

**COLLEGE OF DuPAGE
REGULAR BOARD MEETING**

BOARD APPROVAL

1. **SUBJECT**

Avaya Telephone System Upgrade

2. **REASON FOR CONSIDERATION**

Contracts exceeding the statutory limit of \$25,000 must be approved by the Board of Trustees.

3. **BACKGROUND INFORMATION**

The College telephone system consists of various components that collectively provide telephone services to the college. This includes the Avaya CS1000 switch, voice mail, voice response/recognition, call centers, and call accounting. The Avaya CS1000 switch is over 20 years old and due for replacement due to its age and advances in voice technology. The vendor is no longer selling or maintaining this platform, and is currently providing discount promotions through August 31st to upgrade to their new CM platform.

The intent of the project is to replace over 2,000 telephone handsets across campus and upgrade several of our systems and software licenses to our virtual server network. Systems that will be upgraded or added include the telephone switch, Contact Center, Nuance Speech Attendant, Verasmart Call Accounting, ESNA voicemail, ESNA OfficeLinx client (Equinox), audio conferencing (new), and mass notification.

A legal notice for a Request for Proposal (RFP # 2019-R0024) was published on May 28, 2019, in the Daily Herald; the RFP was also posted on the College of DuPage Purchasing website, and distributed to in-district Chambers of Commerce and to the College of DuPage Center for Entrepreneurship. Twenty-nine (29) vendors were directly solicited. Forty-nine (49) vendors downloaded the RFP documents. A pre-proposal meeting was held on June 4, 2019 at 1:00 p.m. in the College of DuPage Purchasing Department Conference Room (BIC 1B03A); representatives from five vendors attended. A public opening was held on July 2, 2019, at 2:00 p.m. in the College of DuPage Purchasing Department Conference Room (BIC 1B03A). The following individuals attended: Susan Castellanos (COD Buyer/Facilitator), Anne Marie Dando (COD Purchasing Assistant/Recorder), David Ditchfield (COD Chief Engineer, West Campus/Agent

of the Board), Rich Kulig (COD Manager, Network Services), George Ahlenius (COD Manager, Telecommunications), Hashem Helmi (COD Network Analyst, Network Services) and two (2) vendor representatives. Three (3) proposals were received. No women/minority-owned businesses submitted a proposal.

An evaluation committee consisting of the following three (3) employees assessed the submitted proposal.

- Richard Kulig, Network Services
- George Ahlenius, Telecommunications
- Hashem Helmi; Network Services

The evaluation committee assessed the written proposals based upon criteria set forth in the RFP; below is the initial evaluation matrix.

Avaya Telephone System Upgrade for COD	Evaluation Criteria Categories								Evaluation Results		
	Total Cost		Completeness of the proposed solution		References		Capability of vendor to meet/exceed requirements				
	40%	weight	30%	weight	10%	weight	20%	weight	Total is 100% weight		
	Score 1 - 5	Weighted Score	Score 1 - 5	Weighted Score	Score 1 - 5	Weighted Score	Score 1 - 5	Weighted Score	Total Score 1 - 25	Total Weighted	Rank
Firm Name											
Altura	5	2.00	4	1.20	4	0.40	4	0.80	17.00	4.40	1
Integration Partners	4	1.60	4	1.20	5	0.50	5	1.00	18.00	4.30	2
ConvergeOne	3	1.20	4	1.20	5	0.50	4	0.80	16.00	3.70	3

An initial discussion of the evaluation committee resulted in a consensus to have meetings with the top two vendors (Integration Partners and Altura Communication Solutions) to review their proposed solutions.

Based on the written proposals, on-site presentations, and committee discussions, the evaluation committee members independently rated each

vendor on the pre-established criteria set forth in the RFP. The final summary matrix below reflects the average ratings across the evaluators.

Avaya Telephone System Upgrade for COD	Evaluation Criteria Categories								Evaluation Results		
	Total Cost		Completeness of the proposed solution		References		Capability of vendor to meet/exceed requirements				
	40%	weight	30%	weight	10%	weight	20%	weight	Total is 100% weight		
	Score 1 - 5	Weighted Score	Score 1 - 5	Weighted Score	Score 1 - 5	Weighted Score	Score 1 - 5	Weighted Score	Total Score 1 - 25	Total Weighted	Rank
Firm Name											
Altura	5	2.00	4	1.20	4	0.40	4	0.80	17.00	4.40	2
Integration Partners	5	2.00	4	1.20	5	0.50	5	1.00	19.00	4.70	1

Recommended award in bold

Integration Partners ranked as the top vendor overall. Although there were variances in each proposal, the cost of the top two submissions were within a half percent of each other. After a subsequent review of the scoring, the committee agreed to proceed with Integration Partners as the recommended vendor for the Avaya Telephone System Upgrade. Integration Partners is very familiar with our environment and is our current Avaya support partner with a contract through June 30th, 2020. Integration Partners has an office in Indianapolis and a local sales representative in Chicago. Due to the requirements of the promotional discounts currently available from Avaya, this purchase also includes the second and third year of software support for the Avaya licensing portion.

Budget Status

GL Account	FY2019		FY2020	
	YTD Spend	Annual Budget	YTD Spend	Available Balance
01-90-90111-5409002	\$ 1,486,882	\$ 2,537,498	\$ 275,409	\$ 2,262,089
<i>IT Plan: Non-Capital Equipment</i>				
			FY2020 Request	\$ 936,259

*YTD Spend equals actuals plus committed as of 8/1/19.

This purchase supports the Strategic Long Range Plan Goal #8 Infrastructure: Maintaining, improving and developing structures, systems, and facilities necessary for the delivery of high quality education and meaningful cultural events; specifically Objective #8.4 revise, integrate and implement the Information Technology Strategic Plan in order to enhance student success, maximize institutional effectiveness and ensure hardware and software are reliable, secure (from data breaches) and are user friendly to students, employees and other stakeholders.

This purchase complies with State Statute, Board Policy and Administrative Procedures.

4. **RECOMMENDATION**

That the Board of Trustees approves a contract for the Avaya Telephone System Upgrade and three (3) years of software support with Integration Partners Corporation, 12 Harwell Ave., Lexington, MA 02421 for the total amount of \$936,258.57.

Staff Contact: Donna Berliner, Director, Information Technology Service
Ellen Roberts, Interim Vice President, Administrative Affairs

BOARD APPROVAL

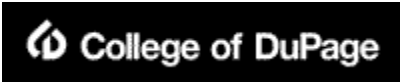
SIGNATURE PAGE FOR

AVAYA TELEPHONE SYSTEM UPGRADE FOR THE COLLEGE OF DUPAGE

ITEM(S) ON REQUEST

That the Board of Trustees approves a contract for the Avaya Telephone System Upgrade and three (3) years of software support with Integration Partners Corporation, 12 Harwell Ave., Lexington, MA 02421 for the total amount of \$936,258.57.

<u>Christine M. Fenne</u>	<u>8-15-19</u>
BOARD CHAIR	DATE
<u>Jan Maxwell</u>	<u>8/15/19</u>
BOARD SECRETARY	DATE



Purchasing Department

425 Fawell Boulevard
Glen Ellyn, Illinois 60137-6599
PHONE (630) 942-2355
FAX (630) 942-4322

2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 4

July 2, 2019



This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which Proposals are scheduled to be received on July 9, 2019 no later than 2:00 p.m., Central Time.

Proposals will be received by the College of DuPage, District 502, at the office of the Purchasing Manager, Berg Instructional Center (BIC) Building, **Room 1B03**, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

I. CLARIFICATION

Please see below general clarification to the RFP

1. The College recognizes that the J139 phones only support SIP (Session Initiation Protocol) and do not support H.323. However, the College will allow the phones to operate in SIP mode; thus, the phone models and quantities specified in the RFP should stay the same.
2. The quantiles specified in the RFP related to handsets are accurate. As some of the handset are spares, so the licensing quantity and handset quantities may vary slightly.
3. The AES which is needed for the AACC (Avaya Aura Contact Center) will be run in a hot standby mode. High availability is not a requirement of this RFP, additional licenses are not required. The College has confirmed with Avaya has that the Unified Desktop Core Licenses should be appropriate.

