



Purchasing and Contract Services

Klamath Falls:	Wilsonville:
541.885.1133 (office)	503.821.1277 (office)
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3201 Campus Drive	27500 SW Parkway Ave.
Snell Hall 217	Wilsonville, OR 97070
Klamath Falls, OR 97601	

REQUEST FOR QUOTES (RFQ) #2012-21

Project Name:	Phone System Upgrade
RFQ Due Date/Time:	November 28, 2012, 1:00 PM PST
Project Coordinator:	Brian Clark, OUS Operating System/Network Analyst
Phone:	(541) 713-3331
Email:	Brian.Clark@oregonstate.edu

SUBMIT QUOTES VIA EMAIL TO PURCHASING@OIT.EDU OR MAIL/HAND DELIVERY TO THE ABOVE WILSONVILLE ADDRESS TO GEORGE MARLTON

PLEASE NOTE: EMAIL SUBMISSIONS SHOULD HAVE “RFQ #2012-21” IN THE SUBJECT LINE

1. ANNOUNCEMENT AND SPECIAL INFORMATION

Quoters are required to read and understand and comply with all information contained within this RFQ. All quotes are binding upon Quoter for thirty (30) days from the RFQ Due Date/Time. All payments for services will be paid in accordance to OAR 580-061-0050. Quotes received after the RFQ Due Date/Time may not be considered. Travel and other expense reimbursement will only be reimbursed in accordance with the OIT Contractor’s Travel Reimbursement Policy at the time the expense is incurred.

In support of OIT’s sustainability mission, Quoters are encouraged to consider the following elements in responding to this RFQ. These are not a factor of award (unless otherwise specified in this document):

- Using environmentally preferable products and products that exceed EPA guidelines
- Supporting a diverse supplier pool, including Oregon small, minority, and women-owned firms
- Featuring products made or grown in Oregon.

2. SCOPE

The purpose of this RFQ is to purchase the necessary software and equipment to upgrade the Oregon Tech telephone system. Exhibit A, attached and hereby incorporated by reference, outlines the scope of work requirements.

Additional Scope Requirements:

- Bidders must be certified as a Avaya Platinum Business Partner.
- All shipping costs must be included in the bid and FOB destination.
- All items must be delivered to Oregon Tech Klamath Falls Campus (3201 Campus Drive, Klamath Falls, OR 97601) no later than December 12, 2012.

3. Quote

Quotes should be short and concise with the following information:

- A. Evidence of being certified Avaya Platinum Business Partner;
- B. Price: Two - S8800 Servers – FOB Klamath Falls (indicate new or refurbished);
- C. Warranty period and terms;
- D. Price: Evolution Communication Manager 6.x (or most current version) License;
- E. Estimated delivery date upon order submission.

4. Evaluation

The quote received by the lowest responsive responsible Quoter will be awarded a contract. The "lowest responsive responsible Quoter" is the lowest Quoter who has substantially complied with all requirements of the Request for Quote and who can be expected to deliver promptly and perform reliably.

**OREGON INSTITUTE OF TECHNOLOGY
CERTIFICATIONS
RFQ #2012-21**

Each Quoter must read, complete and submit a copy of this Oregon Institute of Technology Certification with their Quote. Failure to do so may result in rejection of Quote. By signature on this Certification the undersigned certifies that they are authorized to act on behalf of the Quoter and that under penalty of perjury the undersigned will comply with the following:

SECTION I. OREGON TAX LAWS

As required in ORS 305.385(6) the undersigned hereby certifies that to the best of the undersigned's knowledge, the Entity is not in violation of any Oregon Tax Laws. For purposes of this certification, "Oregon Tax Laws" means a state tax imposed by ORS 401.792 to 401.816 and ORS chapters 118, 314, 316, 317, 318, 320, 321 and 323; the elderly rental assistance program under ORS 310.630 to 310.706; and local taxes administered by the Department of Revenue under ORS 305.620. If a Contract is executed, this information will be reported to the Internal Revenue Service. Information not matching IRS records could subject Contractor to 31% backup withholding.

SECTION II. AFFIRMATIVE ACTION

The undersigned hereby certifies that they have not discriminated against Minority, Women or Emerging Small Business Enterprises in obtaining any required subcontracts, pursuant to OAR 580-061-0030(3).

