



EASTERN OREGON
UNIVERSITY

REQUEST FOR PROPOSAL

TELEPHONE SYSTEM

CONTRACTOR ADMINISTRATOR:

Eastern Oregon University
IT Purchasing Agent
Information Technology Department
Phone: (541) 962-3582
Fax: (541) 962-3712
Email: hmoore@eou.edu

RFP ISSUE DATE: January 23, 2013

RFP CLOSING DATE: February 13, 2013, 3:00pm, PST

NO LATE RESPONSES WILL BE ACCEPTED

SUBMITTAL LOCATION

Eastern Oregon University
Information Technology Department, Ackerman 209
1 University Blvd.
La Grande OR 97850

1. GENERAL

1.01 SCHEDULE OF EVENTS:

| | |
|--|--------------------------------------|
| Request for Proposal Issue Date | January 23, 2013 |
| Deadline for request for Clarification or change | February 4, 2013 |
| Proposal Due Date & Time | February 13, 2013, at 3:00 pm PST |

This Schedule of Events is subject to change. Any changes will be made through the issuance of Written Addenda.

1.02 PRE-PROPOSAL CONFERENCE

A Pre-Proposal Conference will not be held.

1.03 ISSUING OFFICE

The Information Technology department of Eastern Oregon University (EOU) is the issuing office and is the sole point of contact for this RFP. Address all concerns or questions regarding this RFP to the Contract Administrator identified below:

1.04 CONTRACT ADMINISTRATOR

Name: Helen Moore
Title: IT Purchasing Agent
Telephone: 541.962.3582
Fax: 541.962.3712
E-mail: hmoore@eou.edu

1.05 DEFINITIONS

As used in this Request for Proposal (RFP), the terms set forth below are defined as follows:

- a "Addenda" means an addition to, deletion from, a material change in, or general interest explanation of the RFP.
- b "Exhibits" means those documents which are attached to and incorporated as part of the RFP.

- c “Proposal” means an offer, binding on the Proposer and submitted in response to the RFP.
- d “Proposer” means an entity that submits a Proposal in response to the RFP.
- e “Proposal Due Date and Time” means the date and time specified in the RFP as the deadline for submitting Proposals.
- f “Provider” means the entity that is selected to provide the specifics of this proposal.
- g “Request for Proposal” means a Solicitation Document for the solicitation of competitive, written, signed and sealed Proposals in which specifications, price, and delivery are the predominant award criteria.
- h “Responsible” means an entity that demonstrates their ability to perform satisfactorily under a Contract by meeting the applicable standards of responsibility outlined in OAR 580-061-0130.
- i “Responsive” means a Proposal that has substantially complied in all material respects with the criteria outlined in the RFP.
- j “Written or Writing” means letters, characters, and symbols inscribed on paper by hand, print, type, or other method of impression intended to represent or convey particular ideas or meanings.

2. INTRODUCTION AND BACKGROUND

2.01 INTRODUCTION

Eastern Oregon University was founded in 1929 as a teachers college and today serves as a regional University and center for education, culture, and scholarship. Located in La Grande along the Oregon Trail, EOU is surrounded by the Blue Mountains, Eagle Cap Wilderness, and Elkhorn Mountains.

With more than 20 bachelor’s degree programs ranging from anthropology to theatre arts, EOU also offers degrees in agriculture, nursing and engineering through cooperative partnerships, as well as pre-professional programs. Nine complete degrees and 18 minors are available entirely online. EOU’s master’s programs are in teacher education, science in teacher education and business administration.

As a nationally recognized leader in providing distance education courses to students living in eastern Oregon and across the country, EOU is committed to serving the educational, social, cultural and economic needs of the region. EOU’s commitment to service means recognizing that many students may find themselves place-bound, with options that seem limited by their location. Eastern opens the door for students by providing a unique opportunity to choose when and where they can complete their degrees. Students work with advisers on campus and at 16 centers placed strategically across Oregon from Coos Bay, to Hermiston, to Ontario, giving them the flexibility they

need to reach their goals. Nine different degree programs and 18 minors can be completed entirely online, bringing affordable and accessible education to students living throughout the state of Oregon and beyond. More than 50 percent of current EOU students are taking advantage of a mix of flexible course delivery formats.

The range of EOU's programs is reflected in our mission statement: EOU guides student inquiry through integrated, high-quality liberal arts and professional programs that lead to responsible and reflective action in a diverse and interconnected world.

As an educational, cultural and scholarly center, EOU connects the rural regions of Oregon to a wider world. Our beautiful setting and small size enhance the personal attention our students receive, while partnerships with colleges, universities, agencies and communities add to the educational possibilities of our region and state.

2.02 BACKGROUND

Eastern Oregon University (EOU), Information Technology Department, is seeking Responsive Proposals for a web-hosted VoIP Telephone System to replace their existing Avaya S8730/G650 platform. This system will service students, staff, and faculty at EOU's main campus, located in La Grande Oregon and various regional centers located throughout the state of Oregon.

