

Date: April 13, 2012

RE: Vendor Search for Campus Wide Telephone System Upgrade/Replacement

Dear Potential Respondent:

The University of Oregon (University), is seeking components and services for an enterprise telephone system upgrade/replacement for use at the University of Oregon's Information Services Department (UO - IS). The University of Oregon currently uses an existing Avaya telephone system. Portions of this system have reached the end of their service life and are due to be retired.

This letter does not constitute a solicitation for bids or an offer of a contract. Responses will not bind you to the University (or the University to you) contractually or monetarily, or in any other way. Please do not respond exclusively by telephone or merely by sending marketing brochures. Please feel free to make suggestions, in addition to responding to the questions. Please submit your responses to Eric Fullar, Assistant Director for Telecom Engineering (phone: 541-346-1015, email ap12@ithelp.uoregon.edu by no later than May 4, 2012. Responses submitted after this date may be considered if the University, in its sole discretion, deems appropriate or desirable.

Once the University receives all information it wishes to obtain, it will evaluate the information and determine whether to negotiate with you. The University may negotiate with no vendors, one vendor, or more than one vendor. It is the University's intent to purchase the components and services it deems, in its sole discretion, to provide the best value to the University, though the University may choose to purchase no components or services. Price will be one of many factors considered in any purchase. The factors considered are not limited to those addressed in this letter, the responses to this letter, or any other inquiries the University might make and responses it might receive. The University reserves the right to request demonstrations, if in its sole discretion; the University determines that demonstrations are in its best interest. The University is under no obligation to share additional information with you beyond that contained in this letter but may do so if the University, in its sole discretion, deems it advantageous.

It is hoped that the result of this process will be a binding contract between the University and a vendor which will include terms and conditions substantially set forth in the draft contract enclosed with this letter. If you have questions, concerns or proposed revisions to any of the terms and conditions contained in the attached contract, you must address those in your response. If you do not address your questions, concerns or proposed revisions in your response, the following terms and conditions in the attached agreement will be non-negotiable and will not be subject to revision: Sections: 11 through 17.

A. General Objectives

The University is seeking information to use in negotiating the acquisition of an enterprise telephone system upgrade/replacement. A technical exhibit (Exhibit B) which describes the University's existing Avaya telephone system may be requested by sending an email to ap12@ithelp.uoregon.edu. The exhibit will be available to confirmed telephone system vendors.

UO-IS is focused on providing cost effective telephone services for the University of Oregon. This is particularly true given recent budget constraints. Many features which make sense for smaller organizations to deploy for their end-users do not make sense in our environment. The following features/components will not be evaluated as part of this procurement process:

- Unified Messaging / voice mail (AVST's CallXpress will remain in use)
- presence features
- thick client softphones
- call center IP agent client software
- features involving tight integration with cellular devices (beyond simple bridging/forwarding)

Browser based IP softphones may be evaluated, but the primary focus will be on replacing existing set based functionality. Call center features will be evaluated if a forklift upgrade (which completely replaces the current telephone system) is determined to provide the best value to the University.

Traditionally, UO-IS has used vendor assistance for just major software upgrades, and prefers to perform hardware installation, hardware upgrades and minor software upgrades with in house staff. Vendor support is used as an escalation resource for troubleshooting and to perform major upgrades. Alarm monitoring, network monitoring and upkeep of an inventory of hardware spares are all currently performed in-house. The University's intention is to continue this arrangement.

Network requirements to support proposed solutions must be described in responses. However, the cost for core switching hardware, security hardware and edge Ethernet switches will be calculated by UO-IS on the basis of its current network design standards and added on to the costs for voice equipment, software and services listed in the responses. Media gateways for analog devices, trunking and ad hoc voice conferencing must be included with responses.

Vendors may submit multiple responses which address these different options.

1. Replace the current telephone system in its entirety.
2. Replace portions of the current telephone system with an alternative solution.
3. Upgrades depreciated current system hardware with functionally equivalent new hardware.

B. Technical Objectives

Vendors must provide information of how the proposed solution addresses the following technical objectives.

1. Provides a solution with demonstrated suitability for use by a large higher-ed institution
2. Offers appropriate maintenance services in a cost effective manner
3. Minimizes migration challenges from the existing telephone system configuration
4. Replaces deprecated Avaya hardware (five multi-carrier cabinets serving 3,300 stations and 22 DS1 trunk circuits)
5. Provides cost effective SIP based IP sets to replace existing analog sets while retaining our ability to provision some number of analog ports for fax machines, alarm panels, analog modems, credit card appliances, etc.
6. Provides ad hoc voice conferencing services for a minimum of 6 party calls.
7. Adds SIP trunking capabilities
8. Offers options for call processing redundancy, both system wide and per-media gateway
9. Offers options to output E911 PS/ALI records for stations on new non-Avaya call processing systems
10. Offers a mechanism for UO-IS to budget maintenance costs up to 5 years into the future
11. In the absence of a complete up front replacement of the existing Avaya system, offers phased replacement options which span multiple years.

C. Response Evaluation

The University plans to evaluate responses to this Alternative Procurement solicitation on the basis of proposed solutions' adherence to the technical objectives stated above and the projected overall cost per station. Costs included in the responses should include hardware, software, licensing and 5 years of maintenance services.

D. Submittals

In your response to this letter please provide:

- Reference information (name, address, telephone number, email address) for at least three educational institutions.
- 3 examples of systems similar in scale and function to the solution proposed.
- Written response describing the proposed solution. The response must specifically address how the proposed solution meets the Technical Objectives stated under Section B.
- Detailed pricing for proposed solution.

Responses to this letter will be retained by the University for a required retention period and made a part of a file or record that will be open to public inspection. If a response contains any information that is considered a “trade secret” under ORS 192.501(2), you must mark each page containing such information with the following legend: “TRADE SECRET”.

The Oregon public records law exempts from disclosure only bona fide trade secrets, and the exemption from disclosure applies “unless the public interest requires disclosure in the particular instance.” Non-disclosure of documents or any portion thereof or information contained therein may depend on official or judicial determinations made pursuant to law. An entire response to this letter marked as “trade secret” is unacceptable, and the response will be returned to you for modification.

Questions about this procurement should be directed to Eric Fullar at 541-346-1015 or ap12@ithelp.uoregon.edu.

Thank you for your prompt attention to this letter and your interest in the University of Oregon.

Sincerely,

Eric Fullar
Assistant Director for Telecom Engineering
Telecom Services
University of Oregon