SECTION III. COMPLIANCE WITH SOLICITATION

The undersigned further agrees and certifies that they:

1. Have read, understand and agree to be bound by and comply with all requirements, instructions, specifications, terms and conditions of the RFQ (including any attachments); and
2. Are an authorized representative of the Quoter, that the information provided is true and accurate, and that providing incorrect or incomplete information may be cause for rejection of the Quote or contract termination; and
3. Will furnish the designated item(s) and/or service(s) in accordance with the RFQ and Quote.

Firm Name: _____ Date: _____

Signature: _____ Title: _____

Name (Type or Print): _____ Telephone: _____

Email: _____ OR CCB # (if applicable): _____

Business Designation (check one):

Corporation Partnership Sole Proprietorship Non-Profit Limited Liability Company

Oregon Certified Minority, Women, or Emerging Small Business: (Mark if applicable and certification #)

Minority: _____ Women: _____ ESB: _____

Self-Reported Minority, Women, or Emerging Small Business: (Mark if applicable)

Minority: _____ Women: _____ ESB: _____

OREGON INSTITUTE OF TECHNOLOGY INSTRUCTIONS TO QUOTERS

Quotes are subject to the applicable provisions and requirements of the Oregon Administrative Rules and Oregon Revised Statutes.

QUOTE PREPARATION

1. **QUOTE FORMAT:** Quotes must be submitted as indicated in the RFQ. Quotes may be submitted in writing to OIT office via e-mail, mail or in person.
2. **CONFORMANCE TO RFQ REQUIREMENTS:** Quotes must conform to the requirements of the RFQ. Unless otherwise specified, all items quoted are to be new, unused and not remanufactured in any way. Any requested attachments must be submitted with the quote and in the required format. Quote prices must be for the unit indicated on the quote. Failure to comply with all requirements may result in quote rejection.
3. **ADDENDA:** Only documents issued as addenda by OIT serve to change the RFQ in any way. No other directions received by the Quoter, written or verbal, serve to change the RFQ document. **NOTE: IF YOU HAVE RECEIVED A COPY OF THE RFQ, YOU SHOULD CONSULT THE UNIVERSITY PROCUREMENT GATEWAY WEBSITE (www.ous.edu/about/bo) TO ENSURE THAT YOU HAVE NOT MISSED ANY ADDENDA OR ANNOUNCEMENTS. QUOTERS ARE NOT REQUIRED TO RETURN ADDENDUMS WITH THEIR QUOTE. HOWEVER, QUOTERS ARE RESPONSIBLE TO MAKE THEMSELVES AWARE OF, OBTAIN AND INCORPORATE ANY CHANGES MADE IN ANY ADDENDUMS ISSUED, AND TO INCORPORATE ANY CHANGES MADE BY ADDENDUM INTO THEIR FINAL QUOTE. FAILURE TO DO SO MAY, IN EFFECT, MAKE THE QUOTER'S QUOTE NON-RESPONSIVE, WHICH MAY CAUSE THE QUOTE TO BE REJECTED.**
4. **USE of BRAND or TRADE NAMES:** Any brand or trade names used by OIT in RFQ specifications are for the purpose of describing and establishing the standard of quality, performance and characteristics desired and are not intended to limit or restrict competition. Quoters may submit quotes for substantially equivalent products to those designated unless the RFQ provides that a specific brand is necessary because of compatibility requirements, etc. All such brand substitutions shall be subject to approval by OIT.
5. **PRODUCT IDENTIFICATION:** Quoters must clearly identify all products quoted. Brand name and model or number must be shown. OIT reserves the right to reject any quote when the product information submitted with the quote is incomplete.
6. **FOB DESTINATION:** Unless specifically allowed in the RFQ, ***QUOTE PRICE MUST BE F.O.B. DESTINATION with all transportation and handling charges paid by the Quoter.***
7. **DELIVERY:** Delivery time must be shown in number of calendar days after receipt of purchase order.
8. **EXCEPTIONS:** Any deviation from quote specifications, or the Oregon Institute of Technology Purchase Order Terms and Conditions may result in quote rejection.
9. **SIGNATURE ON QUOTE:** Quotes must be signed by an authorized representative of the Quoter. Signature on a quote certifies that the quote is made without connection with any person, firm or corporation making a quote for the same goods and/or services and is in all respects fair and without collusion or fraud. Signature on a quote also certifies that the Quoter has read and fully understands all quote specifications, and the Oregon Institute of Technology Purchase Order Terms and Conditions (including insurance requirements). No consideration will be given to any claim resulting from quoting without comprehending all requirements of the RFQ.
10. **QUOTE MODIFICATION:** Quotes, once submitted, may be modified in writing before the time and date set for quote closing. Any modifications should be signed by an authorized representative, and state that the new document supersedes or modifies the prior quote. Quoters may not modify quotes after quote closing time.
11. **QUOTE WITHDRAWALS:** Quotes may be withdrawn by request in writing signed by an authorized representative and received by OIT prior to quote closing time. Quotes may also be withdrawn in person before quote closing time upon presentation of appropriate identification.