3. SPECIFICATIONS/STATEMENT OF WORK

3.01 REQUIRED SPECIFICATIONS:

In order to qualify as a Responsive Proposer, the Proposal needs to meet the required specifications below:

- 1 Proposer shall provide turn-key complete Hosted VoIP service for Eastern Oregon University including all on-campus staff & faculty phones.
- 2 Proposer shall provide in proposal the maximum amount of aggregated voice bandwidth needed for number of phones listed in section 3.03.
- 3 Proposer shall be able to readily handle aggregate SIP traffic for number of phones defined in section 3.03.
- 4 Proposer shall provide Hosted VoIP Concept Diagram in proposal.
- 5 The proposal shall indicate the responsibility of each party and what equipment (both hardware and software) must be procured outside the proposal in order to support the Hosted VoIP Services.
- 6 Proposer shall provide recommended phones and network equipment and/or specifications of phone and network equipment. (PoE, VLAN, QOS)
- 7 IP Addressing and Planning Requirements: Proposer shall detail any and all requirements for IP Address Planning, VLANs, Ranges, and/or requirements for the host services and for the existing Eastern Oregon University service provider circuit based upon the proposed hosted solution of the proposer; provide necessary requirements in the RFP.
- 8 Proposer shall describe in detail how a call will be made with his proposed solution (utilizing the existing EOU Layer 2 VLANs and EOU's WAN/LAN Networks) for inter-campus and intra-campus (local and LD), including call setup, media content (voice call), and call tear down utilizing SIP signaling.
- 9 Proposer shall provide G.711 standard (others such as G.722 or G.729a can be submitted to be utilized but the proposer will need to show that call quality will not be degraded, nor increased latency, nor increased jitter).
- 10 A MOS (Mean Opinion Score) of 3.7 or above is required to be achieved for end to end voice quality from the provider through on-campus and off-campus calls (local and LD).
- 11 EOU will set in place, plug in the patch cords and connect the VoIP phones to the PoE switches (or mid-span ports). Provider shall configure the phones via the cloud, using pushed out profiles or other means and methods.
- 12 The proposer shall provide a complete list and price of SIP supported and SIP compliant VoIP phones that are compatible with their proposed Hosted VoIP system and meet the minimum requirements for the base phone set features requested by EOU.
 - a **Basic Phones:** Phone set features including, but not limited to: supporting SIP, single line, lighted message waiting indicator, graphical

display, DHCP, 802.3af, LLDP-med, G.711 Codec; multiple ring tones, minimum 10/100 Ethernet switch, and signaling and network services to support provider's proposed solution.

- b **Advanced Phones:** Phone set features including, but not limited to: supporting minimum four lines direct access, four programmable feature soft keys. Must have hard keys for messages, directories, menu/settings, speakerphone, mute, headset volume control. Must support SIP, G.711, DHCP, LLDP-med, hands free full duplex speakerphone, built in headset connection, backlit graphical display, 802.3af, minimum 10/100 Ethernet switch, ability to add up to two 14 button expansion modules; and signaling and network services to support provider's proposed solution
 - c **Conference Phones:** Phone set features including, but not limited to: Pickup voice from up to 7 feet away, 360 degree microphone coverage, SIP, DHCP, 802.3af, LLDP-med, G.711 Codec, minimum 10/100 Ethernet, speaker volume control, mute.
 - d **Expansion Module (similar to a Direct Station Select/Busy Lamp Field functions):** Phone set to attach to advanced phones (described above) with a minimum monitoring of 14 added positions/lines, illuminated buttons for each line to provide status functions.
- 13 Proposer shall provide a complete list and pricing of all the station user Features offered by provider for their proposed solution; and provide a complete list of station user features that are not supported by the provider (or are optional).
 - 14 Proposer shall provide a complete list and pricing of all the attendant features offered by provider for his proposed solution; and provide a complete list of any Attendant features that are not supported by the provider (or are optional).
 - 15 Proposer shall provide a complete list and pricing of all the call routing features offered by provider for his proposed solution; and provide a complete list of any call routing features that are not supported by the provider (or are optional).
 - 16 Proposers shall be able to retain EOU's current internal 5 digit dial plan.
 - 17 Proposers shall retain EOU's current DID blocks / phone numbers and port these numbers into the proposer's circuit and SIP trunk group(s).
 - 18 Proposers shall provide options for flat rate local or metered local calls by a monthly recurring charge per phone and/or per user (or per SIP trunk) and shall also indicate whether there are any associated nonrecurring costs.
 - 19 Proposer shall provide the per minute interstate, and intrastate, usage rates and domestic and international long distance toll calls.
 - 20 Proposers shall provide pricing for toll free calling.
 - 21 Proposer shall employ and configure CLASS OF SERVICE RESTRICTION.
 - a Internal only
 - b Local "9" only
 - c Local + Long Distance
 - d Long Distance
 - 22 Proposer shall offer a voicemail to email solution.
 - 23 Proposer shall offer a DID Fax solution. Proposers shall provide price options/offers for DID Fax extensions/trunks and DID fax services.