2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 4

July 2, 2019

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II. Acknowledgement:

This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

All issued addenda must be signed and returned to the College as per the instructions in the addenda or Proposal will not be accepted.

ACKNOWLEDGMENT

You can submit this completed addendum to the Purchasing Office by one of the means below:

1. If you have not yet submitted your Proposal please sign this addendum and include with your Proposal.
2. If you have already submitted your Proposal, please sign and return to the Purchasing office via email at purchasing@cod.edu no later than the scheduled RFP deadline. We will make sure it accompanies your bid.

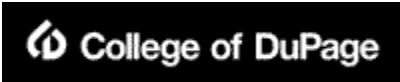
You also have the option of withdrawing your proposal, if necessary.

I HAVE RECEIVED THIS ADDENDUM # _____

Company Name: _____

Address: _____

Authorized Signature: _____



Purchasing Department

425 Fawell Boulevard
Glen Ellyn, Illinois 60137-6599
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2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 3

June 27, 2019



This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which Proposals are scheduled to be received on July 2, 2019 no later than 2:00 p.m., Central Time.

Proposals will be received by the College of DuPage, District 502, at the office of the Purchasing Manager, Berg Instructional Center (BIC) Building, **Room 1B03**, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

I. NOTIFICATION

This addendum is to inform all Proposers of a change in the Proposal due date for this project.

The proposal due time and date has been postponed to Tuesday, July 9, 2019 at 2:00 p.m. Central Time.

2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 3

June 27, 2019

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II. Acknowledgement:

This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

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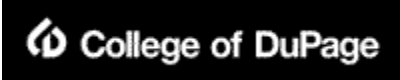
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I HAVE RECEIVED THIS ADDENDUM # _____

Company Name: _____

Address: _____

Authorized Signature: _____



Purchasing Department

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Glen Ellyn, Illinois 60137-6599
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2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 2

June 18, 2019

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This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which Proposals are scheduled to be received on July 2, 2019 no later than 2:00 p.m., Central Time.

Proposals will be received by the College of DuPage, District 502, at the office of the Purchasing Manager, Berg Instructional Center (BIC) Building, **Room 1B03**, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

Below is a clarification to this proposal:

I. Clarification to the answer for question number 35, Addendum 1:

Question 35: *“The included design reflects software only support (wholesale) but no hardware support and it includes three years of SA/UA support. Most is virtual but there are a couple of gateways. Can the College provide more details on support needed?”*

Clarification: The College will require 7 X 24 critical hardware support with a 4-hour response time. For software, the College require the SA/UA level of support. The College does not seek endpoint maintenance beyond the initial warranty period.

Note: Question 34 and 35 in Addendum Number 1 are very similar.

2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 2

June 18, 2019

.....
II. Acknowledgement:

This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

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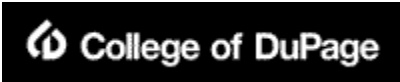
You also have the option of withdrawing your proposal, if necessary.

I HAVE RECEIVED THIS ADDENDUM # _____

Company Name:

Address:

**Authorized
Signature:**



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2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 1

June 18, 2019



This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which Proposals are scheduled to be received on July 2, 2019 no later than 2:00 p.m., Central Time.

Proposals will be received by the College of DuPage, District 502, at the office of the Purchasing Manager, Berg Instructional Center (BIC) Building, **Room 1B03**, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

I. GENERAL QUESTIONS AND RESPONSES

Question	Response
1. Do you utilize ACD or auto attendant with hotlines?	No. The “hotlines” or emergency button on the phones currently uses the following programming: Key X HOT D 4 2000. X2000 is the main number for our Police Dispatch office. ACD and Auto Attendant are not used.
2. Analog and Digital count – How is location distinguished?	The “zone” of each phone defines its location. Also see answer to Question 11 below.
3. How many remote locations without gateway? What is the number of IP’s?	There are 5 remote locations. None of these locations will require a gateway.
4. Is there a need for gateways?	There is a need for two gateways. One will be in the main phone/data room (BIC 1419A) The other will be located in the data room in the TEC building. The Comcast PRI-T1 failover circuit will be connected to the gateway in the TEC data center.

Question	Response												
5. What is the Nuance Speech attendant riding on today?	HP DL380P Gen 8 OS: Windows 2008 R2 Standard 64 bit Mem: 8 GB Disk Drives: C: 400 GB D: DATABASE 210 GB E: LOGS 210 GB J: BACKUP 20 GB Uses 8 – 2616 TDM connections on CS1000												
6. Do you prefer SIP or VoIP J-series phones?	The College plans to use the J-series phones in VoIP mode as the SIP features set is not as extensive.												
7. On AACC 6.4, do you use a voice channels?	Yes. The College currently has about 165 voice only ACD agents in the system.												
8. Where are the digital/analog lines located?	All of the analog and digital lines on main campus home run back to the main phone room Berg Instructional Center (BIC) 1419A. Some of these may move to Technical Education Center (TEC) once the gateway is configured in that location.												
9. What is the current version of the SAL server?	SAL is version 3.0.5.0.04												
10. Will gateways be needed at the remote sites and what are the addresses of those locations?	Gateways will only be needed in BIC and TEC data centers, the remote sites will be using locally terminated AT&T POTS lines for faxing and emergency connections.												
11. How many IP phones are at each remote location?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Location of Campus</th> <th style="text-align: center;">IP Phone Count (estimated)</th> </tr> </thead> <tbody> <tr> <td>Addison</td> <td style="text-align: center;">30</td> </tr> <tr> <td>Carol Stream</td> <td style="text-align: center;">25</td> </tr> <tr> <td>Innovation DuPage</td> <td style="text-align: center;">15</td> </tr> <tr> <td>Naperville</td> <td style="text-align: center;">40</td> </tr> <tr> <td>Westmont</td> <td style="text-align: center;">35</td> </tr> </tbody> </table>	Location of Campus	IP Phone Count (estimated)	Addison	30	Carol Stream	25	Innovation DuPage	15	Naperville	40	Westmont	35
Location of Campus	IP Phone Count (estimated)												
Addison	30												
Carol Stream	25												
Innovation DuPage	15												
Naperville	40												
Westmont	35												
12. What are the vendor's responsibilities in regards to removal of the CS1000 hardware?	<ul style="list-style-type: none"> ➤ Physically disconnect the CS1000 from power and all low voltage/network cabling ➤ Disassemble the physical hardware into manageable units for disposal ➤ Verify that Avaya's database is accurate as to all hardware and license counts after transition to CM is completed. 												
13. Who is responsible for disposal of the equipment?	The College of DuPage.												
14. What is process/deadline for follow-up questions once the initial questions are answered?	The addenda will be emailed to those vendors who downloaded the RFP and it will also be posted on the Purchasing website.												
15. Page 11-- Exceptions. Does this mean that if our design has ANY difference from the drawings or Avaya list of materials, we have	Respondent's proposal should explain, demonstrate, and include detailed information of how every aspect of its design meets the												