- 12. QUOTE SUBMISSION:** Quotes may be submitted by returning to OIT Purchasing and Contract Services Office in the location designated in the introduction of the RFQ via e-mail, mail or in person but no oral or telephone quotes will be accepted. Envelopes, or e-mails containing Quotes should contain the RFQ Number and RFQ Title.

QUOTE EVALUATION AND AWARD

- 1. PRIOR ACCEPTANCE OF DEFECTIVE PROPOSALS:** Due to limited resources, OIT generally will not completely review or analyze quotes which fail to comply with the requirements of the RFQ or which clearly are not the best quotes, nor will OIT generally investigate the references or qualifications of those who submit such quotes. Therefore, neither the return of a quote, nor acknowledgment that the selection is complete shall operate as a representation by OIT that an unsuccessful quote was complete, sufficient, or lawful in any respect.
- 2. DELIVERY:** Significant delays in delivery may be considered in determining award if early delivery is required.
- 3. CASH DISCOUNTS:** Cash discounts will not be considered for award purposes unless stated in the RFQ.
- 4. PAYMENT:** Quotes which require payment in less than 30 days after receipt of invoice or delivery of goods, whichever is later, may be rejected.
- 5. INVESTIGATION OF REFERENCES:** OIT reserves the right to investigate references and or the past performance of any Quoter with respect to its successful performance of similar services, compliance with specifications and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. OIT may postpone the award or execution of the contract after the announcement of the apparent successful Quoter in order to complete its investigation. OIT reserves the right to reject any quote or to reject all quotes at any time prior to OIT's execution of a contract if it is determined to be in the best interest of OIT to do so.
- 6. METHOD OF AWARD:** OIT reserves the right to make the award by item, groups of items or entire quote, whichever is in the best interest of OIT.
- 7. QUOTE REJECTION:** OIT reserves the right to reject any and all quotes.
- 8. QUOTE RESULTS:** Quoters who submit a quote will be notified of the RFQ results. Awarded quote files are public records and available for review by appointment.

1. DEFINITIONS:

"Contractor" means the party named in the Purchase Order ("PO") with whom OIT has contracted for the purchase of goods or goods and services. The terms "Contractor" and "Seller" as used in the Uniform Commercial Code ("UCC")(Oregon Revised Statutes ("ORS") Chapter 72) are synonymous;

"Purchase Order" or "PO" means the entire written agreement between the parties, including these Purchase Order Terms and Conditions, and any other terms and conditions and agreements referenced on the face of the PO.

2. DELIVERY: Deliveries will be F.O.B Destination. Contractor shall pay all transportation and handling charges. Contractor is responsible and liable for loss or damage until final inspection and acceptance of the Goods. Contractor remains liable for latent defects, fraud, and warranties.

3. INSPECTIONS: OIT may inspect and test the Goods and related Services (collectively, "Goods") at times and places determined by OIT. OIT may reject non-conforming Goods and require Contractor to correct them without charge or deliver them at a reduced price, as negotiated. If Contractor does not cure any defects within a reasonable time, OIT may reject the Goods and cancel the PO in whole or in part. This paragraph does not affect or limit OIT's rights, including its rights under the UCC ORS chapter 72. Nothing in this paragraph is to in any way affect or limit OIT's rights as a Buyer, including the rights and remedies relating to rejection under ORS 72.6020 and revocation of acceptance under ORS 72.6080.