- 24 Proposer shall including pricing for the number of DIDs in the quantities listed in section 3.03. Include price of initial porting of DID, along with any ongoing costs associated with DIDs.
- 25 Proposers shall include pricing for Calling Line ID Services (with DIDs) in the quantities listed in section 3.03.
- 26 Proposer shall provide the following feature: Dial by Name or Department from any phone in the proposed system.
- 27 Proposer shall support Voice Conferencing/Audio Conferencing features.
- 28 Proposer shall provide a complete list of all emergency management solutions (voicemail broadcast, email/text).
- 29 Proposer shall describe how data is securely stored and transmitted. Proposer shall also describe the control mechanisms in place, specifically related to HIPAA/FIRPA.
- 30 Proposer shall provide a description of proposer's data centers (type, location, and IP transport methodology around providing QoS and BGP Peering arrangements).
- 31 Proposer shall be able to utilize and deliver SIP via EOU's existing WAN connection (more information in section 3.03)
- 32 Proposer shall specify any other installation requirements, (including inside conduit, outside conduit, rights-of-way, extra equipment, power requirements, climate control, etc.) that will be the responsibility of EOU and not the responsibility of the provider. Any additional costs and requirements of the EOU must be specifically disclosed.
- 33 Proposer shall maintain a Help Desk (reached via a 1-800#) that is available to consult with at any time during the normal business day. The Help Desk should be staffed by a customer educator and/or an engineer, so that most user questions can be answered instantly. Any additional costs and/or ongoing costs and requirements of EOU must be specifically disclosed.
- 34 Proposer will not start billing for transport services for EOU until the Host VoIP service is first installed, tested and accepted by EOU.
- 35 Proposer shall provide a VoIP Network testing and acceptance plan not later than one month before the actual implementation that will certify that all services are installed and configured correctly. This proposed plan is subject to review and approval of EOU. Modifications to the plan may be required to gain EOU's approval. Proposers may choose to include a proposed Testing and Acceptance Plan in their Proposals. This acceptance plan and testing must certify that MOS scores are 3.7 or above for EOU (including all buildings served). Testing of the following criteria is also required:
 - a Assurance that the hosted VoIP system provides efficient day-to-day telephone communications.
 - b Proper Network connectivity and LAN/IP/SIP services to each IP phone.
 - c Proper IP telephony service to each phone and extension assignment.
 - d E-911 operation from any phone.
 - e Proper setup and operation of DID extensions and/or ISDN-PRI channels and trunks (including SIP trunks).

- f Proper operation of calling, local calling, and long distance access
 - g Assure proper toll quality voice and call admission control/ bandwidth being set-up per requirements of Proposer's supply manufacturer of hardware/software. The Proposer shall demonstrate that the toll quality MOS score is at least 3.7.
- 36 Term of the initial contract must be no less than two (2) years from the date the Host VoIP service is first installed, tested and accepted by EOU, with the option of two (2), one-year renewals.
- 37 Maintenance of the Hosted VoIP System will be provided as part of the agreement and will be serviced by personnel either in the direct employment of the VoIP Proposer, or as a designated local Service Agent of the provider.
- a Normal service coverage must be from 8:00a.m. to 5:00p.m. on a 5 days per week basis from the local area and 24 hours a day, 7 days a week for major system failures.
 - b Service must be provided normally on a 24 hour response time, as well as, 4 hours in the event of a major system failure.
 - c EOU defines a major system failure as: AT LEAST 20% OF THE INCOMING TRUNKS OR AT LEAST 20% OF THE EXTENSIONS ARE INOPERABLE.
 - d There must be no additional cost for parts and labor for maintenance or service items required during the term of the initial contract.
 - e The system must be updated with the latest software releases free-of-charge during the term of the initial contract for all furnished software.
- 38 The provider's service force must be comprised of manufacturer-trained and skilled field service technicians. These technicians shall be trained on all the supplied hardware and software and application feature sets.
- 39 The provider's Customer Support Center (via a 1-800 #) must provide the following services:
- a Receipt of EOU's trouble calls, assignment of trouble ticket number, maintain history of all troubles and Dispatch of service personnel.
 - b Receipt of EOU's requests for Moves, Adds and Changes.
 - c Troubleshooting and Advanced Remote Diagnostics.
 - d Direct escalation of unresolved problems to the manufacturer(s).
 - e Engineering & Technical Support for EOU and Field Technicians.
 - f Management of Line and Network trouble on the EOU's behalf.
 - g Traffic Engineering and Analysis (as requested).
- 40 Proposer shall provide option for enterprise Directory services (LDAP/Active Directory) contact integration and include pricing.
- 41 Proposer shall describe solutions for analog phones. (See Section 3.03 for number of lines).
- 42 Proposer shall provide concurrent call paths: There must be 1 path for every 4 phones.
- 43 Voice Mail must be provided. The number of requested voicemail boxes is listed in section 3.03. Proposers shall provide their standard amount of mailbox storage time in minutes for the system proposed in Proposer's proposal.

- 44 911 calls from EOU must be able to be carried over local POTS/ISDN-PRI lines provided by the school and terminated into a Media Gateway (leased gateway or leased router) provided by the proposer.
- 45 All phones must be able to call "911" and reach the local Public Safety Answering Point (PSAP).
- 46 Proposer shall provide call redundancy in the event of a primary WAN or Internet access failure. Proposer shall describe how the provider will deal with this for inbound and outbound calling.
- 47 Proposer shall submit a concise project plan with the proposal response delineating the timeline leading up to and including the go-live target date (see section 3.03). Proposer shall provide a realistic plan that identifies the start date for each type of service to each location.
- 48 The provider shall provide his offerings for CDR reports that EOU may request; The CDR offerings must allow "On-Demand" reports on stations, trunks, exception reporting, Caller ID information, account codes, usage, etc.

3.02 PREFERRED SPECIFICATIONS:

- 1 Indicate what other user agent endpoints such as mobile phones, and softphones are supported and what makes and models of equipment are compatible with the proposed solution. Include pricing of these features or licenses.
- 2 A MOS (mean opinion score) of 4.1 or above is preferred.
- 3 Provide options and pricing for testing and configuring the following features:
 - a Voice Mail Set-up and/or Unified Messaging setup and training, assure for each phone.
 - b Proper Auto-Attendant set up including sub-menus and hunt groups.
 - c Proper call flow of vectors and hunt groups
 - d Proper setup and operation of the audio conferencing stations.
- 4 Preference will be given to low cost interstate, and intrastate, usage rates and domestic and international long distance toll calls.
- 5 Proposers should provide options for Unified Communications including monthly recurring charges for licenses/seats for standard offerings.
 - a Options should include Presence (Extensible Messaging and Presence Protocol (XMPP)) features, unified messaging, instant messaging, video collaboration, desktop and/or web based video conferencing, and other offerings.
- 6 Preference will be given to proposer with data-center redundancy and geographically disperse data-center locations.
- 7 The VoIP Proposer should maintain a Service Center with an adequate inventory of Spare Parts and/or Equipment (to maintain the Priority 1 equipment). The service center function can be provided by an approved local agent or local sub-contractor of the provider that can respond to meet any on-site repair or service needs for Priority 1 equipment in the time allotted.
- 8 Preference will be given to best uptime guarantees.

