



Administered by
UNIVERSITY OF MAINE SYSTEM
Office of Strategic Procurement

REQUEST FOR BIDS

VOICE OVER IP HARDWARE AND RELATED SERVICES
University of Maine

RFB # 11-12

ISSUE DATE:
September 20, 2011

BIDS MUST BE RECEIVED BY:
October 19, 2011, 2:00 pm

DELIVER BIDS 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 through the University of Maine is seeking bids for the provision of Voice over IP (VoIP) hardware and related services as described below.

This Request for Bids (RFB) provides the instructions for submitting bids, 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." The University of Maine System shall be referred to as "UMS". Respondents to the RFB shall be referred to as "Bidder(s)" or "bidder(s)". The Bidder to whom the contract is awarded shall be referred to as the "Contractor."

- 1.3 Background and Scope of Work:

The University is seeking products and services to conduct the phased replacement of a legacy telephone switch with a modern voice-over-Internet Protocol (VoIP) communications system.

The initial phase of the project involves replacing a minimum of 1,000 digital telephones in 35 buildings through 2015. This Request for Bids covers this initial phase. No new analog circuits are required.

Cisco Systems has prepared a recommended design for the University to provide it with a fully functional stand-alone VoIP system that will become a part of an existing Cisco cluster maintained by the University.

Background:

The University is seeking to implement VoIP communications services in conjunction with a legacy time-division-multiplex telephone system as well as a legacy voice mail/unified messaging platform.

The University's Nortel Networks SL-100 telephone system was installed in 1991 and has been in continuous service since December 6, 1991.

The SL-100 is currently equipped as a SuperNode with ENET and is operating on software load SE09. There are 6,602 telephones currently served by the SL-100. Of these 2,892 are digital telephones issued to faculty and staff. The remainder are predominantly analog telephones serving residence halls. A Nortel CallPilot 1002rp server on release 5.00.41 provides voice mail and unified messaging services.

The University is seeking the products and services necessary to integrate a new CUCM (Subscriber) into the existing UMS managed Cisco Communications Manager Cluster located on the Orono campus. The UMS Cisco system is operated by the Information Technology Services (ITS) group and is already integrated with the SL-100 via ISDN-PRI.

During the initial phases of our VoIP implementation, the University will continue operation of the SL-100 to provide analog circuits to the residence halls, the campus' safety and security infrastructure, and contingency telephones for use during extended power failures.

The simultaneous operation of two telephone systems serving the University poses significant technical and administrative challenges. A very high level of seamless integration is necessary to avoid end user confusion and frustration.

There are nineteen buildings on campus equipped with Category 5 or Category 6 station cable and the appropriate distribution infrastructure that are candidates for immediate conversion to IP-based voice services. These nineteen buildings currently support 587 digital telephones and 204 analog telephones.

There are an additional sixteen buildings on campus currently equipped with the appropriate station cabling to allow complete or partial deployment of IP-based voice services but which lack the appropriate wiring closet and distribution infrastructure. These sixteen buildings currently support an additional 313 digital telephones that are candidates for replacement with VoIP telephones, as well as 93 analog telephones.

The first phase of the implementation of Voice-over-IP telephones will target these 900 digital telephones per the deployment schedule detailed in the University of Maine Information Technologies Telecommunications Services Roadmap 2010 – 2015.

NOTE: The SL-100 SuperNode shares components and architecture with Nortel's DMS family of carrier-class central office switches. It is NOT in the Meridian 1, SL-1, or 'Option nn' product line.

