Locations

This specification details campus specific requirements for an overall OUS series of common systems. This specific specification applies only to the following locations

Location	Sold-To	RFA SID
Southern Oregon University (SOU)	3033674	27102

All references to locations other than SOU are merely there to assist the vendor in their understanding of how this upgrade will work on an OUS-wide scale.

Configurations

HMSC (Informational – Do not bid)

Current Configuration

- Summary
    - Single S8300C running Communication Manager 5.2.1
    - 2 G450 media gateways
- Detail (email inoc@ous.edu for configuration detail package)

Post Upgrade Configuration

- Single S8300D running the latest version of Aura Communication Manager

OIT (Informational – Do not bid)

Current Configuration

- Summary
    - Dual S8730's running Communication Manager 5.2.1
    - One stack of IPSI connected G650 carriers
- Detail (email inoc@ous.edu for configuration detail package)

Post Upgrade Configuration

Dual S8800's running the latest release of Communication Manager – Evolution

OSU (Informational – Do not bid)

Current Configuration

- Summary
    - Dual S8730's running Communication Manager 5.2.1

- One stacks of IPSI connected G650 carriers
- Nine IPSI connected MCC cabinets
- One G700 gateway with S8300C LSP
- One G450 gateway
- CMS r14
  - 5 ACDs
    - OHSU – 1000 agents
    - OSU – 100 agents
    - PSU – 300 agents
    - SOU – 50 agents
    - UO – 200 agents
- Avaya Integrated Management 5.2
  - Fault and Performance Manager (Virtualized)
  - Multi-site Administration (Virtualized)
  - Software Update Manager (currently decommissioned)
  - VoIP Monitoring Manager (currently decommissioned)
  - Converged Network Analyzer (currently decommissioned)
  - VAL Manager (client installed at EOU, OIT, OSU, SOU, UO)
  - Site Administration (client installed at EOU, OIT, OSU, SOU, UO)
- SAL gateway
- Detail (email inoc@ous.edu for configuration detail package)

Post Upgrade Configuration

- Dual S8800's running the latest release of Communication Manager – Evolution
  - S8300D LSP in media gateway 1
- S8800 running the latest release of Session Manager and System Manager.
  - Geo-redundant with system at SOU
- CMS r14 (leaving 'old' system in place)
  - 2 ACDs (OHSU – 1000 agents, PSU – 300 agents)
- CMS Latest version
  - 3 ACDs (OSU – 100 agents, SOU – 50 agents, UO – 200 agents)
  - 15 CMS Supervisor logins (OSU – 5, SOU – 2, UO - 8)
- AIM (and/or similar Avaya system) latest version
- 2 SAL gateways

OSU-CC (Informational – Do not bid)

See OSU references to media gateway 1 LSP

Pittock (Informational – Do not bid)

Current Configuration

- Summary
  - Single S8300C running Communication Manager 5.2.1, Session Manager, and IA770
  - 1 G450 media gateway
- Detail (email inoc@ous.edu for configuration detail package)

Post Upgrade Configuration

- Single S8300D running the latest version of Aura Communication Manager with voice mail

SOU

Current Configuration

- Summary
  - Dual S8730's running Communication Manager 5.2.1
    - Two stacks of IPSI connected G650s
  - Session Manager 5.2 on an S8500C
- Detail (email inoc@ous.edu for configuration detail package)

Post Upgrade Configuration

- Dual S8800's running the latest release of Communication Manager – Evolution
- S8800 running the latest release of Session Manager and System Manager.
  - Geo-redundant with system at OSU

Scope of Work/Bid Requirements

This section defines responsibilities for the winning bidder.

FOR ALL LOCATIONS

Unless otherwise stated in the sections for each specific location, the following items in this section will apply to all locations and systems.

Bidder Certification Requirements

Bidder must be an Avaya Platinum certified business partner.

Shipping Costs

All shipping costs must be contained in the bid.

Hardware and Licensing Invoices

Winning bidder's invoices for hardware and licensing must arrive at the customer's site no later than September 20, 2012.

Requirements for Hardware

- Bid response must clearly indicate which hardware items are new (never used) and which hardware items are refurbished.
- Bid response must clearly indicate which hardware items are covered by a warranty, the length of the warranty, and the warranty terms.
- All hardware items shipped to the customer site that are recommended to be replaced by an Avaya Product Correction Notice shall be replaced by the winning bidder at no cost to the customer.

Enterprise Software Licensing Program

All locations currently participate in the Enterprise Software Licensing Program (ESLP), a special Avaya program that provides upgrade protection, through a contract that expires September 27, 2012. These upgrades will be governed, in part, by this ESLP contract. In order to maintain compliance with ESLP contract parameters, you will need to coordinate with the following Avaya contact:

Brant Schooler
Account Mgr, OR/WA
503.858.3601
baschooler@avaya.com

Licenses

Through a long series of errors, not all locations have received all license entitlements due them that were supposed to be included with previous versions of Communication Manager. The winning bidder must make current all licensing entitlements due for all versions of Communication Manager through to the most current release of Aura Communication Manager 6.X

As an example, EC500 license counts should match station license counts. In some locations, they do not. The winning bidder will be responsible for finding all lacking entitlements and bringing them current.