- 9 Preference will be given for larger voicemail capacity storage.
- 10 EOU would prefer to have internal calls routed internally (over the LAN via an on-campus gateway device).
- 11 Proposer should provide standard offerings for voice mail features and functions (such as access, forwarding messages, greetings, etc.) and list all offered and provided features in the RFP response.
- 12 Proposer should describe any integration with overhead paging systems and the provider's ability to page to the handsets.
- 13 Proposer should describe any opportunities and channels for EOU to provide feedback and shape future product development.
- 14 Proposer should describe any API (application programming interface) functionality offered.
- 15 Preference will be given to Web Based Administration over client installed management software.
- 16 Preference will be given for granular permissions for admin access to administration system.
- 17 Preference will be given for simplified billing and licensing practices.
- 18 Preference will be given to provider that has clean, simple, intuitive web-based administrative interface.
- 19 Preference will be given for initial contracts that extend beyond the minimum term, described in Section 3.01, paragraph 36, without increase in recurring costs.

3.03 EOU SPECIFICS:

| | |
|------------------------|--|
| Estimated go live date | July 31, 2013 |
| Basic endpoints | 350 |
| Advanced endpoints | 95 |
| Conference endpoints | 5 |
| Analog endpoints | Up to 50, distributed between 4 separate buildings |
| Voicemail boxes | 445 |
| Ported DIDs | 1500 |
| EOU DID number range | (541) 962-3000 - (541) 962-4499 |
| WAN ISP | NERO (http://www.nero.net) |
| WAN Upstream | 80Mb (NERO transit) / 200Mb (Non-transit) |
| WAN Downstream | 80Mb (NERO transit) / 200Mb (Non-transit) |

4. PROPOSER QUALIFICATIONS:

4.01 Minimum Qualifications

In order to qualify as a Responsive Proposer, the Proposer shall meet and document the minimum qualifications below:

- Proposer has been in business for a minimum of 4 years.
- Proposer's product recommendation has been in use for a minimum of 4 years.
- Proposer has strong network integration capabilities including both voice over IP and data network services.
- Proposer has proven ability to design and implement complex systems.
- Proposer has experience in Hosted Systems Implementations.
- Proposer shall submit three references for similar projects that may be contacted, including phone number of contact, contact name and title, description of the project, services provided, VoIP services implemented, term of services, dates of services provided, and other relevant information. Higher-ed or other education projects are preferred but are not absolutely required.
- Proposers shall provide information on any proposed subcontractors and their roles on the project.

4.02 Preferred Qualifications:

EOU will award additional points for Proposers based on qualifications below:

- 1 Proposer should provide a concise overview of the Proposer's company as it relates to its ability to provide the services in this RFP. Proposer should describe their experience in successfully implementing similar projects.
 - a Proposer should demonstrate prior experience deploying and servicing higher-ed organizations.
 - b Proposer should identify projects of similar size and scope and technical complexity.
 - c Proposer should demonstrate past experience with clients providing similar services; in particular Hosted VoIP Projects.
 - d Provide information on the experience of your Network Engineers with SIP projects including IP Planning, DNS, and call routing; provide resumes of the Network Engineers who will plan, design, and configure the overall services and who will provide the necessary technical guidance and leadership.

5. REQUIRED SUBMITTALS

Submit four (4) hard copies of the Proposal to the Information Technology Department at the address listed above. Also, send a PDF of the Proposal via email to Helen Moore at the email address listed above.

It is the Proposer's sole responsibility to submit information in fulfillment of the requirements of this RFP. If pertinent information or required submittals are not included within the Proposal, it may cause the Proposal to be rejected.

In addition proposers should submit the following information:

- Exhibit A, Certifications, fully completed
- Exhibit B, References, fully completed
- Exhibit C, Proposal Price Sheet, fully completed

6. EVALUATION AND AWARD

6.01 EVALUATION:

The stages of review and evaluation are as follows:

- 1 **Determination of Responsiveness:** EOU will first review all Proposals to determine Responsiveness. Proposals that do not comply with the instructions or are incomplete may be deemed non-Responsive. Written notice will be sent to Proposers whose Proposal is deemed non-Responsive identifying the reason. A proposer has the right to appeal the decision pursuant to OAR 580-061-130(5)(a).
- 2 **Evaluation:** Proposals will be evaluated to determine the lowest Responsive Responsible Proposer based upon the RFP, Exhibits and Addenda. Proposals will be scored based on the evaluation criteria listed below in section 6.03. Scores will be used to determine Proposer's within a competitive range. Written notice of intent to award the Contract to the highest scoring Proposer will be provided to all Responsive Proposers.

6.02 INVESTIGATION OF REFERENCES:

EOU reserves the right to investigate and to consider the references and the past performance of any Proposer with respect to such things as its performance or provision of similar goods or services, compliance with specifications and contractual obligations, and its lawful payment of suppliers, sub-contractors, and workers. EOU further reserves the right to consider past performance, historical information and facts, whether gained from the Proposal, interviews, references, EOU or any other source. EOU may

postpone the award or execution of the Contract after the announcement of the notice of intent to award in order to complete its investigation.

