



Administered by  
**UNIVERSITY OF MAINE SYSTEM**  
Office of Strategic Procurement

**REQUEST FOR PROPOSALS**

**TELEPHONE SERVICES**  
**University of Maine System**

**RFP #08 - 10**

ISSUE DATE:  
March 17, 2010

**OPTIONAL PRE-PROPOSAL MEETING:**  
Tuesday, March 23, 2010 at 1:00 p.m.

**PROPOSALS MUST BE RECEIVED BY:**  
April 14, 2010

**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 is seeking proposals for the provision of telephone calling services as described below.

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 System will hereinafter be referred to as the "University." Respondents to the RFP 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 Scope:

- a. Intra- and Inter-LATA and international calling services for faculty, staff, and administration on all participating University campus and off-campus locations.
- b. Trunking and associated services to provide the above.

- 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:

- Demonstrated experience in resale of telecommunication services
- Technical evaluation of the infrastructure of the bidder's network
- Quality of references
- Desirability of services offered
- Cost of services
- Commission structure
- Location of sales and support personnel responsible for the account(s)
- Experience in University markets
- Financial stability

- 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](http://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

- 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(s) which, in its opinion, has made the proposal(s) that is the most responsive and most responsible and may award the Contract(s) to that bidder(s). While the University would prefer to have one Contractor provided the total spectrum of services requested statewide, the University realizes this may not be possible. Therefore the University reserves the right to award multiple contracts to multiple bidders. 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 #08-10

- 1.14 Proposal Submission: A **SIGNED** original **AND four (4) 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 **Wednesday, April 14, 2010**, 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 # 08-10

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.

- 1.15 Pre-Proposal Conference: A conference will be held on Tuesday, March 23, 2010 at 1:00 p.m. local time at Room 124 in Neville Hall on the campus of the University of Maine in Orono. The purpose of this conference is to answer questions and provide further clarification as may be required. Please hold all questions until this meeting. Attendance by all prospective bidders is **OPTIONAL**. Firms planning to attend this pre-proposal conference should contact Hal Wells at 207-973-3302 or via email at [hcwells@maine.edu](mailto:hcwells@maine.edu) no later than 4:00 p.m. local time on Monday, March 22, 2010, with the names and titles of the individuals who will attend.
- 1.16 Joint Procurement: While each campus reserves the right to contract for services individually, the University is seeking a solution that will unify services and rates available at all University locations, if possible.

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 shall be for a period of two (2) years commencing upon the start of contract services. With mutual written agreement of the parties this Contract may be extended for three (3) additional one-year periods. Notification of extension(s) will be made in writing at a reasonable time, approximately ninety (90) days prior to the expiration date.
- 2.4 **Contract Data:** The Contractor is required to provide the University with detailed data concerning the Contract at the completion of each contract year or at the request of the University at other times. The University reserves the right to audit the Contractor's records to verify the data. This data may include, but is not limited to, dollar volume, items sold, services rendered, and commissions paid to the University.
- 2.5 **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, 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 forty-eight (48) hours, 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. 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 Sally Dobres, Director of Equity and Diversity, (207) 973-3372.

- 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 Gramm Leach Bliley (GLB) Act (Confidentiality of Information): The Contractor shall comply with all aspects of the GLB Act regarding safeguarding confidential information.
- 2.18 Quantities: Estimated requirements are indicated in this RFP. The quantities shown are approximate only. The Contract shall cover the actual needs of each University campus and off-campus location throughout the term of the Contract regardless of whether they are more or less than the estimated quantities shown.