- 1.4 Evaluation Criteria: Award will be made to the low bidder provided that all other requirements are satisfactorily met however consideration will be given to price protection provisions.
- 1.5 Alternates: For Section 3.0, Schedule One – when pricing the Cisco Systems, Inc. provided configuration and bill of materials for this project alternates will not be considered. In addition **all** products purchased by the University from or through the Contractor must be in new condition. The University must be the original recipient of all material shipped by or on behalf of the Contractor. The University will not accept previously sold or delivered goods as 'new'.
- 1.6 Award: The University reserves the right to award this bid on a schedule by schedule basis, multiple schedules, or all to one bidder, whichever the University deems to be in its best interest, price and other factors considered. The University reserves the right to conduct any tests it may deem advisable and to make all evaluations. The University reserves the right to reject any or all bids, in whole or in part and is not necessarily bound to accept the lowest bid if that bid is contrary to the best interests of the University. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University will not be considered in the evaluation of bids. A bid may be rejected if it is in any way incomplete or irregular. When there are tie bids, there shall be a preference for "in-state bidders". When tie bids are in-state or out-of-state, the award will be made to the bid that arrives **first** at the Office of Strategic Procurement.
- 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 Communication with the University: It is the responsibility of the bidder to inquire about any requirement of this RFB that is not understood. Responses to inquiries, if they change or clarify the RFB in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFB. 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
hcwells@maine.edu

**WRITTEN INQUIRIES SHALL BE SUBMITTED NO LATER THAN OCTOBER 4, 2011
RESPONSES TO INQUIRIES WILL BE SENT NO LATER THAN OCTOBER 12, 2011**

- 1.9 Submission: A **SIGNED** original and three (3) copies of the bid must be received at the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed envelope no later than **2:00 P.M. local time, Wednesday, October 19, 2011**, for a public opening. The bid must be date/time stamped by the Office of Strategic Procurement in order to be considered. Bidders are strongly encouraged to submit bids in advance of the due date/time to avoid the possibility of missing the 2:00 deadline due to unforeseen circumstances. Bidders assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. A postmark on or before the due date WILL NOT substitute for receipt of bid. In the event of suspended University operations, the bid opening will be rescheduled for the next business day at the same time and location. Bidders may wish to check <http://www.maine.edu/alerts/> to determine if University operations have been suspended. Bids received after the due date and time will be returned unopened. Additional time will not be granted to any single bidder, however, additional time may be granted to all bidders when the University determines that circumstances require it. **FAXED OR E-MAIL BIDS WILL NOT BE ACCEPTED.**
- 1.10 Bid Envelope: The signed bid should be returned in an envelope or package, sealed and identified as follows:
- | | | | |
|------------|----------|-----------|------------|
| From _____ | _____ | 2:00 p.m. | RFB #11-12 |
| Name | Due Date | Time | Bid No. |
- 1.11 Bid Understanding: By submitting a bid, 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 Costs of Preparation: Bidder assumes all costs of preparation of the bid and any presentations necessary to the bidding process.
- 1.13 Debarment: Submission of a signed bid 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.
- 1.14 Bid Validity: Unless specified otherwise, all bids shall be valid for ninety (90) days from the due date of the bid.
- 1.15 Errors: Bids may be withdrawn or amended by bidders at any time prior to the bid opening. After the bid opening, bids may not be amended. If a significant mistake has been made by an apparent low bidder, the bidder will be given the option of selling at the price given or

withdrawing the bid. If an extension error has been made, the unit price will prevail.

- 1.16 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 bid 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, RFB #11-12

SECTION TWO

2.0 GENERAL TERMS AND CONDITIONS:

- 2.1 **Contract Administration:** The Office of Strategic Procurement or its designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.
- 2.2 **Contract Documents:** If a separate contract is not written, the Contract entered into by the parties shall consist of the RFB, the signed bid submitted by the Contractor, the specifications including all modifications thereof, and a purchase order, all of which shall be referred to collectively as the Contract Documents.
- 2.3 **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 Office of Strategic Procurement. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.4 **Price Protection:** The University will be purchasing materials from this RFB over a period of years. Bidders are required to describe the price guarantees that they are offering the University. Price protection is an evaluation criteria.
- 2.5 **Quantities:** The quantities shown on the bid form are approximate only. The contract shall cover the actual needs of the University throughout the term of the contract regardless of whether they are more or less than the quantities shown.
- 2.6 **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.
- 2.7 **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.
- 2.8 **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 **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.