6.03 EVALUATION CRITERIA:

Points will be given in each criteria and a total score will be determined. The maximum points available for each criterion are identified below.

| Evaluation Criteria: | Points |
|---|---------------|
| Proposal score on the preferred specifications | 40 |
| Proposal score on preferred qualifications | 30 |
| Price (including one-time and/or upfront costs) | 30 |
| Total | 100 |

The Proposer who proposes the lowest total cost to EOU will receive the maximum amount of price points.

Proposers whose cost is higher than the lowest will receive a fewer number of price points in a relational (proportional) manner as described below.

Pricing will be calculated assuming the baseline scenario of 100 telephones over the span of the first year of service (including upfront and one-time setup costs).

Example of Pricing Points Calculation:

Proposer A's pricing is found to be \$450 (the lowest).

- Proposer A is awarded 30 Price Points

Proposer B's pricing is found to be \$500

- Proposer B is awarded 27 Price Points ($450/500 \times 30$)

7. INSTRUCTIONS TO PROPOSERS

7.01 APPLICABLE STATUTES AND RULES:

This RFP is subject to the applicable provisions and requirements of the Oregon Revised Statutes, Oregon Administrative Rules, and EOU Policies & Procedures.

7.02 MANUFACTURER'S NAMES AND APPROVED EQUIVALENTS:

Unless qualified by the provision "NO SUBSTITUTE" any manufactures' names, trade name, brand names, information and/or catalogue numbers listed in a specification are for information and not intended to limit competition. Proposers may offer any brand for which they are an authorized representative, which meets or exceeds the specification for any item(s). If Proposals are based on equivalent products, indicate in the Proposal form the manufacturers' name and number. Proposers shall submit with their Proposal, pictures, and descriptive literature, and/or complete specifications. Reference to literature submitted with a previous Proposal will not satisfy this provision. Proposers shall also explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. Proposals, which do not comply with these requirements, are subject to rejection. Proposals lacking any written indication of intent to provide an alternate brand will be received and considered in complete compliance with the specification as listed in the RFP.

7.03 REQUESTS FOR CLARIFICATION OR CHANGE:

Requests for clarification or change of the RFP must be in Writing and received by the Information Technology Contact listed above, no later than the Deadline for Request for Clarification or Change as specified in the Schedule of Events. Such requests for clarification or change must include the reason for the Proposer's request. EOU will consider all timely requests and, if acceptable to EOU, amend the RFP by issuing Addendum. Envelopes and emails containing requests should be clearly marked as a Request for Clarification or Change and include the RFP Title.

7.04 ADDENDA:

Only documents issued as Written Addenda by EOU's Information Technology Department serve to change the RFP in any way. No other direction received by the Proposer, written or verbal, serves to change the RFP. EOU's Information Technology Department will notify potential Proposers through publication of the Addenda on the OUS procurement website. If you have received an RFP you should consult the OUS procurement website, prior to Proposal submittal, to assure that you have not missed any addenda. Proposers are not required to return Addenda with their Proposal. However, Proposers are responsible for obtaining and incorporating any changes made by the Addendum into their Proposal. Failure to do so may, in effect, make the Proposal non-Responsive, which may cause the Proposal to be rejected.

7.05 PREPARATION AND SIGNATURE:

All required Submittals must be written or prepared in ink and signed in ink by an authorized representative with authority to bind the Proposer. Signature certifies that the Proposer has read fully understands, and agrees to be bound by the Request for Proposal and all Exhibits and Addenda to the RFP.

7.06 PUBLIC RECORD:

Upon completion of the RFP process, information in your Proposal will become subject records under the Oregon Public Records Law. Only those items considered a “trade secret” under ORS 192.501(2), may be exempt from disclosure. If a Proposal contains what the Proposer considers a “trade secret” the Proposer shall mark each sheet of information as such. Only bona fide trade secrets may be exempt and only if public interest does not require disclosure.

7.07 SUBMISSION:

Proposals must be submitted in a sealed envelope and be delivered to the submittal location listed on the RFP cover sheet no later than the Proposal Due Date and Time. Proposer shall specify on the outside of the envelope the RFP Title, and the RFP Due Date and Time. FACSIMILE PROPOSALS WILL NOT BE ACCEPTED.

7.08 MODIFICATION:

Prior to submittal, Proposers should initial modifications or erasures in ink by the person signing the Proposal. After submittal, but prior to the Proposal Due Date and Time, Proposals may be modified by submitting a Written notice indicating the modifications and a statement that the modification amends and supersedes the prior Proposal. After the Proposal Due Date and Time, Proposers may not modify their Proposal.

7.09 WITHDRAWALS:

A Proposer may withdraw their Proposal by submitting a Written notice to the EOU Information Technology Department Contact identified in this RFP prior to the Proposal Due Date and Time. The Written notice must be on the Proposer's letterhead and signed by an authorized representative of the Proposer. The Proposer, or authorized representative of the Proposer, may also withdraw their Proposal in person prior to the Proposal due Date and Time, upon presentation of appropriate identification and evidence of authority to withdraw the Proposal satisfactory to EOU.

7.10 LATE SUBMITTALS:

Proposals and Written notices of modification or withdrawal must be received no later than the Proposal Due Date and Time. EOU may not accept or consider late Proposals, modifications or withdrawals except as permitted in OAR 580-061-0120.

7.11 PROPOSAL OPENING:

Proposals will be opened immediately following the Proposal Due Date and Time at the Submittal location. Proposer may attend the Proposal opening. Only the names of the Proposers submitting Proposals will be announced. No other information regarding the content of the Proposals will be available.