Question	Response
to request exception? Or is 2.6 for exceptions in process, submittal, and feature/function?	requirement and objectives of the RFP. If respondent intends to take any deviations or exceptions from the specifications, including requirements, the request must be in writing and emailed to purchasing@cod.edu. Section 2.6 displaying your initials must be included with the proposal. Any exceptions received and accepted by the College will be issued in the form of an addenda per Section 2.6 of the RFP.
16. Page 16—Hot Dial Key---If this is a feature native to the H.323 and SIP deployment of J139 and J179 phones, can we state this and omit the Breeze instance that is referenced as possible requirement from Avaya?	Our discussions with Avaya did not indicate that this feature was native to Avaya CM (either H.323 or SIP). If however this is now a new feature and can be locked so that users cannot delete or modify it, then Breeze could be omitted from the requirement list.
17. It was stated in the pre-bid meeting that H.323 is the desired protocol for the J-series phones---is this still the case?	Yes, as the feature set is larger for H.323.
18. Is there any need for a physical or pc-based receptionist console/attendant software? If so, how many and physical or PC-based?	The College is not using attendant consoles with the CS1000. Our main number is front-ended by the Nuance Speech Attendant system and all calls requiring operator support are sent to the college's switchboard ACD queue during regular business hours. After hours callers have the option to use the Nuance system or be transferred to the campus police department.
19. Is the UNISlim Device Adapter and related Breeze instance required? It allows use of the existing 11xx/12xx phones on the new Avaya Aura, but since we are replacing all of those with J-Series phones, we are wondering if the Device Adapter is necessary?	No.
20. Is there any need for lab or permanent training or spare phones, and if so, are those included in the counts on Page 15?	The training and spare phones are included in the counts.
21. Who is responsible for placement of the new phones? Collection of old phones? If bidder is responsible to place phones, how much in advance of cutover can phones be placed? Can it be M-F 8-5 (taking into account college summer hours) or must it be after hours or weekends? a. Are new patch cords required for the new phones? If so, cat 5 or 6 and what length/s? if so, is bidder responsible for replacing old patch cords? b. If bidder is to place phones and/or patch cords, it is suggested that detailed logistics be further discussed---	The proposer will be responsible for the placement of the first 50 phones. The College is responsible for placement of the remaining new phones and collection of old phones once the system operational tests have been verified. Summer hours will not affect the project as they will end before the board provides final approval. Some of the work will be done before/after business hours due to room scheduling issues. All patch cords will be supplied by the College. The College will provide access to restricted areas as needed, though since the bidder is

Question	Response
<p>extension location and mapping, controlled access areas, professor and administrator desks and shelves, cubicle wiring and personal goods, all can be a logistical challenge that is only complicated when 3rd-party needs/has access to areas that are typically not “public-access.”</p>	<p>only responsible for the first 50 phones, this should not cause any issues.</p>
<p>22. Are there any wall mounts required for J139s or J179s? It is the same adapter so a total qty is all we need.</p>	<p>Yes, classrooms maintenance shops, data closets and other miscellaneous locations require wall mounts. If wall mounts are not included with the J-series phones then we estimate that 525 wall mounts will be needed. If more are required, the College will purchase them separately.</p>
<p>23. Are any wifi/Bluetooth modules required for any J179 phones?</p>	<p>No.</p>
<p>24. If there are guides or manuals that are pertinent to the response that are many pages (hundreds or more) can we reference them in an Attachment List but not print them for hard copy submittal and include the e-file version on the USB Flash Drive submittals?</p>	<p>Yes</p>
<p>25. On the decommission, will the college handle any high-voltage (120/240 AC/DC mains power and similar) connections/disconnections?</p> <p>a. Is COD open to winning partner connecting college with a third-party used telecom equipment vendor who might remove the equipment for no-charge or even pay the college?</p>	<p>Yes</p> <p>No. This will be coordinated and handled in accordance with the College’s existing policies and procedures.</p>
<p>26. For the AACC training on Page 15, are there any phases that will require more than one trainer at a time? For example AACC agents in two different physical locations both going live on the new AACC at the same time?</p> <p>a. How many different AACC training sessions/days are envisioned to cover the various groups that will move from old to new?</p>	<p>All ACD groups are on the main campus, so we don’t anticipate needing more than one trainer, however a technician should also be available if needed.</p> <p>The College envisions that three days with 4 sessions each day for up to 20 agents/supervisors per session will be required.</p>
<p>27. What type of support coverage do you have today, i.e. Pass Basic, Pass Plus?</p>	<p>PASS Basic (confirmed with Avaya)</p>
<p>28. Does the College have a support plan to cover the gap in time from the end of their current coverage until the start of coverage on the upgraded system?</p>	<p>The College has a maintenance contract for the CS1000 that runs until June 30, 2020.</p>
<p>29. For non-Avaya / third party systems in place, can you provide additional information regarding any maintenance agreements?</p>	<p>Maintenance agreements for all systems except PhoneTree have been purchased through our current Avaya partner through June 30, 2020. PhoneTree support has been purchased separately through March 2020.</p>

Question	Response
30. What is the reason for the phased deployment?	There are several reasons for the phased deployment which include, the amount of training required for several thousand users, retraining of all ACD agents/supervisors, multiple locations to support, limited maintenance window, administrative training on the new platform, and uninterrupted access for our customers.
31. What is the expected timeframe between phases: weekly, etc.?	Once the hybrid solution is completed and tested, we envision migrating groups on a weekly basis.
32. Would COD be open to leveraging the benefits of a cloud deployment (UC-only, CC-only or both)?	No.
33. Avaya's records indicate COD's Avaya support expires 7/31/19, however Section 3.1 of the RFP states: "The existing voice system is under a maintenance support contract with our current Avaya maintenance provider until June 30, 2020." Can you please clarify	Last year the College negotiated a two year maintenance contract with our current maintenance provider. On July 1st (new fiscal year) the 2nd contact year will begin and they will renew the Avaya support agreement for another year.
34. The RFP states they are looking for first year of hardware and software support but does not offer at what level. What level would the College prefer?	The College will require 7 X 24 critical hardware support with a 4-hour response time. For software, the College require the SA/UA level of support. The College does not want endpoint maintenance beyond the initial warranty period.
35. The included design reflects software only support (wholesale) but no hardware support and it includes three years of SA/UA support. Most is virtual but there are a couple of gateways. Can the College provide more details on support needed	See response to #35 above.
36. On the table on page 15 of the customer issued RFP, the College lists quantities of 1468 J139's and 821 J179's under the Proposed column. However, on page 45 of the Avaya-provided materials list, there is a quantity of 1 each of all requested phones. What is the College's expectation for vendors to address these requirements? Should vendors quote the amounts on page 15 or 1 of each phone as suggested by page 45?	Quote the amounts on the table on page 15 of the RFP.
37. On Page 41 of the customer issued RFP (Exhibit 2, Part C Endstate Design), it states the drawing that follows is the proposed final network design for the new phone system. However, per the design, there appear to be two issues with this: a. Per the design, there is dual AES – one at each data center – and	Include dual AES per the design.

Question	Response
<p>Experience Portal, but neither one is on the drawing.</p> <p>b. Per the design, it shows an HA SBC, but on the drawing it shows one SBC at each data center. The SBC's might be split like the Duplex CM servers here, it is unclear.</p>	<p>The HA SBC's will both be in the main phone room (BIC Phone/Data Center). An SBC will not be needed in the TEC Data Center for the Comcast PRI circuit.</p>
<p>38. What is your Officelinx release?</p>	<p>The current version is 10.6.17.1723.</p>
<p>39. Is it expected that we will upgrade Officelinx (IX Messaging) to the latest release?</p>	<p>Yes.</p>
<p>40. Is it expected that we will upgrade Officelinx (IX Messaging) to the latest release?</p>	<p>Yes.</p>
<p>41. Are they doing any Unified Messaging with Officelinx? a. To what email platform(s)?</p>	<p>Yes. a. Exchange/Outlook 2016</p>
<p>42. Does the College have voicemail to text transcription with Officelinx? a. Which service provider? b. Subscription service (total minutes annually)?</p>	<p>No. a. Not Applicable. b. Not Applicable</p>
<p>43. Are we supposed to add ASR (Automatic Speech Recognition) to Officelinx? a. How many licenses?</p>	<p>No. It is already included in the OfficeLinx system. Nuance Speech Attendant will continue to be our main voice recognition platform at this time. 2000</p>
<p>44. How many SR-40 fax licenses does their Officelinx have?</p>	<p>College of DuPage is on ESNA-branded OL with 2000 messaging and collaboration licenses. Nothing separate for fax as of that deployment. The College has 2-16 fax ports per server, and originally purchased a quantity of 4 of SR140 Fax Integration x 2 which translates to 8 ports.</p>
<p>45. What is the number of users (moderators) that would create an audio conference call?</p>	<p>The College is estimating 35 users.</p>
<p>46. What Equinox solutions does the College want? a. Equinox Conferencing? i. Audio ii. Web iii. Video b. Equinox Attendant (soft console for Operators)? c. Equinox Clients? i. iOS (iPhone and iPad) ii. Android iii. PC iv. MAC</p>	<p>a. i. Yes ii. Yes iii. No b. No c. Yes for OfficeLinx i. Yes ii. Yes iii. Yes iv. Yes</p>
<p>47. Are any of the Equinox clients to be set up for Remote Workers (authentication via Avaya Session Border Controller vs VPN)?</p>	<p>No</p>
<p>48. Would Equinox clients be pushed by the Administrator via Avaya Aura Device</p>	<p>Yes.</p>