- 2.11 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.
- 2.12 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, including transgender status or gender expression, national origin or citizenship status, age, disability, genetic information, 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.
- 2.13 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 advance notice. Further information regarding this policy is available from the Director of Equal Opportunity, North Stevens Hall, Orono, Maine 04469; (207) 581-1226

- 2.14 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 Acord 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

- 2.15 Smoking Policy: The University of Maine is a tobacco-free campus. This policy applies to faculty, staff, students, contractors, vendors and visitors. The use of tobacco and all smoking products is not permitted on any university-owned property, which includes but is not limited to, buildings, university grounds, parking areas, walkways, recreational and sporting facilities and university-owned vehicles.

Tobacco use by definition includes the possession of any lighted tobacco products, or the use of any type of smokeless tobacco.

- 2.16 Payments: Payment will be upon submittal of an invoice to the address shown on the purchase order 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. Please indicate your ability to accept payment via any or all of these methods.
- 2.17 Furnish and Install: The items on "Schedule Three – Additional Services" will be provided on a Contractor furnish and install basis and elevator access to all floors will be available. The Contractor will have the complete responsibility for the items or system until it is in place and working. Any special installation requirements will be submitted with the bid to the University. All transportation and installation arrangements will be the responsibility of the Contractor. Equipment will be delivered directly to the installation site. All crating and other debris **must** be removed from the premises. The Contractor will be solely responsible for correcting damage to premises resulting from the installation process.
- 2.18 Order Status Information: A monthly status/tracking report will be required from the Contractor(s). Evidence of the manufacturer's scheduled ship dates must be submitted to the University on a timely basis. Please submit a sample report with your bid.
- 2.19 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.

SECTION THREE

3.0 SCHEDULE ONE

MATERIALS LIST: Cisco Systems Inc. has provided the University with a recommended configuration and bill of materials for this project.