7.12 PROPOSALS ARE OFFERS:

The Proposal is the Proposer's offer to enter into a Contract pursuant to the terms and conditions specified in the RFP, its Exhibits, and Addenda. The offer is binding on the Proposer for one hundred twenty (120) days. EOU's award of the Contract constitutes acceptance of the offer and binds the Proposer. The Proposal must be a complete offer and fully responsive to the RFP.

7.13 CONTINGENT PROPOSALS:

Proposer shall not make its Proposal contingent upon EOU's acceptance of specifications or contract terms that conflict with or are in addition to those in the RFP, its Exhibits, or Addenda.

7.14 RIGHT TO REJECT:

EOU may reject, in whole or in part, any Proposal not in compliance with the RFP, Exhibits, or Addenda, if upon EOU's Written finding that it is in the public interest to do so. EOU may reject all Proposals for good cause, if upon EOU's written finding that it is in the public interest to do so. Notification of rejection of all Proposals, along with the good cause justification and finding of public interest, will be sent to all who submitted a Proposal.

7.15 AWARDS:

EOU reserves the right to make award(s) by individual item, group of items, all or none, or any combination thereof. EOU reserves the right to delete any item from the award when deemed to be in the best interest of EOU.

7.16 LEGAL SUFFICIENCY REVIEW:

Prior to execution of any Contract resulting from this RFP, the Contract may be reviewed for legal sufficiency by a qualified attorney for EOU pursuant to the applicable Oregon Revised Statutes and Oregon Administrative Rules. Legal Sufficiency review may result in changes to the terms and conditions specified in the RFP, Exhibits, and Addenda.

7.17 PROPOSAL RESULTS:

A notice of intent to award containing the Proposal results will be issued to all Proposers. The Proposal file will be available for Proposer's review during the protest period at the Information Technology office. Proposers shall make an appointment with the Information Technology Contact listed on the Cover Page of this RFP to view the Proposal file. After the protest period, the file will be available by making a Public Records Request to EOU.

7.18 PROPOSAL PREPARATION COST:

EOU is not liable for costs incurred by the Proposer during the RFP process.

7.19 PROPOSAL CANCELLATION:

If an RFP is cancelled prior to the Proposal Due Date and Time, all Proposals that may have already been received will be returned to the Proposers. If an RFP is cancelled after the Proposal Due Date and Time or all Proposals are rejected, the Proposals received will be retained and become part of EOU's permanent Proposal file.

7.20 PROTEST OF CONTRACTOR SELECTION, CONTRACT AWARD:

Any Proposer who feels adversely affected or aggrieved may submit a protest within seven (7) calendar days after EOU issues a notice of intent to award a Contract. The protest must be clearly identified as a protest, identify the type and nature of the protest, and include the RFP Title. The rules governing protests are at OAR 580-061-0145.

7.21 Award

Proposer shall be selected based upon proposal evaluation criteria. EOU reserves the right to not award this contract to any of the proposers if it is in the best interest of EOU to do so. Proposers shall clearly identify all products quoted. Brand name and model must be shown. Delivery: Significant delays in delivery may be considered in

determining award. **EOU reserves the right to reject any proposal when the product information submitted with the quote is incomplete.**

7.22 Changes After Award/Acceptance of Quote

After award or acceptance of proposer's proposal, any changes in the Scope of Work or additional work otherwise unforeseen at the time of preparation of this solicitation document and subsequent award, shall be addressed in writing and signed by the parties.

7.23 Warranty

Contractor shall warranty all contractor provided materials and services, and is required to describe the nature of Contractor's guarantee in the Proposal Response submitted for this solicitation. If applicable, the warranty shall cover manufacturing defects in material and workmanship under normal and proper use, application assurance, and the installation of all materials.

7.24 Other Terms & Conditions:

In addition to the requirements above, Contractor shall comply with Eastern Oregon University's Contract Terms & Conditions, incorporated within this document. See below. (The following terms and conditions will govern the agreement entered into by the Contractor and EOU, resulting from this ITB.)

Eastern Oregon University
STANDARD TERMS AND CONDITIONS

DEFINITIONS: (i) "Contract" means the entire written agreement between the parties, including, but not limited to the Invitation to Bid or Request for Proposal and its specifications, terms, and conditions, solicitation instructions, solicitation addenda and contract amendments, if any, and the purchase order or price agreement document signed by the parties. (ii) "Contractor" means a person or organization with whom the State of Oregon has contracted for the purchase of goods or goods and services. The terms "Contractor" and "Seller" as used in file Uniform Commercial Code (ORS chapter 72) are synonymous; "ORS" means the Oregon Revised Statutes; "OAR" means Oregon Administrative Rule. (iii) "State" means the State of Oregon, acting by and through the State Board of Higher Education, on behalf of Eastern Oregon University, making the purchase and is synonymous with "Buyer" as used in ORS chapter 12. "State" also means an ORCPP member if the purchase is being made under the State's cooperative purchasing program authorized by ORS 190.240.

STANDARD AND SPECIAL TERMS. In addition to the terms and conditions contained herein, there may also be special terms and conditions in an Invitation to Bid or Request for Proposal, if one is issued, which apply to this contract.

AMENDMENTS. The terms of this contract shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the State.

INDEPENDENT CONTRACTOR STATUS. This contract is not intended and nothing contained herein shall be construed to create the relationship of agent, servant, employee, partnership, joint venture, or association between the State and Contractor, but is rather an agreement between independent parties, these being the State and the Contractor.

WAIVER. Failure of the State to enforce any provision of this contract shall not be a waiver or relinquishment by the State of its right to such performance in the future nor of the right to enforce any other provisions of this contract.