END SECTION TWO

## SECTION THREE

### 3.0 PERFORMANCE TERMS AND CONDITIONS:

- 3.1 **Contract Administration:** The University or its designee shall be the University's authorized representative in all matters pertaining to the administration of this Contract.
- 3.2 **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.
- 3.3 **Payments:** Payment will be upon submittal of an invoice to the address shown on each 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.
- 3.4 **Problem Resolution:** The Contractor must provide a single contact for resolution of any problems.
- 3.5 **Fraud Detection:** The Contractor must provide fraud detection services.
- 3.6 **Network Redundancy:** The Contractor must provide Network Redundancy.
- 3.7 **Repair Coordination:** The Contractor must provide repair coordination.
- 3.8 **Charge Reporting:** The Contractor must provide reports with details of all charges.
- 3.9 **PBX Equipment:** Each on-campus location has equipment that can accommodate T1/PRI circuits. Off-campus locations are a mixture of various key systems with analog interfaces. Vendors are encouraged to propose alternative trunking solutions. Indicate any special equipment requirement for proposed solutions that differ from these common interfaces.

END SECTION THREE



## SECTION FOUR

### 4.0 PROPOSAL CONTENT:

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 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 proposals,** 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 proposal** a detailed history and description of your company and any published reports about your company that will help the University make an informed decision.

4.2 **Cover Letter:** A cover letter prepared on the bidder's letterhead, signed by a representative of the firm who is authorized to bind the firm to all aspects of the proposal should accompany the proposal. This letter must also give the legal name of the bidder, indicate what type of legal entity it is, i.e. a corporation, partnership, etc., and include a statement that the bidder is authorized to do business in Maine.

4.3 **Executive Summary:** Provide an executive summary which briefly highlights the most important aspects of your proposal.

4.4 **Resumes:** Provide resumes for key persons who would be assigned to the University's account(s).

4.5 **Experience:** Provide information regarding the number of years the service has been available and total number of installations.

4.6 **Exceptions:** Provide a written list of exceptions to the RFP's requirements, terms or conditions. The written exception list shall reference the section / paragraph number. Any sections / paragraphs not mentioned will signify complete acceptance / compliance by the bidder.

4.7 **Order:** Proposals must follow the outline of the RFP.

4.8 **Duration:** Structure proposals for a two (2) year contract duration.

#### 4.9 Network Information:

4.9.1 Provide a written overview of current network design, network resources and network management capabilities. Describe trouble reporting procedures and explain methods of escalation in the event of service outages, including methods by which the University would be notified of outages and maintenance work.

4.9.2 Describe the transmission medium from the Point of Presence (POP) to each

University campus and off-campus location (fiber, microwave, etc.). Indicate whether each network segment or transmission path is protected by redundant resources.

- 4.9.3 The Contractor must handle all order and repair problems for the contracted services. Please provide a description of your order fulfillment process, a copy of your standard Service Level Agreement, and problem escalation procedures. Provide detailed schedule of support hours. Detail how technical support is provided during non-business hours.
- 4.9.4 Identify the location of each Point of Presence (POP) which would serve each of the University's campus and off-campus locations.
- 4.9.5 If a single contract is awarded, the Contractor must provide alternate routing of trunking facilities. Explain how you would achieve this.
- 4.9.6 Describe any toll fraud detection available on your network, how it works and related costs. Also outline the limits of liability of your plan. What type of notification would you use (pager, phone)?
- 4.9.7 On ISDN PRI services, what levels of NI trunking are available from your POP?

#### 4.10 Trunking and Associated Costs:

Each campus and off-campus location is interested in pricing and availability of trunking and associated services.

Vendors are encouraged to propose carrier-grade solutions that are not limited by traditional PSTN design or restricted by traditional TDM technologies with the exception of the TDM interface requirements of existing University-owned telecommunications hardware. Space and infrastructure to support network interface hardware will be provided by the University, if necessary.

Vendors are also encouraged to eliminate the need for third-party involvement when providing services to campus and off-campus locations.

In order to evaluate the merits of various programs, the University is interested in the cost and availability of the following products. Include monthly costs for any options such as CLID, calling name delivery, etc. List the pros and cons of each product.