Question	Response
Services with Single Sign On and Active Directory integration?	
49. Is the College interested in Avaya Presence on Breeze and MultiMedia Messaging for Presence and Instant Messaging?	No.

2019-R0024 Avaya Telephone System Upgrade for College of DuPage

ADDENDUM # 1

June 18, 2019

.....
II. Acknowledgement:

This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

All issued addenda must be signed and returned to the College as per the instructions in the addenda or Proposal bid will not be accepted.

ACKNOWLEDGMENT

You can submit this completed addendum to the Purchasing Office by one of the means below:

1. If you have not yet submitted your Proposal please sign this addendum and include with your Proposal.
2. If you have already submitted your Proposal, please sign and return to the Purchasing office via email at purchasing@cod.edu no later than the scheduled RFP deadline. We will make sure it accompanies your bid.

You also have the option of withdrawing your proposal, if necessary.

I HAVE RECEIVED THIS ADDENDUM # _____

Company Name: _____

Address: _____

Authorized Signature: _____

Pre-Proposal Meeting Attendance



Pre-Proposal Meeting

COLLEGE OF DUPAGE

June 4, 2019 1:00 P.M.

Date/Time: ~~Tuesday, June 4, 2019 1:00 P.M.~~

Location: Purchasing Conference Room 1B03A



Larry Dondanville
Major Account Manager

ALTURA COMMUNICATION SOLUTIONS
1401 Branding Lane, Suite 242
Downers Grove, IL 60515
(630) 981-8544 FAX: (630) 981-8601
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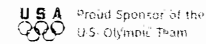
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1201 Wiley Rd Ste 113
Schaumburg, IL 60173

Krystal Resetich
Sr. Collaboration Account Executive

PHONE 630.888.3126
EMAIL krystal.resetich@skccom.com



Pre-Proposal Meeting
COLLEGE OF DUPAGE

June 4, 2019

Date/Time: ~~June 4, 2019~~ 1200 PM

Location: Purchasing Conference Room 1B03A

RFP OPENING ATTENDEES

Title: 2019-R0024 Avaya Telephone System Upgrade for the College of DuPage

Name	Company	Phone	E-mail
Jack Bush	College of DuPage	X1528	jbush@cod.edu
Susan Castellanos SC	College of DuPage	X2216	castellanoss1510@cod.edu
Anne Marie Dando AM	College of DuPage	X2813	dandoa@cod.edu



Jack Bush, President
847 459 1220
jbush@sandgcom.com
www.nex-gen-services.com

Business Phone Systems - WiFi Design & Installation
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integrationpartners
WHAT'S POSSIBLE



Tony Fontillas
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AVAYA
Certified Associate

fontillast@avaya.com
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312.634.2488 one number



meridian IT

Al Jaeger
Account Manager
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Deerfield, IL 60015

office: 847.964.2731
mobile: 262.806.2980
fax: 847.444.0145

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www.meridianitinc.com



FICEK ELECTRIC & COMMUNICATION SYSTEMS, INC.

Ray Ebeling
Senior Engineer
800-444-4902
815-228-8855
rebeling@ficekelectric.com



RESPONDENT: _____



COMMUNITY COLLEGE DISTRICT NO. 502

REQUEST FOR PROPOSAL

AVAYA TELEPHONE SYSTEM UPGRADE FOR COLLEGE OF DUPAGE

RFP NUMBER: 2019-R0024

PROPOSALS DUE: Tuesday, July 2, 2019 at 2:00 p.m. Central Time

In the event of College closure due to inclement weather, RFP deadline will be extended to the next business day at the same time.

SEND RESPONSES TO:

**COLLEGE OF DUPAGE
PURCHASING DEPARTMENT
BIC BUILDING, ROOM 1B03
425 FAWELL BLVD.
GLEN ELLYN, ILLINOIS 60137**

Issue Date:

May 28, 2019

ISSUED BY THE COLLEGE OF DUPAGE PURCHASING DEPARTMENT



RFP No. 2019-R0024

Purchasing Department

425 Fawell Boulevard
Glen Ellyn, Illinois 60137-6599
<http://www.cod.edu>

PHONE (630) 942-2217
FAX (630) 942-3750

May 28, 2019

REQUEST FOR PROPOSAL

Proposals for **Avaya Telephone System Upgrade for College of DuPage, RFP Number 2019-R0024**, will be received by the College of DuPage, District 502, at the office of the Purchasing Manager, Berg Instructional Center (BIC) Building, Room 1B03, 425 Fawell Blvd., Glen Ellyn, IL 60137, until **2:00 p.m. Central Time, Tuesday, July 2, 2019**, at which time the respondents names will be read publicly.

In the event of office closure due to inclement weather, RFP deadline will be extended to the next business day at the same time.

Any response received after the date and time stated above will be returned unopened. College of DuPage shall not be responsible for responses that are not received at the specific office location indicated above by the stated deadline. Failure by a delivery service company or person to meet the deadline will not excuse the Respondent from the deadline requirement. It is solely the Respondent's responsibility to ensure that adequate time is allowed for timely, accurate delivery and that the Proposal is received as required.

No response shall be withdrawn for a period of ninety (90) days after the advertised close date without the consent of the College.

Respondents may download the RFP in addition to any future addenda from the College's Purchasing website at the following URL address: <http://cod.edu/about/purchasing/requests/index.aspx>

Under no circumstances shall failure to obtain clarifications and/or addenda relieve a Respondent from being bound by any additional terms and conditions in the clarifications and/or addenda, or from considering additional information contained therein in preparing a Proposal. Furthermore, failure to obtain any clarification and/or addendum shall not be valid grounds for a protest against award(s) made under this RFP.

LEGAL NOTICE

RFP NOTICE

No. 2019-R0024

The College of DuPage is accepting Proposals for **Avaya Telephone System Upgrade for College of DuPage**. The RFP documents may be downloaded from the Purchasing Website at: www.cod.edu/about/purchasing/requests/ by clicking on the link for this RFP and following the instructions.

Responses are due to the Purchasing Department no later than **2:00 p.m. Central Time, Tuesday, July 2, 2019** at which time the Respondents names will be read publicly.

A pre-proposal conference is scheduled for **Tuesday, June 4, 2019 at 1:00 p.m.** in the Berg Instructional Center (BIC) 1B03A at 425 Fawell Blvd, Glen Ellyn IL 60137. The pre-proposal conference is not mandatory, but highly recommended.

The College of DuPage is committed to the economic development of disadvantaged business enterprises; qualified Minority, Women, and Persons with Disabilities Owned Businesses are highly encouraged to participate.

College of DuPage Board of Trustees Reserves the right to reject any and/or all responses. This invitation is issued in the name of the Board of Trustees of College of DuPage, Community College District 502, Glen Ellyn, Illinois.