4. PAYMENT: OIT shall pay Contractor within 30 days from (i) the date the Goods are delivered and accepted or (ii) the date the accurate invoice is received, whichever is later. If OIT fails to pay within 45 days of such date, Contractor may assess overdue account charges up to a rate of 2/3% per month (8% APR) or the maximum rate allowed by law on the outstanding balance. (OAR 580-061-0050)

5. OIT PAYMENT OF CONTRACTOR CLAIMS: If Contractor does not pay promptly any claim that is due for Goods or Services furnished to the Contractor by any subcontractor in connection with this PO, the OIT may pay such claim and charge that payment against any payment due to the Contractor under this PO. OIT's payment of a claim does not relieve the Contractor or its surety, if any, from their obligations for any unpaid claims.

6. WARRANTIES: Contractor represents and warrants that the Goods are new, current, and fully warranted by the manufacturer, unless otherwise authorized by OIT. Delivered Goods will comply with specifications and be free from defects in labor, material and manufacture. All UCC implied and expressed warranties are incorporated in this PO. Contractor shall transfer all warranties to OIT.

7. TERMINATION: (i) The parties may terminate this PO by mutual agreement; (ii) OIT may terminate this PO at any time for convenience with written notice to Contractor. Upon receipt of the written notice, Contractor shall stop performance, and OIT shall pay Contractor for Goods or Services delivered and accepted. (iii) OIT may terminate this PO at any time if OIT fails to receive funding, appropriations, or other expenditure authority; (iv) If Contractor breaches any PO provision or is declared insolvent, OIT may terminate this PO for cause with written notice to Contractor, and Contractor shall be liable for all incidental and consequential damages resulting from its breach, including all damages as provided in the UCC.

8. HOLD HARMLESS: *Contractor shall indemnify, defend and hold harmless OIT the State of Oregon and its agencies, their divisions, officers, employees, and agents, from all claims, suits or actions of any nature arising out of or related to the activities of Contractor, its officers, subcontractors, agents or employees under this PO.*

9. GOVERNING LAW, JURISDICTION, VENUE: This PO shall be governed and construed in accordance with the laws of the State of Oregon, without regard to principles of conflicts of law. Any claim, action, suit, or proceeding between OIT and the Contractor that relates to this PO ("Claim") must be heard exclusively in the Circuit Court of Marion County for the State of Oregon. If the Claim must be brought in a federal forum, then it must be heard exclusively in the US District Court for the District of Oregon. Contractor consents to the in personam jurisdiction of these courts. *Neither this Section nor any other provision of this PO is a waiver by the State of Oregon of any form of defense, sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the US Constitution, or other immunity, from any Claim or from the jurisdiction of any court.*

10. FORCE MAJEURE: Neither party is responsible for delay or default caused by an event beyond its reasonable control. OIT may terminate this PO without liability to Contractor upon written notice after determining the delay or default reasonably prevents performance of this PO.

11. ASSIGNMENT/SUBCONTRACT/SUCCESSORS: Contractor shall not assign, transfer, or subcontract rights (Subcontract) or delegate responsibilities under this PO in whole or in part, without the prior written approval of OIT. This PO's provisions are binding upon and inure to the benefit of the parties to the PO and their respective successors and assigns.

12. ACCESS TO RECORDS: Contractor shall maintain all accounting records relating to this PO according to GAAP and any other records relating to Contractor's performance ("Records") for six (6) years from termination or as otherwise required. Contractor shall grant OIT, and the State of Oregon and its agencies, the Secretary of State Audits Division, the federal government, and their duly authorized representatives access to the Records, including reviewing, auditing, copying, and making transcripts.

13. COMPLIANCE WITH APPLICABLE LAWS: Contractor shall comply with all applicable federal, state and local laws, regulations, executive orders, and ordinances, as amended (Rules), including: (i) Titles VI and VII of Civil Rights Act of 1964; (ii) Sections 503 and 504 of the Rehabilitation Act of 1973; (iii) the Americans with Disabilities Act of 1990; (iv) Executive Order 11246; (v) The Age Discrimination in Employment Act of 1967, and the Age Discrimination Act of 1975; (vi) The Vietnam Era Veterans' Readjustment Assistance Act of 1974; (vii) ORS Chapter 659; (viii) all other applicable requirements of federal and state civil rights and rehabilitation statutes, rules and regulations; (ix) all federal and state laws governing the handling, processing, packaging, storage, labeling, and delivery of food products; and (x) all regulations and administrative rules established pursuant to the foregoing laws.

14. WORKERS' COMPENSATION: Contractor shall comply with ORS 656.017 and provide the

required workers' compensation coverage, unless exempt under ORS 656.126(2). Contractor shall ensure that its Subcontractors, if any, comply with these requirements.