- 4.10.1 T1 Service.
- 4.10.2 ISDN PRI Service.
- 4.10.3 ISDN BRI Service.
- 4.10.4 Fractional T1 Service.
- 4.10.5 TSAA Agreements.
- 4.10.6 VoIP/SIP Services
  - SIP Trunking
  - IP toll free
  - IP long distance
- 4.10.7 Incoming Toll-Free pricing

- 4.10.8 Other products or volume pricing.
- 4.11 Pricing and Billing Information: Bidders do not need to include any PBX T1 or PRI interface hardware costs in their proposals. However, bidders are encouraged to submit proposals which include IP technologies in their proposed solutions. If an IP technology is proposed, please indicate whether interface components are included in the proposal or provide interface component costs if a separate purchase is required.
  - 4.11.1 List the access cost for each campus, including installation and monthly costs.
  - 4.11.2 Identify any volume discounts, term or multi-site discounts.
  - 4.11.3 Identify breakpoint in traffic volumes that affect pricing. Specify what affect a 25% increase or decrease in call traffic would have on your proposal.
  - 4.11.4 Identify any monthly minimums or fixed charges as well as the costs for any optional trunking services.
  - 4.11.5 Is there a minimum service period with your proposed service? Identify any cancellation penalties that would be imposed if the campuses terminated service prior to the end of the service period.
  - 4.11.6 Identify any options that you believe could be of interest to the University.
  - 4.11.7 Identify any mutually beneficial partnering arrangements between your organization and the University that might result in increased reliability or decreased costs to the University.
- 4.12 Pros and Cons: Each campus is interested in providing Intra-LATA, Inter-LATA and International calling services for faculty, staff and administration. In order to assess the merits of various approaches, campuses are interested in the pros and cons of the following programs:
  - 4.12.1 Non-proprietary Calling Cards.
  - 4.12.2 Proprietary Calling Cards.
  - 4.12.3 1+Calling.
  - 4.12.4 Other programs.
- 4.13 References: Submit three references with your proposal. These references shall 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.

END SECTION FOUR

## SECTION FIVE

### 5.0 DEMOGRAPHICS:

#### Campuses

	UM	USM	UMFK	ITS/SWS	UMM	UMF	UMPI	UMA
PBX TYPE	NORTHERN	NORTHERN	CISCO	CISCO	AVAYA	AVAYA	AVAYA	AVAYA
	SI-100	SI-1	CUCM	CUCM	G3SI	G3SI	G3SI	G3SI
INTRA-LATA-TOLL	819,932	785,351	4000	5000	4000		3500	11820
INTER-LATA-TOLL	653,951	332,021	3200	5500	3200		3200	1560
INTERNATIONAL	47,133	2,952	1500	1500	230		1500	45
CIRCUITS								
T1'S/PRI'S	15	11	1	2	1	4	1	3
BREAKDOWN								
LOCAL	7	6						
TOLL	6	3						
TSAA	2	2						

## LOCATION DETAILS

### COOPERATIVE EXTENSION OFFICES

#### **University of Maine Cooperative Extension Androscoggin & Sagadahoc Counties Office**

24 Main St.  
Lisbon Falls, ME 04252-1505  
Phone: (207) 353-5550 or  
800-287-1458 (in Maine)  
FAX: (207) 353-5558

#### **University of Maine Cooperative Extension - Fort Kent Office**

22 Hall St., Suite 101  
Fort Kent, ME 04743-7131  
Phone: (207) 834-3905 or  
800-287-1421 (in Maine)  
FAX: (207) 834-3906

#### **University of Maine Cooperative Extension - Houlton Office**

PO Box 8  
Houlton, ME 04730-0008  
Phone: (207) 532-6548 or  
800-287-1469 (in Maine)  
FAX: (207) 532-6549

#### **University of Maine Cooperative Extension - Presque Isle Office**

Houlton Road  
Presque Isle, ME 04769-0727  
Phone: (207) 764-3361 or  
800-287-1462 (in Maine)  
FAX: (207) 764-3362

#### **University of Maine Cooperative Extension Franklin County Office**

138 Pleasant Street, Suite #1  
Farmington, ME 04938-5828  
Phone: (207) 778-4650 or  
800-287-1478 (in Maine)  
FAX: (207) 778-3982