Line	Product	Description	Qty
1	CP-8945-K9=	Cisco Unified Phone 8945, Phantom Grey, Standard Handset	1
2	CP-6945-C-K9=	Cisco UC Phone 6945, Charcoal, Standard Handset	690
2	CP-8961-C-K9=	Cisco UC phone 8961, Charcoal, Standard handset	325
2	UCS-C210M2-VCD2	Bare Metal UCS C210M2 Svr.,2xE5640 CPU,48GB RAM,10x146GB HDD	3
2	CAB-9K12A-NA	Power Cord, 125VAC 13A NEMA 5-15 Plug, North America	6
2	UC-A01-X0109	2.66GHz Xeon E5640 80W CPU/12MB cache/DDR3 1066MHz	6
2	UC-A03-D146GC2	146GB 6Gb SAS 15K RPM SFF HDD/hot plug/drive sled mounted	30
2	UC-N01-M304GB1	4GB DDR3-1333MHz RDIMM/PC3-10600/dual rank 1Gb DRAMs	36
2	UC-N2XX-ABPCI03	Broadcom BCM5709 Quad Gig E card (10/100/1GbE)	3
2	UC-R210-ODVDRW	DVD-RW Drive for UCS C210 M1 Rack Servers	3
2	UC-R2XX-PL003	LSI 6G MegaRAID PCIe Card (RAID 0, 1, 5, 6, 10, 60) - 512WC	3
2	UC-R2X0-PSU2-650W	650W power supply unit for UCS C210 M1 Rack Server	6
2	VMW-UC-STD-K9-1A	VMware ESXi 4 Standard (2 CPU), 1 yr support required	3
2	VMW-VS-STD-1A	VMware vSphere Standard (1 CPU), 1 yr support required	6
2	EMRGNCY-RSPNDR	EMRGNCY RSPNDR	1
2	ER-USR-LIC-10-NEW	EMRGNCY RSPNDR USR LIC 10 PHNS NEW	100
2	ER85-SW-NEW-K9	EMRGNCY RSPNDR 85 SW NEW	2
2	ER-USR-LIC-10	EMRGNCY RSPNDR USR LIC 10 PHNS	100
2	ER85-SW-LIC	EMRGNCY RSPNDR 85 SW LIC	2
2	ER85-SW-MED-K9	EMRGNCY RSPNDR 85 SW MEDIA	1
2	CP-6941-C-K9=	Cisco UC Phone 6941, Charcoal, Standard Handset	1
2	CP-CKEM-C=	Cisco Unified IP Color Key Expansion Module, Charcoal	1
2	CCX-85-NEW-LIC	CCX 8.5 NEW - pDelivery LICENSES ONLY	1
2	CCX-85-N-E-LIC	CCX 8.5 NEW ENH Seat Qty 1 LICENSE ONLY	50
2	CCX-85-N-EHA-LIC	CCX 8.5 NEW ENH HA (Dual Server Cluster) Qty 1 LICENSE ONLY	1
2	CCX-85-E-SVR-LIC	CCX 8.5 NEW - 8.5 ENH Server License	1
2	CCX-85-P-PAK	CCX 8.5 autoexpanded Physical Delivery PAK	1
1	CISCO3925E/K9	Cisco 3925E w/SPE200,4GE,3EHWIC,3DSP,2SM,256MBCF,1GBDRAM,IPB	2
2	SL-39-UC-K9	Unified Communication License for Cisco 3900 Series	2
2	S39EUK9-15101T	Cisco 3925-3945 SPE IOS UNIVERSAL	2
2	PWR-3900-POE	Cisco 3925/3945 AC Power Supply with Power Over Ethernet	2
2	CAB-C15-AC	AC Power Cord (North America), C15, NEMA-5-15P, 2.5m	2
2	VVIC2-2MFT-T1/E1	2-Port 2nd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1	2
2	VVIC3-4MFT-T1/E1	4-Port 3rd Gen Multiflex Trunk Voice/WAN Int. Card - T1/E1	2
2	NM-HD-2V	Two-slot IP Communications Voice/Fax Network Module	2
2	VIC2-4FXO	Four-port Voice Interface Card - FXO (Universal)	3
2	SM-NM-ADPTR	Network Module Adapter for SM Slot on Cisco 2900, 3900 ISR	2

