installation to reduce travel and accommodation expenses. Network access will be provided, and remote configuration and installation support via Internet technologies is encouraged to reduce costs. Assistance with importation of existing records will be required. Training by CD, DVD, Internet, or video conference is preferred to reduce costs.

3.4 Warranty: The telemanagement software will perform substantially as proposed without substantial errors or operational problems for a period of one (1) year after acceptance ("warranty period"). During the warranty period, the Contractor shall provide support necessary to correct errors and/or restore performance without additional charge to the University.

3.5 Source Code: The University shall have rights to the 911 module source code should the 911 module be produced solely for the University as a custom product.

End Section Three

SECTION FOUR

4.0 PROPOSAL FORM:

Bidders shall ensure that all information required herein is submitted with the proposal. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the proposal or rescission of an award. Bidders are encouraged to provide any additional information describing system capabilities. Responses to each requirement below should be in order and clearly marked with the section number to which they respond. Pricing information required in 4.1 and 4.2 shall be provided on Attachment B.

- 4.1 Provide the payment schedules, unit cost of each component, and extended total of all one-time costs including but not limited to license fee/cost of software, third party software costs if applicable, implementation support and training services as specified.
- 4.2 Recurring Costs:
 - 4.2.1 Provide software maintenance fees and support services for years 2, 3, 4, 5 of the license.
 - 4.2.2 Provide any discount pricing for multi-year maintenance contract and/or prepayment discounts.
 - 4.2.3 Provide costs of software upgrades, if not included in maintenance agreement.
- 4.3 Provide delivery date after receipt of order.
- 4.4 Payment terms:
 - 4.4.1 Can payment be accepted by credit card?
 - 4.4.2 If payment by credit card is accepted and an early payment discount is offered, would the University receive the discount if paying by credit card?
- 4.5 Describe how the software will meet each of the specifications listed in Section Three.
- 4.6 Provide warranty information.
- 4.7 Provide information on the availability of support services during business hours and extended hours.
- 4.8 Describe how security is established and maintained in the software.
- 4.9 Business Profile: No financial statements are required with proposals; however, prior to an award the University may request financial statements from selected bidders.
- 4.10 References: Each bidder shall submit a list of three references. References shall be institutions or organizations for which the bidder has provided comparable systems similar to the University's requirements.

SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

(Print Name)

(Title)

(Phone)

(Cell Phone)

(E-mail Address)

(Date)

ATTACHMENT A LINE 115 LOG REPORT SAMPLES WITH COMMENTS

The LINE 115 log report below is a 911 call to DN 2075812910 on LEN 02 2 01 08.
The 911 call was placed from DN 2075819809 on LEN 01 2 14 05 at 21:36:16 on FEB13.

```
UMAINE * LINE115 FEB13 21:36:16 7980 INFO CALLING LINE IDENT
  HOST 02 2 01 08  DN 2075812910  KEY 5
  CALLING LINE = HOST 01 2 14 05  DN 2075819809
  CALLID = 177281
  TIME: FEB13 21:36:16
```

A database location search would use the calling line LEN, HOST 01 2 14 05, to provide the end user's location to the PSAP.

It is important to note that LEN 02 2 01 08 is not the only PSAP phone, so the DN translated for 911 calls - 2075812910 - is what identifies this log report as a 911 call.

```
UMAINE * LINE115 FEB13 21:38:17 8282 INFO CALLING LINE IDENT
  HOST 02 2 01 08  DN 2075812910  KEY 5
  CALLING LINE = HOST 01 1 14 05  DN 2075819808
  CALLID = 269893
  TIME: FEB13 21:38:17
```

The next LINE 115 is a call to UMaine's automatic number identification application (ANI) at 2070051234. Calls to ANI should NOT trigger a 911 lookup or be sent to the PSAP. ANI reads (text to speech) the DN and LEN to the caller.

```
UMAINE * LINE115 FEB17 16:06:35 1626 INFO CALLING LINE IDENT
  HOST 01 1 02 00  DN 2070051234  KEY 1
  CALLING LINE = LTID CXIP 3 DN 2075811603  KEY 1
  CALLID = 342239
  TIME: FEB17 16:06:35
```

Also, notice the 'CALLING LINE' (LEN) format change to 'LTID CXIP 3', this call originated from a VoIP set that uses a logical terminal identifier (LTID) in place of a LEN. Although this is a record of an ANI call the LTID format is representative of the LTID requirement of the LEN/LTID 'E'911 search function.

The LEN or LTID of the calling line is unique in the SL-100 and in the telemanagement database. The LEN or LTID is used to retrieve a building code (BEN, NEV, GYM, AUB ... etc) and/or name (Bennett Hall, etc.) along with the floor number and room number or room name and location specific comments. These are then delivered to a desktop application pop-up window at the PSAP.

The 911 functionality developed for this requirement must be adaptable at a later date to identify ANI calls to 2070051234, perform a database search on the calling LEN or LTID, and send calling LEN, DN, Building, and Room via LAN to an external application using the record push capability developed for the 911 requirement of this RFP. This can be accomplished by providing source code or modification utility to repurpose the 911 function. UMaine intends to enhance our ANI application to allow end-user verification of 'E' 911 station location records via telephone

ATTACHMENT B
PRICING BID FORM

Name of Bidder / Company: _____

DESCRIPTION	COST
One-Time Costs	
1. Software/License Fee	\$
2. Implementation Support and Training	\$
3. Third Party Software (if applicable)	\$
4. Any additional cost not identified in the RFP. Provide detailed description in response.	
Discount	
Total One-Time Costs	\$
Recurring Costs	
1. Maintenance fees (annualized)	\$
2. Cost of software upgrade, if not included in the maintenance agreement	\$
3. Any additional costs not identified in the RFP. Provide detailed description in your response.	\$
Discount for Multi-Year Maintenance Contract	
Prepayment Discount	
Total Recurring Costs for Years 2 – 5	\$