Avaya System Records

In order for us to obtain proper maintenance and support from Avaya for our systems under current and going forward contracts, it is imperative that Avaya's records are properly updated. The winning bidder will be responsible for ensuring that, post-upgrade, Avaya has properly documented all new hardware, software, and licensing related to the upgrade.

System Installation Certification

Should Avaya require that system installations are certified by appropriate personnel, vendor will make sure all installations are certified for support from Avaya. In an effort to remain environmentally conscious, as much as is possible, vendor should utilize new technologies rather than on-site visits to perform certifications (for instance, remote access, emailed videos and pictures, etc.).

Copies of Electronic Information

The winning bidder will be responsible for ensuring customer has access to electronic copies of all software, firmware, license files, and system installation, administration, and maintenance documentation. With the exception of license and authentication files, this can be done by either providing actual electronic copies, or providing access to electronic copies that are easily downloadable. Should the winning bidder decide to provide *some* of this access through either Avaya's (or other 3rd party) web/licensing infrastructure (i.e. http://support.avaya.com) then, for 90 days after upgrade, should we find it difficult to access the above designated information, the winning bidder will be responsible for assisting us to gain access.

The winning bidder will provide emailed copies of any license and/or authentication files that are necessary during the installation process to the following email address: inoc@ous.edu The intended purpose of the license and/or authentication file that is emailed must be stated in the body of the email (for instance: Avaya Aura Communication Manager 6.2 License File).

Hardware Installation

All hardware installation will be done by the customer.

Software Installation

Vendors should bid the following options for each system.
1.   Customer installs and configures all software without vendor assistance
2.   Customer installs and configures all software while vendor is available, via telephone and email, for questions.
3.   Customer installs system to a 'base' level that allows remote vendor access, then, vendor installs remaining software from a remote location. For instance, for Communication Manager the customer would install System Platform and provide remote access for the vendor to install Communication Manager. Vendor would then install and configure Communication Manager.

Translations and other customer data will be migrated to the upgraded systems by the customer.

System Cut-over

- Customer will perform cut-overs, and vendor will be on-call during the cut-overs for remote emergency assistance.
- Cut-overs will happen sometime between 6pm and 6am Pacific time (overnight/out of business hours).

HMSC (Informational – Do not bid)

Upgrade of existing S8300C to S8300D running the latest version of Communication Manager

OIT (Informational – Do not bid)

Upgrade of existing S8730 servers to S8800 servers running the latest version of Communication Manager

OSU (Informational – Do not bid)

- Upgrade of existing S8730 servers to S8800 servers running the latest version of Communication Manager
  - Upgrade of existing media gateway 1 LSP at OSU-CC from S8300C to S8300D
- Upgrade existing CMS to latest version
  - Please quote only the following options for software installation
    1. Vendor ships hardware to one of their own (corporate/technical) offices installs system to a 'base' level that allows remote vendor access, then ships the hardware to OSU for 'rack and stack'. Vendor would then perform all remaining software installation, configuration, data migration, and system cut-over, utilizing OSU personnel as their "hands on" personnel during the entire process.
    2. Customer installs hardware. Vendor performs on-site software installation, configuration, data migration, and system cut-over.
  - Please quote, per ACD, the cost to migrate customer data for ACDs (OSU, SOU, UO).
  - New system should only be licensed for (OSU, SOU, UO)
  - Current CMS system will stay on-site and under OSU ownership and continue to function for ACDs (OHSU, PSU).
- Installation of a new SAL gateway that supports (as is applicable) all systems included in this ITB as well as the following systems:
  - Modular Messaging at OIT
  - Modular Messaging at OSU
- Upgrade existing Avaya Integrated Management (AIM) system(s) to latest release(s) or equivalent systems (equivalent system should be quoted if AIM has an official Avaya migration path). Keep in mind that, as much as is practical, management systems will reside on virtualized Linux instances running on already existing hardware at OSU.
  - The following AIM packages are installed at OSU
    - Fault and Performance Manager
    - Multi-site Administration
    - VAL Manager
    - Site Administration
    - Software Update Manager
  - The AIM packages support all Avaya systems diagrammed in this ITB
- Installation of a new Session Manager with System Manager running on an single S8800 server with a geo-redundant server residing at SOU. This will support all Avaya PBXs in this ITB

OSU-CC (Informational – Do not bid)

See OSU media gateway 1

Pittock (Informational – Do not bid)

Upgrade of existing S8300C to S8300D running the latest version of Communication Manager with voice mail

SOU

- Upgrade of existing S8730 servers to S8800 servers running the latest version of Communication Manager
- Installation of a new Session Manager with System Manager running on an single S8800 server with a geo-redundant server residing at OSU. This will support all Avaya PBXs in this ITB