#### **University of Maine Cooperative Extension Hancock County Office**

63 Boggy Brook Road, Ellsworth, ME 04605-9540  
Phone: (207) 667-8212 or  
800-287-1479 (in Maine)  
FAX: (207) 667-2003

#### **University of Maine Cooperative Extension Kennebec County Office**

125 State Street, 3rd Floor  
Augusta, ME 04330-5692  
Phone: (207) 622-7546 or  
800-287-1481 (in Maine)  
FAX: (207) 622-7548

**University of Maine Cooperative Extension Knox & Lincoln Counties Office**

377 Manktown Road, Waldoboro, ME 04572  
Phone: (207) 832-0343 or  
800-244-2104 (in Maine)  
FAX: (207) 832-0377

**University of Maine Cooperative Extension Oxford County Office**

9 Olson Road  
South Paris, ME 04281-6402  
Phone: (207) 743-6329 or  
800-287-1482 (in Maine)  
FAX: (207) 743-0373

**University of Maine Cooperative Extension Penobscot County Office**

307 Maine Avenue  
Bangor, ME 04401-4331  
Phone: (207) 942-7396 or  
800-287-1485 (in Maine)  
FAX: (207) 942-7537

**University of Maine Cooperative Extension Piscataquis County Office**

Court House Complex, 165 East Main St.  
Dover-Foxcroft, ME 04426  
Phone: (207) 564-3301 or  
800-287-1491 (in Maine)  
FAX: (207) 564-3302

**University of Maine Cooperative Extension Somerset County Office**

7 County Drive  
Skowhegan, ME 04976-4209  
Phone: (207) 474-9622 or  
800-287-1495 (in Maine)  
FAX: (207) 474-0374

**University of Maine Cooperative Extension Waldo County Office**

992 Waterville Road  
Waldo, ME 04915-3117  
Phone: (207) 342-5971 or  
800-287-1426 (in Maine)  
FAX: (207) 342-4229

**University of Maine Cooperative Extension Washington County Office**

28 Center Street  
Machias, ME 04654  
Phone: (207) 255-3345 or  
800-287-1542 (in Maine)  
FAX: (207) 255-6118

**University of Maine Cooperative Extension York County Office**

21 Bradeen Street, Suite 302  
Springvale, ME 04083  
Phone: (207) 324-2814 or  
800-287-1535 (in Maine)  
FAX: (207) 324-0817

**Herring Gut Learning Center**

9 Factory Road  
Port Clyde, ME 04855  
Phone: (207) 372-8677

**Teen and Young Parent Program**

231B Park St.  
Rockland, ME 04841  
Phone: (207) 594-1980 or  
877-972-5804  
FAX: (207) 594-7682

**University of Maine**

4-H Camp & Learning Center  
Bryant Pond, ME 04219  
Phone: (207) 665-2068  
FAX: (207) 665-2768

**Tanglewood 4-H Camp & Learning Center**

One Tanglewood Road  
Lincolnville, ME 04849  
Phone: (207) 789-5868  
877-944-2267 (in Maine)