15. SAFETY AND HEALTH REQUIREMENTS: Contractor represents and warrants that the Goods comply with all federal and Oregon safety and health requirements.

16. MATERIAL SAFETY DATA SHEET: Contractor shall provide OIT with a Material Safety Data Sheet for any Goods which may release, or otherwise result in exposure to, a hazardous chemical under normal conditions of use (OAR 437-002-0360 and 29 CFR 1910.1020). Contractor shall label, tag or mark such Goods.

17. RECYCLABLE PRODUCTS: Unless otherwise required, Contractor shall use recycled and recyclable products to the maximum extent economically feasible in the performance of the PO.

18. AMENDMENTS: All amendments to this PO must be in writing, signed by OIT.

19. SEVERABILITY: If a court of competent jurisdiction declares any provision of this PO to be invalid, the other provisions and the rights and obligations of the parties remain in effect.

20. WAIVER: OIT's failure to enforce any provision of this PO is not a waiver or relinquishment by OIT of its rights to such performance in the future or to enforce any other provisions.

21. AWARD TO FOREIGN CONTRACTOR: If Contractor is not registered to do business or has no office in the State of Oregon, Contractor shall promptly provide to the Oregon Department of Revenue and the Secretary of State Corporation Division all information required by those agencies relative to this PO. OIT may withhold final payment under this PO until Contractor has met this requirement.

22. TAX CERTIFICATION: Contractor hereby certifies under penalty of perjury: (a) it is not subject to backup withholding because (i) it is exempt from backup withholding, (ii) it has not been notified by the IRS that it is subject to backup withholding as a result of a failure to report all interest or dividends, or (iii) the IRS has notified Contractor that it is no longer subject to backup withholding; and (b) per ORS 305.385(6) it is not in violation of any Oregon tax laws described in ORS 305.380(4).

23. EXPORT CONTROL: Contractor acknowledges that OIT has students and faculty who are foreign nationals who may work with services, product or technology received from Contractor pursuant to this PO. Contractor represents that it has informed OIT in writing, prior to acceptance of this PO if it is providing OIT any product or technology subject to the U.S. Export Administration Act of 1979, the Export Administration Regulations and the International Traffic in Arms Regulations, and if so, under what Commerce Control List number(s) or U.S. Munitions List Number(s) it is controlled.

24. OIT NAME AND TRADEMARK: Contractor shall not use names, marks or trademarks identifying OIT, or any department or office of OIT, or in any other way identify OIT without prior written approval from the OIT Office of Marketing and Communication.

25. INSURANCE: Contractor shall secure at its own expense and keep in effect during the term of the performance under this PO, general liability or professional liability insurance as deemed applicable by OIT with limits not less than one million dollars (\$1,000,000) per occurrence with an aggregate amount of \$2,000,000, unless otherwise specified in writing by OIT. If requested, Contractor shall provide proof of insurance of said insurance policy.

26. ORDER OF PRECEDENCE: This PO includes the documents listed below, which, in the event of any conflicts among them, must be interpreted in the following order of precedence: i) The solicitation document issued by OIT and its attachments and addenda, if any; and ii) this Purchase Order including its Terms and Conditions, Contractor's bid, proposal or quote. *In the event Contractor's bid, proposal or quote contains a requirement that its terms and conditions are superior to the above order of precedence, then Contractor acceptance of this PO constitutes a complete and absolute waiver of such requirement.*

27. EMPLOYMENT STATUS AND CONFLICTS: Contractor certifies that it is not currently employed by the federal government and it is not an employee of the Oregon University System. Contractor further certifies that it has not offered any gifts, financial incentive or other enticements to an OIT employee, an OIT employee relative as defined in ORS 244.020(15), or an employee's or relative's business in exchange for a contract.

28. INDEPENDENT CONTRACTOR STATUS: The services to be rendered under this PO are those of an independent contractor. Contractor is solely and entirely responsible for any applicable state and federal taxes applicable to this PO. Contractor's employees are not entitled to any of the benefits that OIT provides its employees.

29. TRAVEL AND EXPENSE REIMBURSEMENT: If any travel or expense reimbursement is authorized in this PO, OIT will only reimburse Contractor in accordance with the OIT Contractor Travel Reimbursement Policy, hereby incorporated by reference.