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RFP SUBMISSION CHECKLIST

Things to Remember When Submitting a Proposal to the College of DuPage

1. **Read the *entire* document.** In your review, note critical items such as: blackout period, required goods and services; submittal dates, submission requirements, etc.
2. **Note the contact information provided.** The Purchasing Office at purchasing@cod.edu is the single point of contact for this RFP and is the only contact with whom you are allowed to communicate regarding this RFP. This person is an excellent source of information for any questions you may have.
3. **Take advantage of the “question and answer” period.** Submit your questions to the Purchasing Department by the deadline noted in the RFP and view the answers given in the formal addenda issued for this RFP. All addenda issued for an RFP will be emailed to each company that downloaded the RFP documents from the College website, and will include all questions asked and answered concerning the RFP. Please ensure when downloading the RFP documents, you use a valid email address.
4. **Do not alter, add to, or delete any part of the RFP documents without prior approval.** Please refer to the section titled *Exceptions* for instruction on how to request a deviation to the original RFP.
5. **Ensure all addenda are signed.** Before submitting your response, check the College Purchasing website at <http://www.cod.edu/about/purchasing/requests/index.aspx> to see whether any addenda were issued for this RFP. If so, you must submit a signed copy of the addenda along with your Proposal response.
6. **Review and read the RFP document again to make sure you have addressed all requirements.** Your original response and the requested electronic copy must be identical and be complete. The copies are provided to an Evaluation Committee and will be used to score your response. Proposals will not be accepted if Sections 6, 7, and 8, are not completed. (Please note there are two (2) signature lines in Section 8 that must be signed.)
7. **Submit your response on time.** Note the date and time listed on the front page of the RFP and be sure to submit all required items on time. Late responses will not be accepted and will be returned, unopened. Ensure the envelope/box (es) containing your proposal is appropriately labeled. Please allow adequate time for delivery to the Purchasing Department.
8. **Important dates to know:**
 - RFP Publication Date – 5/28/2019
 - Pre-Submittal Conference – 6/4/2019 at 1:00 p.m. Central Time
 - Questions Due – 6/11/19 by 12:00 p.m. Central Time
 - Proposals Due – 7/2/2019 at 2:00 p.m. Central Time
 - Target Board Approval Date – 8/15/2019

1.0 GENERAL INFORMATION

1.1. DEFINITIONS

- A. RESPONDENT** shall mean the individual or business entity submitting Proposal to supply any or all of the services or goods required by the Contract Documents.
- B. RESPONSE** shall mean the RFP Documents as completed by the Respondent which constitutes the Respondent's proposal.
- C. CONTRACT** shall mean the agreement between the College and Contractor as set forth in the resulting Contract Documents and as awarded by the College of DuPage Board of Trustees.
- D. CONTRACTOR** shall mean the individual or business entity submitting a response and to whom the College of DuPage Board of Trustees awards the resulting Contract.
- E. COLLEGE** shall mean the College of DuPage, Community College District No. 502, a body politic and corporate of the State of Illinois.
- F. PURCHASING MANAGER** shall mean the Purchasing Manager of the College of DuPage.
- G. SPECIFICATIONS** shall mean the description of the required services, Contract Goods, equipment, personnel, volume and use statistics and all requirements for the scope of work set forth in the Contract Documents.

1.2. REGULATIONS

The Contractor, or Subcontractor, warrants that they are familiar with and they shall comply with all Federal, State, and Local Laws, statutes, ordinances, rules and regulations and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of the resulting Contract, including, without limitation, Workmen's Compensation Laws, minimum salary and wage statutes and regulations, laws with respect to permits and licenses and fees in connection therewith, laws regarding maximum working hours and regulations with respect to use of explosives. No plea of misunderstanding or ignorance thereof will be considered. Whenever required, the Contractor, or Subcontractor, shall furnish the college with satisfactory proof of compliance with said Federal, State and Local Laws, statutes, ordinances, rules, regulations, orders, and decrees.

1.3. COMPLIANCE WITH LAWS - PUBLIC CONTRACTS

This solicitation will result in a contract, subject to laws and ordinances governing public contracts. The winning Respondent(s) shall at all times observe and comply with all laws, ordinances, regulations and codes of the Federal, State and other local government agencies which may in any manner affect the preparation of the response or the performance of the resulting contract. If the winning Respondent(s) observes that any of the contract documents are at variance therewith, it shall promptly notify the Purchasing Manager in writing and necessary changes shall be effected by appropriate modification.

1.4. PROPOSAL MODIFICATIONS

Unless indicated, it is understood that proposals are in strict accordance with specification requirements. Proposals shall be deemed final, conclusive, and irrevocable. No proposal shall be subject to correction or amendment for any error or miscalculation. Proposal prices shall include cost of materials as specified, any applicable discounts and shipping.

1.5. AWARD OF CONTRACT

The award of the contract will be made within ninety (90) calendar days after the opening of proposals to one or more Respondent's based on recommendation by an Evaluation Committee and pre-determined evaluation criteria and weighting, and is subject to Board of Trustee approval. The successful

Respondent(s) will be notified by electronic mail that their proposal has been accepted and that they have been awarded the contract. Notification will also be posted on the College's Purchasing website at <http://www.cod.edu/about/purchasing/> . Failure to execute performance as per accepted proposal may result in legal action by the College of DuPage to recover damages.

If a contract is not awarded within ninety (90) days after the opening of proposals, a Respondent may file a written request with the Purchasing Manager for the withdrawal of their Proposal and the Purchasing Manager will permit such withdrawal.

1.6. COMPETENCY OF RESPONDENT

No response will be accepted from, or contract awarded to, a Respondent that is in arrears or is in default to the College upon any debt or contract, or that is a defaulter, as surety or otherwise upon any obligation to said College, or has failed to perform faithfully any previous contract with the College.

1.7. ACCEPTANCE OF PROPOSALS

The Purchasing Manager shall notify the successful Respondent(s), in writing, of the award of the contract by the College within ninety (90) days from the proposal opening date. Upon receipt of the Notice of Award, the Contractor shall promptly secure, execute and deliver to the Purchasing Manager any documents required herein.

1.8. PAYMENT TERMS

All invoices must be provided to the College for services rendered directly to the College. Undisputed invoices will be paid to the contractor within sixty (60) days of receipt of properly submitted invoices, in accordance with the Local Government Prompt Payment Act.

1.9. PAYMENT REMITTANCE

All College vendors are required to receive payment from the College via an Automated Clearing House (ACH) transfer. Instructions to register for ACH payments will be sent, upon request, to successful Respondents. Failure to comply with the ACH requirements may result in termination of the contract or purchase order. College ACH transfers typically occur the third week of each month. Invoices must be received at least 3 weeks prior to each ACH payment release. You are strongly encouraged to set up your account upon notice of award to avoid a delayed payment.

1.10. TAX EXEMPTION

College of DuPage District #502 is exempt from Federal, State and Municipal taxes. Exemption certificates will be furnished upon request.

1.11. CASH BILLING DISCOUNTS

Cash billing or percentage discounts for payment will not be considered in evaluating Proposals.

1.12. EQUAL EMPLOYMENT OPPORTUNITY

In the hiring of employees for the performance of work under the resulting contract and any subcontract thereunder, no Contractor or Subcontractor shall, by reason of race, color, sex, religion, national origin, ancestry, age, marital status, disability, unfavorable military discharge or sexual orientation discriminate against any citizen of the United States, in the employment of Labor or workers, who are qualified and available to perform work to which the employment is related. Neither shall any Contractor or Subcontractor, or any person on behalf of either, discriminate against or intimidate any employee hired for the performance of work under this contract on account of race, color, sex, religion, national origin, ancestry, age, marital status, disability, unfavorable military discharge or sexual orientation.

1.13. HOLD HARMLESS CLAUSE

Contractor shall indemnify, hold harmless and defend the College of DuPage, its officers, trustees, agents, servants, and employees, from and against any and all claims, lawsuits, demands, liabilities, and losses whatsoever occurring or resulting to any and all persons, firms or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of this agreement, and from any and all claims, liabilities, and losses occurring or resulting to any person, firm, or corporation for damage, injury, or death arising out of or connected with Contractor's performance of this agreement, unless such claims, liabilities, or losses arise out of the sole negligence or willful misconduct of the College of DuPage.