SEVERABILITY. If any provision of this contract is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular provision held to be invalid.

OWNERSHIP OF WORK PRODUCT. All work products or any form of property originated or prepared by Contractor, which result from this contract, are the exclusive property of the State.

GOVERNING LAW; JURISDICTION; VENUE. This contract shall be governed and construed in accordance with the laws of the State of Oregon, without resort to any jurisdiction's conflict of laws, rules or doctrines. Any claim, action, suit, or proceeding between the State (and/or any other agency or department of the State of Oregon), and the Contractor that arises from or relates to this contract shall be brought and conducted solely and exclusively within the Circuit Court of Marion County for the State of Oregon. Provided, however, if the claim must be brought in a federal forum, then it shall be brought and conducted solely and exclusively within the United States District Court for the District of Oregon. Contractor hereby consents to the in personam jurisdiction of said courts.

WORKERS' COMPENSATION. Contractor, its subcontractors, if any, and all employers providing work, labor, or materials under this Contract are subject employers under the Oregon Workers' Compensation Law, and shall either comply with ORS 656.017, which requires said employers to provide workers' compensation coverage that satisfies Oregon law for all their subject workers, or shall comply with the exemption set out in ORS 656.126.

FOREIGN CONTRACTOR. If Contractor is not domiciled in or registered to do business 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 contract. The State shall withhold final payment under this contract until Contractor has met this requirement.

NON-RESIDENT ALIEN CONTRACTOR. If Contractor is a non-resident alien, the required work authorization VISA code must be provided to State prior to the performance of any service under the contract. If the Contractor is unable to obtain the required work authorization VISA code, allowing Contractor to work and receive the compensation described in the contract, the contract shall be null and void. If a tax treaty exists between the United States and Contractor's country, and the Contractor wishes to be exempt from Federal tax withholding, the Contractor must file a Federal Internal Revenue Service Form 8233 with the State prior to the commencement of the contract.

RESIDENT ALIEN CONTRACTOR. If Contractor is a resident alien, the required evidence of both identity and employment eligibility must be provided to Buyer prior to the performance of any service under this contract. If the Contractor is unable to obtain or provide this evidence, the contract shall be null and void. Acceptable documentation to establish identity are driver's license or ID cards issued by federal, state or local government bearing a photograph. Acceptable documentation to establish employment authorization is an unexpired

employment authorization document issued by the INS. Acceptable evidence of both identity and employment eligibility are: Alien Registration Receipt Card or Permanent Resident Card (INS Form I-551); foreign passport with a Temporary I-551 stamp; unexpired Employment Authorization Document issued by the INS which contains a photograph (Form I-776, Form I-688, Form I-688A, or Form I-688B); or in the case of a nonimmigrant alien, a foreign passport with an Arrival-Departure Record (Form I-94) bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, so long as the period of endorsement has not yet expired and the proposed employment is not in conflict with any

restrictions or limitations identified on the Form I-94.

HOLD HARMLESS. Contractor shall indemnify, defend, and hold harmless the State and its divisions, officers, employees, agents, and members 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 contract.

COMPLIANCE WITH APPLICABLE LAW. Contractor agrees to comply with all federal, state, county, and local laws, ordinances, and regulations applicable to work to be done under this Contract. The Contractor agrees to comply with all federal and state laws prohibiting discrimination on the basis of race, sex, national origin, religion, age, or handicap, and the provisions of the American Disabilities Act, 42 U.S. Code 12100 et seq. Failure or neglect on the part of the Contractor to comply with any or all such laws, ordinances, rules, and regulations shall not relieve the Contractor of these obligations nor of the requirements of this contract.

TAX COMPLIANCE CERTIFICATION. Contractor hereby affirms, under penalty of perjury, as provided in ORS 305.385(6), that to the best of Contractor's knowledge, Contractor is not in violation of any of the tax laws described in ORS 305.380(4).

DELIVERY. All deliveries shall be F.O.B. destination with all transportation and handling charge paid by Contractor, unless specified otherwise in the solicitation documents. Responsibility and Liability for loss or damage shall remain with Contractor until final inspection and acceptance when responsibility shall pass to the State except as to latent defects fraud and Contractor's warranty obligations.

INSPECTIONS. Goods or goods and services furnished under this contract shall be subject to inspection and test by the State at times and place determined by the State. If the State finds goods or services furnished to be incomplete or not in compliance with solicitation specifications, the State may reject the goods or goods and services and require Contractor to either correct them without charge, or provide at a reduced price, whichever is equitable under the circumstances. If Contractor is unable or refuses to cure any defects within a time deemed reasonable by the State, the State may reject the goods or services and cancel the contract in whole or in part. Nothing in this paragraph shall in any way affect or limit the State's rights as buyer, including the rights and remedies relating to rejection under ORS 72.6020 and revocation of acceptance under ORS 72.6080.

YEAR 2000 COMPLIANCE NOTICE. In the event Contractor learns or has reason to believe that State's computer hardware or software environment fails to use a date format that explicitly specifies century in any date data, Contractor shall promptly advise State of such failure.

WARRANTIES. Unless otherwise stated, all goods shall be new and current model and shall carry full manufacturer warranties. Contractor warrants all goods delivered to be free from defects in labor, material and manufacture and to be in compliance with solicitation specifications. All implied and expressed warranty provisions of the Uniform Commercial Code (ORS chapter 72) are incorporated in this contract. All warranties shall run to the State.