30. INTELLECTUAL PROPERTY: All inventions, discoveries, work of authorship, trade secrets or other tangible or intangible items and intellectual property rights created by Contractor pursuant to this PO, including derivative works and compilations, together the "Work Product", and whether or not such Work Product is considered a work made for hire or an employment to invent, shall be the exclusive property of OIT.

31. TIME IS OF THE ESSENCE: Contractor agrees that time is of the essence under this PO.

32. MERGER: THIS PURCHASE ORDER CONSTITUTES THE ENTIRE AGREEMENT BETWEEN THE PARTIES. THERE ARE NO UNDERSTANDINGS, ORAL OR WRITTEN, NOT SPECIFIED HEREIN REGARDING THIS PO. NO AMENDMENT, CONSENT, OR WAIVER OF TERMS OF THIS PO SHALL BIND EITHER PARTY UNLESS IN WRITING AND SIGNED BY ALL PARTIES. ANY SUCH AMENDMENT, CONSENT, OR WAIVER IS EFFECTIVE ONLY IN THE INSTANCE AND FOR THE SPECIFIC PURPOSE GIVEN.

Locations

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

Location	Sold-To	RFA SID
Oregon Institute of Technology (OIT)	3033653	28946

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

Configurations

OIT

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

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.

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.

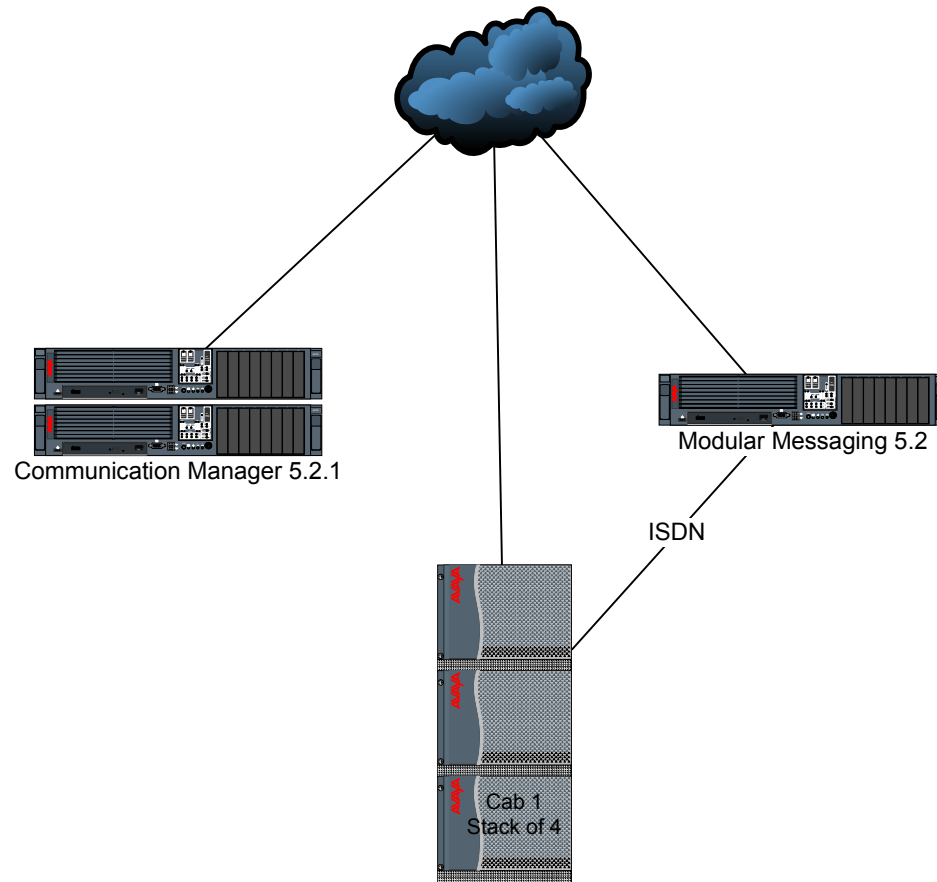
System Cut-over

- 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).

OIT

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

Current OIT Configuration



OIT Post-Upgrade Configuration

- New S8800 server pair
- Hardware installation: iNOC
- Software (system platform/communication manager) installation options:
 - 1: iNOC installs and configures all software, vendor validates and registers
 - 2: iNOC installs to remote access level (system platform), then vendor completes remainder of installation, configuration, validation, registration