"Contractors performance" includes Contractor's action or inaction and the action or inaction of Contractor's officers, employees, agents and Subcontractors.

1.14. LIABILITY INSURANCE

The Respondent shall not commence work under this contract until all insurance required herein is obtained and approved by the College. Nor shall the Respondent allow any subcontractor to commence work until all similar insurance required of the subcontractor has been so obtained.

The Respondent shall furnish the College of DuPage with a Certificate of Insurance, with College of DuPage, its trustees, officers, agents, employees, and any other parties designated by COD named as an additional insured for Commercial General and Automobile Liability, showing the minimum coverage indicated below. Insurance companies must have a Best Rating of at least A VI and otherwise be acceptable to the College. Worker's compensation insurance shall include a waiver of subrogation in favor of the College of DuPage. The College will also be shown as the certificate holder. Further, the Certificate of Insurance shall state that coverage provided is primary to any other coverage available to College of DuPage. An endorsement page showing coverage must accompany the certificate of insurance. The foregoing certificate shall contain a provision that coverage afforded under the policies will not be cancelled or non-renewed until at least sixty (60) days prior written notice has been given to College of DuPage.

TYPE OF INSURANCE

MINIMUM INSURANCE COVERAGE

<u>TYPE OF INSURANCE</u>	<u>MINIMUM INSURANCE COVERAGE</u>
	Combined Single Limit per Occurrence/Aggregate
Commercial General Liability including:	
1. Premises – Operations	\$1,000,000 / \$2,000,000
2. Explosion, Underground and Collapse Hazard	
3. Products/Completed Operations	
4. Contractual Insurance	
5. Broad Form Property Damage	
6. Independent Contractors	
7. Bodily Injury	
Automobile Liability	
Owned, Non-owned, or Rented	\$1,000,000 / \$2,000,000
Workers' Compensation and Employer's Liability	As Required by Applicable Laws.
Professional Liability	If Performance Specifications are required by the Contract

1.15. BUSINESS ENTERPRISE PROGRAM

The College of DuPage encourages the participation of qualified minorities, females, and persons with disabilities owned businesses in public contracts. It is the practice of the College to ensure full and equitable economic opportunities to persons and businesses that compete for business with the College of DuPage, including minorities, females, and persons with disabilities owned business enterprises. The College is committed to the economic development of disadvantaged business enterprises and the award of contracts

to businesses owned by minorities, females, and persons with disabilities for services to the extent provided by the Business Enterprise for Minorities, Females and Persons with Disabilities Act ("Act"), 30 ILCS 575.

This solicitation contains an Aspirational goal of 20% to include businesses owned and controlled by minorities, females and persons with disabilities in the procurement and contracting/subcontracting processes.

END OF SECTION

2.0 INSTRUCTIONS TO RESPONDENTS

2.1. OUTSIDE DOCUMENT DISCLAIMER

The College of DuPage cannot warrant, represent, or guarantee the accuracy or completeness of documents which have not been obtained directly from the College. If you have obtained these documents from a third party source, the College is not responsible for any loss or damage including, but not limited to, time, money, or goodwill arising from errors, inaccuracies or omissions in any third party documents.

To obtain official documents, please visit: <https://www.cod.edu/about/purchasing/requests/index.aspx> . Click on the link for this solicitation, and follow the prompts to enter your information onto our vendor list and download the original documents. This will ensure your contact information is registered on our vendor list, and we can send you any addenda that may be issued. This website is the only official website for prospective Respondents to obtain digital copies of RFP documents. It is the responsibility of each prospective Respondent to verify the completeness of their printed RFP documents before submitting a response and accompanying executed addenda acknowledgement, and other required forms.

2.2. BLACKOUT PERIOD

Under no circumstances are respondents to contact or discuss this Request for Proposal, or any of the information contained herein or about this solicitation in general, with any College of DuPage trustee, employee, vendor, contractor or subcontractor, other than using the methods outlined in this RFP. Respondents are strictly forbidden from visiting the College's locations or approaching any College trustee, employee, vendor, contractor or subcontractor for any information related to this RFP or this solicitation without the direct knowledge and authorization in writing in advance from the Purchasing Manager or Buyer. Violation of these provisions may subject the respondent to immediate disqualification.

Initial understanding of this requirement:

2.3. PRE-SUBMITTAL CONFERENCE

The College will hold a Pre-Submittal Conference at the College of DuPage, Glen Ellyn Campus, 425 Fawell Blvd, Berg Instructional Center, Room 1B03A, Glen Ellyn, IL at **1:00 p.m. on Tuesday, June 4, 2019.**

All parties interested in responding to this RFP are urged to attend in person.

2.4. REQUESTS FOR INFORMATION/CLARIFICATION

Respondents must communicate only with the Purchasing Department. If any firm submitting a response for this solicitation is in doubt as to the true meaning of the specifications or other documents or any part thereof, Respondent shall request clarification from the Purchasing Department. Questions must be submitted in writing and be directed via email to the Purchasing Department at purchasing@cod.edu no later than **Tuesday, June 11, 2019 at 12:00 p.m. Central Time.** Questions for which answers are provided will be communicated to all registered recipients of RFP documents via addendum.

2.5. PROPOSAL DEADLINE AND SUBMISSION

To be assured of consideration, **Proposals must be received by the College of DuPage in the College's in Purchasing Department, BIC-1B03, no later than 2:00 p.m. Central Time on Tuesday, July 2, 2019.** Failure by a delivery service company or person to meet the deadline will not excuse the Respondent from the deadline requirement. It is solely the Respondent's responsibility to ensure that adequate time is allowed for timely, accurate delivery and that the Proposal is received as required.

- A. The outside of each sealed envelope or package must be labeled as follows and must be delivered to the following address:

Purchasing Manager
Attn: 2019-R0024

College of DuPage
425 Fawell Blvd
BIC Building - Room 1B03
Glen Ellyn, Illinois 60137

- B. The sealed envelope and/or boxes submitted by the Respondent **MUST** carry the following information on the face of the envelope:

Proposal Enclosed

Request for Proposals (RFP) for **Avaya Telephone System Upgrade for College of DuPage, RFP Number 2019-R0024**

Due: Tuesday, July 2, 2019

Submitted by: (Name of Respondent, Address, Contact Person)

Unless otherwise stated, all blank spaces on the forms shall be fully completed. Respondent bears all responsibility for error or omissions in their submission.

- C. Respondents must submit the following proposal items in a sealed envelope or box:

<u>Proposal Item</u>	<u>Quantity</u>
• Original Copy – Paper	1
• Duplicate Copy – Paper.....	1
• Electronic Copy - USB Flash drive containing all documents in searchable PDF format.	3

The original documents must be clearly marked as “ORIGINAL”, and must bear the original signature of an authorized corporate agent on all documents requiring a signature. Respondent must enclose all documents in sealed envelopes or boxes.

2.6. EXCEPTIONS

If any Respondent intends to take any deviations or exceptions from the specifications or other RFP documents, Respondent shall submit to the Purchasing Manager a written request for a deviation or exception. If the Purchasing Manager considers such deviation or exception acceptable, the Purchasing Manager shall issue an Addendum setting forth such deviation or exception from the specifications or other which shall be applicable to all Respondents submitting a response.

If no Addendum is issued by the Purchasing Manager, then such deviation or exception shall be deemed rejected. The College may reject any response containing deviations or exceptions not previously accepted through a written Addendum.

A copy of such Addendum will be e-mailed or delivered to each Respondent receiving a set of such RFP Documents. Respondent shall acknowledge receipt of each Addendum issued in the space provided on the RFP form or via a signed addendum. Failure to acknowledge receipt of addenda will result in disqualification of the Proposal.