## UNIVERSITY COLLEGE LOCATIONS

### **Houlton Higher Education Center**

18 Military Street  
Houlton, ME 04730  
Phone: (207) 521-3100  
800-584-0874 (in Maine)  
FAX: (207) 521-3101

### **University College at East Millinocket Katahdin Region Higher Education Center**

1 Dirigo Drive, Suite 1  
East Millinocket, ME 04430  
Phone: (207) 746-5741 or  
800-498-8200  
FAX: (207) 746-9389

### **Penquis Higher Education Center**

50 Mayo Street  
Dover-Foxcroft, ME 04426  
Phone: (207) 564-2942 or  
564-2943/800-590-2942  
FAX: (207) 564-2251

### **University College at Rumford/Mexico**

13 Brown Street  
Mexico, ME 04257  
Phone: (207) 364-7882 or  
800-696-1103 (in Maine)

### **Western Maine University and Community College Center**

232 Main Street  
South Paris, ME 04281  
Phone: (207) 743-9322 or  
888-677-3377 (in Maine)

### **Hancock County Higher Education Center**

248 State St., Suite 1  
Ellsworth, ME 04605  
Phone: (207) 667-3897 or  
1-800-696-2540 (in Maine)

### **University College at Rockland**

Breakwater Building  
91 Camden Street, Suite 402  
Rockland, ME 04841  
Phone (207) 596-6906 or  
800-286-1594 (in Maine)  
FAX: (207) 594-2938



**University College at Saco**

110 Main Street, Suite 1101

Saco, Maine 04072

Phone: (207) 282-4111 or

800-696-3391 (in Maine)

FAX: (207) 283-9865

## UNIVERSITY OF MAINE SYSTEM CAMPUSES

### **University of Maine**

Neville Hall  
Orono, ME 04469

### **University of Maine at Augusta**

46 University Drive  
Augusta, ME 04330-9410

### **University of Maine at Farmington**

116 South Street  
Farmington, ME 04938

### **University of Maine at Fort Kent**

23 University Drive  
Fort Kent, ME 04743

### **University of Maine at Machias**

116 O'Brien Avenue  
Machias, Maine 04654

### **University of Maine at Presque Isle**

181 Main Street  
Presque Isle, ME 04769

### **University of Southern Maine**

P.O. Box 9300  
Portland, ME 04104

### **University of Maine System-Wide Services**

16 Central Street  
Bangor, ME 04401

## OTHER LOCATIONS

### **Darling Marine Center**

193 Clarks Cove Road  
Walpole, ME 04573

### **Pest Management**

491 College Avenue,  
Orono, ME 04469  
(866-0115, 866-5568, 866-5681)

### **Target Technology Center**

20 Godfrey Drive  
Orono, ME 04469  
(866-7400, 866-7477)

### **Children's Center**

113 College Ave.  
University Park Road  
Orono, ME 04469  
(866-3636)

### **Children's Center**

115 College Ave.  
University Park Rd.  
Orono, ME 04469  
(SOP – 581-4075, 581-4076)

### **Witter Farm Hazardous Waste**

160 Witter Farm Road  
Orono, ME 04469  
(866-5581)

### **Witter Farm**

160 Witter Farm Road  
Orono, ME 04469  
(866-0335, 866-0083)

### **Witter Farm Dairy Barn**

160 Witter Farm Road  
Orono, ME 04469  
(SOP – 581-2793)

### **WMEB – Witter Farm**

160 Witter Farm Road  
Orono, ME 04469  
(866-2368)

### **Bangor Campus Switchroom**

201 Texas Avenue  
Bangor, ME 04401  
(947-6029)

**University of Maine Press**  
126A College Avenue  
Orono, ME 04469  
(866-0573, 866-2084 DSL LINE)

**Orono Campus Switchroom**  
Flagstaff Rd., Telecom Building  
Orono, ME 04469  
( 866-2800 and 2 additional 866 #s – numbers withheld)

**Rogers Farm**  
Bennoch Road  
Old Town, ME 04469  
(827-4695)

**Demerit Forest Garage**  
825 College Avenue  
Old Town, ME  
(827-5382)

**President's House**  
Schoodic Road  
Univ. of Maine  
Orono, ME 04469  
(866-0855)

**Public Safety Building**  
Rangeley Road  
Univ. of Maine  
Orono, ME 04469  
(866-0243, 866-2311)

**McKay Lab**  
South Annex F  
Univ. of Maine  
Orono, ME 04469  
(866-0259, 866-3158)

**South Annex F**  
Rm 110  
Univ. of Maine  
Orono, ME 04469  
(866-2639)

**Center for Community Inclusion & Disability Studies**  
Augusta Outreach Office  
225 Western Ave  
Augusta, ME  
(629-5428, 629-5429(DSL), 623-3925, 623-4876, 622-1229, 622-3901, 892-0455)