2	PVDM3-256	256-channel high-density voice and video DSP module	4
2	3900-FANASSY	Cisco 3925/3945 Fan Assembly (Bezel included)	2
2	C3900-SPE200/K9	Cisco Services Performance Engine 200 for Cisco 3925E	2
2	ISR-CCP-EXP	Cisco Config Pro Express on Router Flash	2
2	MEM-3900-1GB-DEF	1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default)	2
2	MEM-CF-256MB	256MB Compact Flash for Cisco 1900, 2900, 3900 ISR	2
2	SL-39-IPB-K9	IP Base License for Cisco 3925/3945	2
2	CUWL-LIC	CUWL Top Level	1
2	LIC-UWL-STD	Unified Workspace Licensing STD, 1 User	1000
2	CUP-80-UWL	Cisco Unified Presence 8.0 for CUWL only	1
2	IME-7825-80	IME 8.0 7825	1
2	UPC8-CLIENT-UWL	Unified Personal Communicator 8.x for CUWL only	1000
2	CUCM-UWL-PAK	CUCM Claim Certificate for UWL	1
2	CUCM-UWL	Communications Manager UWL DLU Bundle	11000
2	CUPC-UWL-RTU	CUPC UWL PAK	1
2	LIC-UWL-STD1K	Services Mapping SKU, 1K-10K UWL STD users	1000
2	UNITYCN8-HA-VMWARE	Unity Connection 8.x HA for VMWare	1
2	CUP-80-UWL-USR	Unified Presence 8.0 Users	1000
2	CUP-80-UWL-PAK	Unified Presence 8.0 PAK	1
2	IME-7825-80-KIT	IME 8.0 Media Kit	1
2	IME-PAK	Include PAK Auto-expanding PAK for IME 8.0	1
2	UCM-7845-85-KIT	CUCM 8.5 Media Kit	1
2	UCXN8-UWL-USR	Unity Connection 8.x User	1000
2	UCXN8-UWL-PAK	Unity Connection 8.x PAK	1
2	CCX-85-CMBUNDLE-K9	CCX 8.5 5 Seat CCX ENH CM Bundle - AVAILABLE ONLY FOR NEW CM	1
2	UCM-7845-85-UWL	CUCM 8.5 7845	4
2	UNCN8-VMWARE-UWL	Unity Connection 8.x for VMWare	1
2	MP8-SW	MeetingPlace 8.x Software	1
2	MP8-AUDIO-10	MeetingPlace 8.x Audio User Addon - 10 users	25
2	MP8-FAILOVER	MeetingPlace 8.x Application Server Failover	1
2	MP8-WEBSCHED	MeetingPlace 8.x Web Scheduling	1
2	MP8-UCM8-NODE	MeetingPlace 8.x UC Manager Node	1
2	MP8-AUDIO	MeetingPlace 8.x Audio Concurrent Users	25
2	MP8-AUDIO-FO	MeetingPlace 8.x Audio Concurrent Users for Failover Server	25
2	MP8-WEBSCHED-EXP	MeetingPlace 8.x Web Scheduling Auto-Expansion	4
2	MCS-7835-I3-RC1	HW Only MCS-7835-I3 IBM server 1x5504 CPU, 4GB RAM, 2x146HDD	2
2	CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	4

Services	Product	Description	
1	CON-UCW3-C210M2VC	UC PLUS 24X7X4 Bare Metal UCS C210M2 Svr.,2xE5640 CPU,4	3
2	CON-ISV1-UCSTD1A	ISV 24X7 VMware vSphereESXi 4.0 Std,2 CPU,1yr sup	3
2	CON-ISV1-VSSTD1A	ISV 24X7 VMware vSphere Std (1 CPU), 1 yr supp re	6
2	CON-ESW-ERUSRL1	ESSENTIAL SW EMRGNCY RSPNDR USR LIC 10 PHNS	100
2	CON-ESW-EMRGNCY	ESSENTIAL SW EMRGNCY RSPNDR	1
2	CON-ESW-CCXNELIC	ESSENTIAL SW CCX 8.5 NEW ENH Seat Qty 1 LICENSE ONLY	50
2	CON-ESW-CCX85EEE	ESSENTIAL SW CCX 8.5 NEW - 8.5 ENH Server License	1
2	CON-ESW-CCX85N11	ESSENTIAL SW CCX 8.5 NEW - pDelivery LICENSES ONLY	1
1	CON-SNTP-3925E	SMARTNET 24X7X4 Cisco 3925E w/SPE200,4GE,3EHWIC,3DSP,2SM	2
2	CON-ESW-UWLST1K	ESSENTIAL SW Svcs Mapping SKU, 1K-10K UWL STD users	1000
2	CON-ESW-CMBUNDK9	ESSENTIAL SW CCX 8.5 5 Seat CCX ENH CM Bundle - AVAIL	1
2	CON-ESW-CUWLLIC	ESSENTIAL SW CUWL Top Level-See Svc on Components	1
2	CON-ESW-MP8AUDIO0	ESSENTIAL SW MeetingPlace 8.x Audio User Addon	25
2	CON-ESW-MP8AUDIO	ESSENTIAL SW MeetingPlace 8.x Audio Concurrent Users	25
2	CON-SNT-MC783I3R	SMARTNET 8X5XNBD MP MCS-7835-I3,2x300 HDD	2
2	CON-ESW-MP8SW	ESSENTIAL SW MeetingPlace 8.x Software	1
2	L-UCSS-MTNGPLACE	UCSS for MeetingPlace 8.x - eDelivery	1
2	L-UCSS-MP-AUD-3-10	UCSS for MeetingPlace 8.x - 10 Audio Users - 3 Years	25
2	UCSS-ER	UCSS Emergency Responder Top Level SKU	1
2	UCSS-ER-1-10	UCSS EMRGNCY RSPNDR 1YR 10 USRS	10
2	UCSS-UWL-STD1	1-Yr UWL STD UCSS for Gov/Edu Only	1000
2	UCSS-UWL-STD1-PK	1-Yr UWL STD UCSS for Gov/Edu Only - PAK	1