All requests for deviations or exceptions must be sent in writing to purchasing@cod.edu at least five (5) days prior to the date and time set forth as the RFP Due Date. The College shall not be responsible for nor bound by any oral instructions, interpretations, or explanations issued by the College or any of its representatives.

Initial understanding of this requirement: _____

2.7. ERROR IN PROPOSAL

Where a Respondent claims to have made a mistake, such mistake must be called to the attention of the Purchasing Manager within twenty-four (24) hours after the opening of responses. Within forty-eight (48)

hours of the advertised RFP deadline, Respondent shall submit to the College's designated Purchasing Manager original documentary evidence and a detailed explanation of how the mistake was made. Failure to conform to this requirement precludes the Respondent from withdrawing its response based upon a mistake. If such notice, proof and explanations have been tendered, and the Purchasing Manager is convinced that a bona fide mistake has been made, the Purchasing Manager may recommend to the Board of Trustees that the Respondent be allowed to withdraw its response and recommend that the contract be awarded to the next responsible, responsive Respondent. If the Board determines by majority vote, that the Respondent has made a bona fide error, no award will be made upon such response.

2.8. WITHDRAWAL OF PROPOSALS

Respondents may withdraw their responses at any time prior to the time specified in the legal advertisement as the date and hour set for the RFP Opening. However, no Respondent shall withdraw, cancel or modify its response for a period of ninety (90) calendar days after said advertised RFP Opening. Requests for withdrawal must be made in writing on the Respondent's letterhead to the College's Purchasing Department. Respondents must make their own arrangements for the return of their Proposals.

2.9. NOTICES

All communications and notices between the College and Respondents regarding the RFP Documents shall be in writing and hand delivered or delivered via United States mail, postage prepaid, or via email. Notices to the Respondents shall be addressed to the name and address or email address provided by the Respondents; notices to the Purchasing Manager shall be addressed to Purchasing Department, College of DuPage, BIC Building - Room 1B03, 425 Fawell Blvd., Glen Ellyn, Illinois 60137, or purchasing@cod.edu.

2.10. CONFIDENTIALITY

The Purchasing Department shall examine the responses to determine the validity of any written requests for nondisclosure of trade secrets and other proprietary data identified. After award of the contract, all responses, documents, and materials submitted by the Respondent pertaining to this RFP will be considered public information and will be made available for inspection, unless otherwise determined by the Purchasing Department. All data, documentation and innovations developed as a result of these contractual services shall become the property of the College. Based upon the public nature of these RFPs, a Respondent must inform the College, in writing, of the exact materials in the offer which cannot be made a part of the public record in accordance with the Illinois Freedom of Information Act. It is not acceptable for a proposal to be marked "proprietary" in its entirety.

2.11. RESPONDENT WARRANTIES

The submission of a Proposal shall constitute a warranty that: (i) Respondent has carefully and thoroughly reviewed the RFP Documents and has found them complete and free from ambiguities and sufficient to describe the Contract work; (ii) Respondent and all workers and/or employees it intends to use in the performance of this contract are skilled and experienced in the type of work or services called for by the RFP Documents; and (iii) neither the Respondent nor any of its employees, agents, suppliers or subcontractors have relied on any verbal representations from the College, or any of the College's employees, agents, or consultants, in preparing the Proposal.

2.12. CONSIDERATION OF RESPONSES

The College reserves the right to reject or accept any or all Proposals, to extend the response period, to waive technicalities in the RFP Documents and/or to direct that the solicitation be abandoned or re-issued prior to award of the contract.

The Respondent acknowledges the right of the College to reject any or all proposal and to waive any informality or irregularity in any proposal received. In addition, the Respondent recognizes the right of the College to reject a proposal if the Respondent failed to submit the data required by the Request for Proposal documents, or if the proposal is in any way incomplete or irregular.

END OF SECTION

3.0 PROPOSAL SPECIFICATIONS

3.1 BACKGROUND

The Request for Proposal (RFP) is inviting prospective, authorized Avaya Business Partners to submit proposals for supplying upgrade/installation services to upgrade the College's current PBX/voice systems to a premise-based Avaya Communications Manager solution. An existing ESNA OfficeLinx voice mail system will be migrated to the Avaya CM platform.

The existing voice system is under a maintenance support contract with our current Avaya maintenance provider until June 30, 2020. The Avaya Partner selected to install the new solution will need to work in concert with the existing partner on any issues during the transition to the new solution. The first year of software and hardware support will need to be included in the price of the new system. This should include any third party hardware and software support. The College requires all contracts to be "NET 60".

The College anticipate that the Board of Trustees will approve the selected bidder in August 2019. Once the final contracts with the selected vendor are approved, purchase orders will be released. Due to the scope of the project, the College desires a phased approach with the two phone systems connected together to provide seamless communication during the transition. Once the new system is tested and approved, users will migrate over in pre-assigned groups

3.2 GENERAL INFORMATION / SPECIFICATIONS / REQUIREMENTS

A. Existing Telephony Environment

The College currently utilizes an Avaya/Nortel CS1000M on release 7.6. This includes two signaling servers, an Avaya Soft Phone Licensing server, an Avaya System Manager virtual server, an Avaya Session Manager virtual server, an Avaya SM 100 virtual server, and an Avaya SAL Gateway virtual server. For reference, an OrderPro report for the CS1000M is provided in the Order Pro reports **Exhibits 1**. The applications/systems currently in use are:

Avaya Aura Contact Center 6.4
Avaya/ESNA OfficeLinx
Nuance Speech Attendant
PhoneTree
Avaya DBA
Calero/VeraSmart
Interrailia XMU+ RAN

Currently there are 6 AT&T IPFlex PRI T-1's and 1 Comcast PRI T-1 (for failover) connected to the CS1000. The College utilizes a 1 GB AT&T ASE WAN to extend data/telephony services from its main campus to 5 remote locations. There are no existing telephony switches at the remote locations. Each remote location utilizes locally terminated POTS lines for fax, emergency, and other analog services not supported over the WAN network.

B. Proposed Telephony Environment - Functional Requirements

The College is upgrading the current CS1000M to Avaya's CM On-Premise Solution. Vendors shall provide a solution which includes a cost estimate for a phased migration from the current CS1000M switch and its third party systems, to an Avaya CM premise-based solution utilizing the college's VMWare virtual infrastructure. A phased migration approach is necessary due to the scope of the project, training requirements for end users, and the administrative/end-user support for the system. During the transition period, the two systems must be linked so that all telephony services and call paths provide a seamless connection for all callers. Included in **Exhibits 1, 2, and 3** are the reference documents and diagrams along with an Avaya equipment/software list of the proposed system. These Exhibits were develop with Avaya. Vendors should use this as a guide to proposing a

complete solution. If the vendor has concerns regarding Avaya's specifications, please provide a detailed explanation and separate alternative cost.

The College has a very robust virtual server environment and network. Any virtual server space needed will be provided by the college. Any other necessary equipment or software should be included in the proposal and provided by the vendor. The vendor is also responsible for providing guidance and troubleshooting assistance with quality of service configurations during implementation to ensure optimal service.

The College has a second data center where the fail-over virtual servers will be located. This location will be the connection point for the Comcast failover PRI T-1 connection and will also provide analog and digital connections for the Police department in the HEC building. It is the vendor's responsibility to ensure that all current services/systems are integrated and included on the new Avaya CM platform without any additional costs beyond the final pricing agreement.

C. Continued Required Services

The following current services and systems need to be included in the proposal.