**Holt Research Forest**  
508 Old Stage Road  
Arrowsic, ME  
(443-9438)

**Center for Coop. Aquaculture Research**

21 Shore Road  
Sullivan, ME  
(422-9096)

**Center for Coop. Aquaculture Research**

34 Salmon Farm Rd.  
Franklin, ME  
(422-8918, 422-8920, 422-3917)

**Coop. Extension**

Houlton Road  
Presque Isle, ME  
(760-9476)

**Aroostook Farm**

59 Houlton Rd.  
Presque Isle, ME  
(764-6463)

**Univ. Credit Union**

Univ. of Maine at Presque Isle  
181 Main St.  
Presque Isle, ME  
ATM line (768-3146)

**NAVAL ROTC**

378 College Ave.  
Orono, ME 04469  
(SOP – 581-1551)

**Child Care Admin. Bldg.**

10 University Park Road  
Orono, ME 04469  
(SOP – 581-6400)

**Chapel Preschool**

9 University Park Rd.  
Orono, 04469  
(SOP – 581-4782)

## SIGNATURE PAGE

COMPANY NAME: \_\_\_\_\_

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Phone)

\_\_\_\_\_  
(Cell Phone)

\_\_\_\_\_  
(E-mail Address)

\_\_\_\_\_  
(Date)

## ATTACHMENT A UM

The Nortel SL-100 SuperNode at the University of Maine is provisioned with two Digital Trunk Controller – ISDN (DTCI) peripheral modules which support National ISDN protocols 1 and 2 with a total capacity of 40 PRI circuits. Of these, 20 are currently idle and available. NFAS services are supported.

Trunk call monthly peg count totals (all trunks):

	Feb09	March09	Apr09
Inbound	225,976	189,476	221,730
Outbound	110,749	100,557	124,154

### Inter-LATA

MidMaine Communications currently provides six NFAS PRI circuits in two trunk groups with a total of 140 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

24 hour data for Thursday, April 30:

	Peg	CCS
Inbound	128	212
Outbound	1417	2580

Peak traffic:

Max bi-directional CCS in preceding 365 days:  
Group 0    257        October 3, 2008

Group 1    703        October 21, 2008

### Intra-LATA

MidMaine Communications currently provides seven PRI circuits with 161 B-channels for Intra-LATA local and toll traffic.

24 hour data for Thursday, April 30:

	Peg	CCS
Inbound	8312	9495
Outbound	3458	5105

Peak traffic 4/19/09 through 4/25/09:

	Peg	CCS	
Inbound	416	923	Thursday, 4/23/09 10:00 a.m.
Outbound	1066	1556	Tuesday, 4/21/09 11:00 a.m.

Overflow

MidMaine Communications currently provides bi-directional overflow capabilities between the Inter-LATA and Intra-LATA trunk groups.

Local Calling Area

MidMaine Communications currently provides an expanded local calling area with toll-free calling to the following local exchanges:

Bangor	217, 249, 262, 299, 356, 385, 433, 478, 561, 570, 631, 659, 735, 745, 852, 907, 917, 941, 942, 944, 945, 947, 949, 951, 973, 974, 990, 992
Brewer	989, 991
Eddington	843
Old Town	817, 827
Old Town Rural	826
Orono	866, 889



**ATTACHMENT B  
UMA**

**UMA Trunking and Usage**

UMA's voice service is supported by a Definity G3 r6 TDM with ds1 Flex T1 trunking. Switch is not configured for PRI type services.

We are currently served by 3 Flex t1's from Fairpoint Communications with a total of 72 trunks.

**Monthly Total Calls for all trunks:**

	Feb09	March09	April09
Inbound	32056	35570	43717
Outbound	16887	18486	19964

**24 Hour measurements for Monday May 11:**

	Total Seizures	CCS
Inbound	1675	3715
Outbound	783	1657

**Peak Hour report from Jan 6, 2009- (This is a high traffic day due to registration)**

	Total Seizures	CCS	Total Inc. Seizures
10:00 am	520	1214	422

**Assumptions:**

All traffic data is quoted for Inter-LATA and Intra-LATA combined. Our inter-LATA traffic is light and at most would represent no more than 10% of all traffic.