Each bidder is required to submit pricing for the bill of materials provided by Cisco Systems Inc. Alternates are not acceptable – see section 1.5 above.

Alternative configurations:

Bidders are welcome to submit alternatives or recommended additions to the configuration provided by Cisco Systems; however, suggestions for alterations or additions must be made in a separate section of the bidder's response to this RFB.

Vendors wishing to recommend alternatives to the Cisco Systems bill of materials should provide an explanation of recommended changes and a complete bill of materials for the alternative configuration.

Required capabilities

All proposed configurations must provide the following capabilities to accommodate current and future use:

- ACD: There are eight groups and 42 agents currently in use.
- Attendant Consoles: There are four currently in use.
- Call Center/Contact Center: New capability desired for some current ACD groups.
- Hunt Groups: There are eleven currently in use.
- Meet-me or managed audio conferences: At least 60 concurrent users, at least 30 per conference.

Price Protection as described in 2.4 above will be an evaluation criterion for award of this RFB.

ADDITIONAL PRODUCTS AND SERVICES

3.2 SCHEDULE TWO – ADDITIONAL PRODUCTS

Network switches:

Provide pricing for fifty (50) Cisco Catalyst 3560X and 3750X 10/100/1000 Ethernet switches with PoE (24 port and 48 port models).

Provide pricing for suitable RPS power systems for the switches quoted above.

Power Protection for network switches:

Provide pricing for suitable AC powered battery backup products to support PoE network switches during power outages. These products should have a central management capability and be able to support a full complement of telephones for a minimum of thirty minutes.

Switchroom Power Protection:

Hardware (server and peripherals) installed in the Neville Hall Switchroom will be power protected via the existing -48vDC power plant and will use multiple ('A' and 'B') power feeds. Provide pricing for appropriate DC power supplies or DC to AC inverters.

Accessibility Options:

Provide pricing and describe accessibility solutions for visually impaired telephone users.

Telephones and accessories:

Provide a current price list for telephones and related items. Include pricing for Cisco's analog telephone adapters.

Training or Learning credits:

Provide pricing and information for vendor-provided Cisco-specific formal training and/or Cisco Learning Credits.

3.3 SCHEDULE THREE – ADDITIONAL SERVICES

Provide pricing for the services listed below. Individual or aggregate pricing for these services is acceptable but all services must be provided. A University Professional Services Contract would be required between the Contractor and the University for Contracted Services.

Installation – all activities associated with the physical installation of the server hardware and related peripherals, including power protection, as well as installation of software on installed devices.

Configuration and Testing – initial programming of installed system to a configuration determined by the Contractor, representatives of the University and representatives of UMS. The dial plan, calling privileges, feature set, numbering plan, and device configuration will emulate those in use on the SL-100. Testing will verify configuration and operation of the system.

Voice Mail Integration – integrate the proposed voice mail solution with CallPilot via VPIM or other suitable voice mail networking protocol.

E911 Integration – integration of Cisco's Emergency Responder with Veramark's 911 Call Alerts via ASCII output or email notification.