PAYMENTS REQUIRED. For all goods or goods and services provided under this contract, Contractor shall: (i) pay promptly, as due, all persons supplying labor or material; (ii) pay all contributions or amounts due the industrial accident insurance provider from the Contractor or any subcontractors; (iii) not permit any lien or claim to be filed or prosecuted against the state, county, school district, municipality, municipal corporation or subdivision therefore; and (iv) pay to the Department of Revenue all sums withheld from employees pursuant to ORS 316.167.

STATE PAYMENT OF CONTRACTOR CLAIMS. If Contractor fails, neglects, or refuses to pay promptly, as due, any claim for labor or services furnished to the Contractor or any subcontractor by any person in connection with the goods, or services if applicable, provided under this contract, the State may pay such claim and charge the amount of the payment against funds due or to become due to the Contractor under this contract. The payment of a claim by the State pursuant to this paragraph shall not relieve the Contractor or its surety, if any, from obligation with respect to any unpaid claims.

CASH DISCOUNT. If the State is entitled to a cash discount, the period of computation shall commence on the date the entire order is delivered, services complete, if applicable, or the date the invoice is received, whichever is later.

PAYMENT. Payment for completion of State contracts is normally made within 30 days following the date the entire order is delivered, services complete, if applicable, or the date the invoice is received, whichever is later. After 45 days, Contractor may assess overdue account charges up to a maximum rate of two-thirds of one percent per month (8 APR) on the outstanding balance (ORS 293.462).

HOURS OF LABOR. Contractor shall comply with the Oregon Bureau of Labor and Industries rules as they pertain to hours of work.

ASSIGNMENT/SUBCONTRACTS/SUCCESSORS. Contractor shall not assign, sell, transfer, or subcontract rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the State. No such written approval shall relieve Contractor of any obligations of this contract, and any transferee or subcontractor shall be considered the agent of Contractor. Contractor shall remain liable to the State under the contract as if no such assignment, transfer, or subcontract had occurred. The provisions of this contract shall be binding upon and shall inure to the benefit of the parties to the contract and their respective successors and assigns.

RECYCLABLE PRODUCTS. Contractor shall use recyclable products to the maximum extent economically feasible in the performance of this contract. Contractor shall specify the minimum percentage of recycled product in the goods provided.

SAFETY AND HEALTH REQUIREMENTS. Goods or services provided under this contract shall comply with all Federal Occupational Safety and Health Administration (OSHA) requirements and with all Oregon Safety and Health requirements, including those of the State Workers' Compensation Division. **MATERIAL SAFETY DATA SHEET.** In accordance with the OR-OSHA Hazard Communication Rules in OAR chapter 437, division 155, Contractor shall provide the State with a Material Safety Data Sheet for any goods provided under this contract which may release, or otherwise result in exposure to a hazardous chemical under normal conditions of use (OAR 437-155-005(2), 437-155-025. In addition, Contractor must label, tag, or mark such goods.

ACCESS TO RECORDS. The Contractor shall maintain all fiscal records relating to this contract in accordance with generally accepted accounting principles and shall maintain any other records relating to this contract in such a manner as to clearly document Contractor's performance hereunder. The State and its agencies, the Secretary of State Audits Division, the Federal government and their duly authorized representatives shall have access to such fiscal records and to all other books, documents, papers, plans and writing of Contractor which relate to this contract to perform examination, and audits and make excerpts and transcripts.

BREACH OF CONTRACT. Should Contractor breach any of the provisions of this contract, the State reserves the right to cancel this contract upon written notice to Contractor. Contractor shall be liable for any and all damages suffered by the State as the result of Contractor's breach of contract, including, but not limited to incidental and consequential damages, as provided in ORS 72.7110 to 72.7170. In the event of repeated breach of public and/or private contracts, Contractor shall be subject to disqualification on State contracts, as provided in OAR chapter 137.

FORCE MAJEURE. Neither the Institution nor Contractor shall be held responsible for delay or default caused by fire, riot, acts of god, **TERRORIST ACTS, OR OTHER ACTS OF POLITICAL SABOTAGE**, or war where such cause was beyond, respectively, OUS's, the Institution, or Contractor's reasonable control. Contractor shall, however, make all reasonable efforts to remove or eliminate such a cause of delay or default and shall, upon the cessation of the cause, diligently pursue performance of its obligation under this contract.

TERMINATION. This contract may be terminated by mutual consent of both parties or by the State at its discretion. The State may cancel an order for goods or goods and services at any time with written notice to Contractor, stating the extent and effective date of termination. Upon receipt of this written notice, Contractor shall stop performance under this contract as directed by the State. If this contract is so terminated, Contractor shall be paid in accordance with the terms of the contract for goods delivered or services rendered, and accepted, if Contractor's damages arising out of return of the goods cannot be mitigated by the resale as provided in the Uniform Commercial Code (ORS 72.7060).

AVAILABILITY OF FUNDS. State certifies that sufficient funds are available and authorized for expenditure to finance costs of this contract within its current biennial appropriation or expenditure limitation, provided however, that continuation of the contract, or any extension, after the end of the fiscal period in which it is written, is contingent upon a new appropriation or limitation for each succeeding fiscal period for the purpose of this contract.

TERMINATION DUE TO NONAPPROPRIATION OF FUNDS. If sufficient funds are not provided in future legislatively approved budgets of State (or from applicable Federal, state, or other sources) to permit State in the exercise of its reasonable administrative discretion to continue this contract, or if State or program for which this contract was executed is abolished, the State may terminate this contract without further liability by giving Contractor not less than 30 days notice. In determining the availability of funds from the Oregon

Legislature for this Contract, State may use the budget adopted for it by the Joint Ways and Means
Committee of the Oregon Legislative Assembly.
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