**Local exchanges for Augusta area:**

Augusta	215, 242, 287, 430, 441, 446, 458, 462, 485, 512, 557, 592, 621, 622, 623, 624, 626, 629, 918
Belgrade	495
East Vassalboro	923
Gardiner	582, 588
North Whitefield	549
Palermo	993
Readfield	685, 931
Sidney	547
South China	445
Waterville	314, 649, 680, 692, 859, 861, 872, 873, 877
West Gardiner	724
Winthrop	377, 395

ATTACHMENT C  
USM

**The Nortel Meridian 81C PBX** at the University of Southern Maine Portland Campus is provisioned with 4 dual digital trunk controllers providing a total capacity of 192 T-1 channels (8 PRI groups).

**USM Gorham Campus** phone service is provided by the OPT 81C PBX in Portland through private T-1 multiplexing (56 T-1's total capacity) and transport over single mode fiber optic link provided by **Time Warner**.

**Trunk Call monthly peg count totals (main PBX)**

	<b>Feb 09</b>	<b>Mar09</b>	<b>Apr09</b>
<b>Inbound</b>	<b>98,000</b>	<b>116,000</b>	<b>114,000</b>
<b>Outbound</b>	<b>58,000</b>	<b>68,000</b>	<b>71,000</b>

**The 81C PBX** also has a Meridian Internet Telephony Gateway (ITG) which supports 32 ISDN Signaling Link (ISL) IP trunks. The ITG Trunk compresses PCM voice, demodulates Group 3 fax, routes the packetized data over a private intranet and provides virtual analog ISDN signaling link (ISL) TIE trunks between Meridian 1 nodes in **Portland** and **Lewiston / Auburn Campuses**. 4-digit calling between these campuses takes place on this link, bypassing circuit-switched trunking facilities thus saving long distance charges.

**Lewiston Campus Intra- Lata**

MidMaine Communications currently provides one PRI circuit with 23 B-channels for Intra-LATA local and toll traffic.

**Lewiston Campus Inter- Lata**

MidMaine Communications currently provides one NFAS PRI circuit with 23 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

**Trunk Call monthly peg count totals (LAC)**

	<b>Feb09</b>	<b>Mar09</b>	<b>Apr09</b>
<b>Inbound</b>	<b>4900</b>	<b>5600</b>	<b>5400</b>
<b>Outbound</b>	<b>6500</b>	<b>7500</b>	<b>7900</b>

**Augusta Facility Intra- Lata**

MidMaine Communications currently provides one D4 AMI circuit with 24 B-channels for Intra-LATA local and toll traffic.

**Augusta Facility Inter- Lata**

MidMaine Communications currently provides one D4 AMI circuit with 24 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

**Trunk Call monthly peg count totals (Augusta site)**

	<b>Feb09</b>	<b>Mar09</b>	<b>Apr09</b>
<b>Inbound</b>	<b>3700</b>	<b>4300</b>	<b>4000</b>
<b>Outbound</b>	<b>2100</b>	<b>2800</b>	<b>2800</b>

**USM Portland Campus**

**Intra-LATA**

MidMaine Communications currently provides four PRI circuits with 92 B-channels for Intra-LATA local and toll traffic

**USM Portland Campus**

**Inter-LATA**

MidMaine Communications currently provides three NFAS PRI circuits with 70 B-channels for Inter-LATA toll traffic via the Sprint POP in Portland, ME.