The University's Police Department is a fully qualified police department and operates a PSAP exclusive to the University. A custom E911 application based upon the physical address

(port) of the caller's telephone and our VeraSMART administrative/cable record database is in use and is our preferred E911 solution. Currently, the SL-100 generates a simple ASCII message containing a unique attribute for each telephone when a caller at that telephone dials 9-1-1. The message is delivered to an Asentria TeleBoss 830-0 via RS-232. The Veramark 911 Call Alerts application scans the TeleBoss via the LAN and performs a database lookup upon receipt of a new message. The relevant location data is then displayed on a browser in the PSAP.

Cisco Emergency Responder can potentially be integrated with Veramark's 911 Call Alerts through a similar ASCII/RS-232 process or through Emergency Responder's email alert capability.

Records Export - provide an on-demand or automated mechanism to extract user records relevant to billing functions and emergency response locations from the appropriate Cisco product(s) for import to the VeraSMART system. The University will continue to use VeraSMART as our billing, user, and inventory database as well as to support our E911 functionality.

LDAP Integration - assist in the conversion of the existing UMS UCM cluster to employ LDAP Synchronization and Authentication by integrating with UMS's OpenLDAP servers.

CDR – interface to the University's Veramark VeraSMART server or an intermediate device and deliver call records for University's CUCM users to our VeraSMART server.

Training – on-site familiarization training for members of the IT/Telecom and IT/Networking staffs. This will be University specific training to provide basic familiarization of all installed components, routine administrative tasks, and common commands and routines used by technicians and administrative personnel. End user training for IT staff members is also required.

Documentation and Records – preparation of thorough documentation related to components installed, such as configuration parameters, MAC addresses, IP addresses, as well as call routing, dial plan, and site-specific variables.

SECTION FOUR

4.0 SUBMISSION REQUIREMENTS:

Bidders shall ensure that all information required herein is submitted with the bid. 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 bid or rescission of an award. Bidders are encouraged to provide any additional information describing operational abilities. Responses to each requirement below should be in order and clearly marked with the section number to which they respond.

4.1 Business Profile:

4.1.1 **No financial statements are required to be submitted with your bid**, however, prior to an award the University may request financial statements from your company, credit reports and letters from your bank and suppliers.

4.1.2 **Please submit with your bid** a detailed history and description of your company and any published reports about your company.

4.2 Pricing

Schedule One: Provide pricing for the materials list from Cisco Systems Inc.

Schedule One - Alternative configuration. If offering alternative or recommended additions bidders shall make these in a separate section of the bidder's response providing an explanation of recommended changes and a complete bill of materials with pricing for the alternative configuration.

Schedule One - Price Protection as described in 2.4 above will be an evaluation criterion for award of this RFB. Bidders shall fully and clearly describe the price protection offered.

For Schedule One: Bidders shall describe the scheduled delivery options available to accommodate the phased deployment of network switches, telephones, and related hardware through December of 2015.

Also provide information on Cisco's Unified Communications Upgrade offering and any other available special offers, discounts, promotions, or trade-in programs. For example, per Cisco's web site (<http://www.cisco.com/web/offers/index.html>): *"Gain the benefits of Cisco Unified Communications and discover the value of connecting the right people to the right information. Receive significant trade-in credits, special pricing discounts, and 0% financing when you upgrade to Cisco Unified Communications."*

Schedule Two – Additional Products. Bidders shall provide pricing for each item listed clearly identifying the products offered and associated pricing on an item-by-item basis.

Schedule Three – Additional Services. Bidders shall provide pricing for each service listed clearly identifying the service offered and associated pricing on an item-by-item basis.

4.3 Payment Method: Indicate your ability to accept electronic payments. (Section 2.15)

4.4 References: Submit three references with your bid. These references should be agencies your firm has done business with in the past year **on projects with a similar scope to this one**. Provide company names with contact person and telephone number.

SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

(Print Name)

(Title)

(Phone)

(Cell Phone)

(E-mail Address)

(Date)