**Local exchanges for Portland area:**

Bar Mills	727, 929
Freeport	865, 869, 891
Gorham	222, 839
Gray	440, 657
New Gloucester	926
Old Orchard Beach	934, 937
Portland	210, 211, 228, 232, 233, 239, 252, 253, 264, 272, 275, 317, 318, 321, 329, 332, 347, 400, 408, 409, 415, 450, 471, 482, 523, 541, 552, 553, 574, 575, 580, 615, 618, 619, 650, 653, 662, 671, 681, 699, 712, 741, 749, 750, 756, 758, 759, 761, 766, 767, 770, 771, 772, 773, 774, 775, 776, 780, 781, 791, 792, 797, 799, 807, 818, 821, 822, 823, 828, 831, 838, 842, 851, 870, 871, 874, 878, 879, 899, 939
Pownal	688
Scarborough	289, 396, 510, 730, 883, 885
Waterboro	247
West Gray	428
Westbrook	464, 556, 591, 854, 856, 857
Windham	310, 892, 893, 894
Yarmouth	846, 847

ATTACHMENT D  
UMM

UMM

Site	University of Maine at Machias
Phone Switch	Avaya Definity G3SI
Current Trunks	1 Fairpoint provided PRI for all traffic
Current Average Monthly Usage	
Intra-LATA	4000 minutes
Inter-LATA	3200 minutes
International	230 minutes
Notes	
PRI interface. There is one free PRI port. Not licensed for VOIP.	

Local Calling Area

Beddington	638
Columbia	483, 598
Jonesboro	434
Lubec	733
Michias	255, 259, 263, 271
Pembroke	726

ATTACHMENT E  
UMPI

UMPI

Site	University of Maine at Presque Isle
Phone Switch	Avaya Definity G3SI
Current Trunks	1 Fairpoint provided PRI for all traffic
Current Average Monthly Usage	
Intra-LATA	3500 minutes
Inter-LATA	3200 minutes
International	1500 minutes
Notes	
Service must be delivered by PRI interface. No free PRI ports or cards slots available in PBX. Not licensed for VOIP.	

Local Calling Area

Ashland	435
Caribou	492, 493, 496, 498
Easton	488
Fort Fairfield	472, 473, 476
Mars Hill	425, 429
Presque Isle	227, 540, 551, 554, 760, 764, 762, 768
Washburn	455

ATTACHMENT F  
UMF

Site	University of Maine at Farmington
Phone Switch	Avaya Definity G3SI
Current Trunks	4 PRI's / T1's from various providers
Current Average Monthly Usage	
Intra-LATA	
Inter-LATA	
International	
Notes	
No free PRI ports. Is licensed for VOIP and does have Avaya MedPro card installed.	

Local Calling Area

Farmington	491, 578, 778, 779
Livermore Falls	320, 897
Madison	696
Mercer	587
Mt. Vernon	293
New Vineyard	652
Rome	397
Strong	684
Weld	585
Wilton	645

ATTACHMENT G  
UMFK

Site	University of Maine at Fort Kent
Address	23 University Drive Fort Kent, ME 04743
Phone Switch	UMS ITS Cisco Unified Communications Manager cluster
Current Trunks	1 Fairpoint Classic provided PRI for all traffic
Current Average Monthly Usage	
Intra-LATA	4000 minutes
Inter-LATA	3200 minutes
International	1500 minutes
Notes	
Can accept PRI, SIP, H323, as well as other interfaces.	

Local Calling Area

Eagle Lake	444
Fort Kent	231, 834
Frenchville	543
New Sweden	896
St Francis	398

ATTACHMENT H  
SWS/ITS

Site	University of Maine System – System-wide Services/ITS	
Address	16 Central St Bangor, ME 04401	University of Maine at Orono 5752 Neville Hall Orono, ME 04469
Phone Switch	UMS ITS Cisco Unified Communications Manager cluster	
Current Trunks	2 Fairpoint provided PRI for all traffic (1 at Bangor/ 1 at Orono)	
Current Average Monthly Usage		
Intra-LATA	5000 minutes	
Inter-LATA	5500 minutes	
International	1500 minutes	
Notes		
Can accept PRI, SIP, H323, as well as other interfaces.		