1. Nuance Speech Attendant - v11.0.0 – The current system utilizes a physical server and 8 digital ports. The new system should have the same number of ports, but should be SIP compliant and installed on the College's VM platform. The vendor is responsible for migrating the current application to a virtual server and ensuring it works with the new SIP configuration.
2. Calero VeraSmart Call Accounting – v12.2 – The existing platform is up to date and currently installed on VM (using an Avaya DBA server to send the CDR records from the CS1000). The vendor is responsible for configuring a second source to accept CDR data from the Avaya CM system. Both systems will need to be able to send CDR until the CS1000 is decommissioned.
3. Interraila RAN – The current hardware-based RAN is to be replaced/configured by features in Avaya ESNA OfficeLinx. Include any additional licensing and installation costs needed in the proposal. RAN recordings are used in Contact Center ("please wait for next agent", "expected wait time" scripts) and to alert callers to DID numbers that are not in use.
4. PhoneTree – Currently, this is a 24 port mass notification solution using analog ports on the CS1000. Include a VM/SIP based solution that can provide flexible outbound CallerID, send voice and text messages, and web-based management for multiple users in the proposal. The solution should also provide the ability to import call lists from a number of sources, and reporting showing out calling results.
5. ESNA OfficeLinx Voice Mail – The current ESNA OfficeLinx will be used for the Avaya CM platform. The vendor is responsible for any upgrades to OfficeLinx needed to ensure a successful integration with the CM platform. The configuration needs to match the features currently in use on the CS1000 and the addition of a RAN announcer for the Avaya Aura Contact Center application. This system will need to serve users seamlessly, on either the CS1000 or on the CM system. The College's understanding is that Avaya is transitioning away from the -iLinx Pro Client to Equinox for IMAP integration. The College is interested in the Equinox solution if it provides additional features and greater ease of use with Office/Outlook 2016.
6. Music On-Hold – The current music-on-hold source is the direct connection from the College's radio station. This has been hard to manage due to volume changes from the

source. Provide a royalty free replacement system that includes multiple musical genre options without announcements.

7. Avaya Aura Contact Center 6.4 – The current system is on a physical server which includes 10 web chat licenses. Also, several departments utilize large screen monitors for queue status. Include upgrading/migrating AACC to version 7.x on a virtual server to the proposal. The Web AACC Web server (interface between COD’s web site and Contact Center) will also need to be upgraded to resolve current security issues with the PHP software version. As the operation of the agent phones will be modified, training and support for the supervisors and agents will need to be provided prior/after the cut-over to the new version.

D. Additional New Services Required

In addition to the current services and systems, the College requires these new services:

1. Audio Conferencing - Include an audio conferencing solution to provide multiple/concurrent dial-in conferences for up to a total of 100 callers in the proposal. This should include web-based scheduling and reporting.
2. CS1000 Decommissioning – The vendor will disassemble the CS1000 hardware and work with Avaya to decommission the system. The College’s IT Department will handle the recycling of the old hardware.
3. Telephony Service Providers – AT&T and Comcast are under contract and will continue to remain the College’s service providers. The AT&T IPFlex connection will be changed from PRI T-1’s to SIP and will require the addition and management of a Session Border Controller (which should be capable of dual delivery of the over 3500 DID’s to either system during the conversion). The Comcast connection will be moved from the current location in BIC 1419A (phone/data center) to TEC 2014 (VMware failover location).

The proposal should include the purchase, installation, and support for a Session Border Controller. The selected vendor is expected to work directly with the AT&T and Comcast to complete the changes to the delivery of their telephony services with minimal disruption to the College.

4. Phone Set Replacement – The proposal should include the replacement of all digital and IP handsets. Existing analog phones will not be replaced at this time. Current programming needs to be maintained as closely as possible.

Current Phone Model	EXISTING			PROPOSED	
	Spares	Production	Sub-Total	New Phone Model	Total
Avaya 1220	35	923	958		
Avaya 1120	0	1	1	J-139	1468*
Avaya 1230	61	1263	1324		
Avaya 1140	2	4	6	J-179	821*
KEM units	2	22	24	JEM24	10*
Avaya B179		10	NA	B179	NA
Avaya 2050PC	2 (licenses)	3	5	Aura Equinox interface	5
Avaya 3900 & 2616	15	8	23	9508	10*

*Proposed counts of phones may not equal existing counts:

- 509 of the existing 1230 model phones will be converted to J-139 as larger phone is not required.

- Fewer JEM24 add-on modules are needed due to change in operations.
- Fewer 9508 phones are needed.

The following specific features of the existing IP phones must be duplicated on the new phones.

1. Hot Dial Key – This is used on every phone. On main campus phones, this provides single button access to the campus police extension. At remote center locations, it provides single button access to 911. This key function must only be changed by the system administrator. Avaya has suggested that as this is not in the current feature set, but that Avaya Breeze would be able to provide the necessary functionality.
2. XMWK Key – This key must provide voice mail status of an additional voice mailbox account

E. Installation and Training

1. Schedule/Training – The College anticipates the upgrade will take place during the Summer/Fall of 2019. The project must be completed by June 30, 2020 upon the execution of contract.

There are critical times during the class year that will impact the schedule. Prior to the start of the upgrade, the vendor Project Manager and college employees will discuss the project plan and coordinate a schedule. The college will provide a schedule for the groups to be migrated. The College understands the migration could extend into 2020.

While responsible for the installation, the vendor must involve College Staff with any equipment or software installation. The purpose is to provide a knowledge transfer of the installation process and configuration. The vendor is also required to provide 3 days of administrator training for the college PBX and server support staff. This should include training for all the systems and equipment, including the PBX, Contact Center, Session Border, Gateways, or other equipment.

The vendors must also provide up to three days of telephone training for college staff in the Teaching and Learning Center (TLC). These will be train-the-trainer sessions, and will cover general telephone usage for staff along with Call Center use. The TLC will then be responsible for training college staff.

3.3 REFERENCE DOCUMENTS AND DIAGRAMS

Exhibit 1 is the most recent OrderPro report form, Exhibit 2 is a copy of the phone network design, and Exhibit 3 is a copy of the Avaya Materials list. Use these to determine current capabilities and licensing requirements for the new system.

3.4 TERMS OF SERVICES

The College anticipates engaging in a one time contract to upgrade the system. It will include Avaya licensing cost, hardware and software costs, and consulting/labor cost to upgrade.

END OF SECTION

4.0 PROPOSAL SUBMISSION AND EVALUATION

4.1. PROPOSAL CONTENT AND FORMAT

Provide the following in your proposal. All Proposers shall submit one (1) original, one (1) hard copy of the completed RFP and three (3) flash drive containing all documents, in a sealed envelope and shall deliver them to Purchasing Manager, Attn: 2019-R0024, College of DuPage, BIC Building - Room 1B03, 425 Fawell Blvd., Glen Ellyn, Illinois 60137 by the date and hour of the RFP deadline as shown in the legal advertisement.

The sections should be tabbed or clearly labeled in the order shown below:

Tab 1: Transmittal Letter and Required forms- Complete

Include the following:

- a. Transmittal Letter - signed by an individual authorized to legally bind the Respondent.
 - Statement referencing all addenda (If no addenda have been received, a statement to that effect should be included.)
 - Statement that summarizes any deviations or exceptions to the RFP requirements and includes a detailed justification for the deviation or exception
- b. Documentation needing initialing per Section 2.0 Instructions to Respondents
- c. Section 6.0 Certifications
- d. Section 7.0 Signature Page
- e. Section 8.0 Conflict of Interest Disclosure and Non-Collusion Form
- f. Any issued addenda, signed (if applicable)

Tab 2: Understanding and Methodology

Include the following:

- a. General information
 - Name of company, primary contact person, address, email address, and telephone and fax number of the firm.
 - Brief overview of your organization, including general information about your firm, including the size of the organization, location of offices, years in business, number and position titles of staff, and qualities which differentiate your company from your competitors
- b. Provide a brief statement of qualifications/executive summary including an understanding of the College's intent and objectives and how your proposed plan will achieve those objectives.
- c. Proof of experience in the design, and implementation of Avaya CS 1000, Avaya CM, Avaya experience in supporting Nuance Speech Attendant, ESNA Officelinx, and Calero/VeraSmart call accounting.
- d. Provide a sample contract for review. Note: The sample contract provided in your Proposal should not be construed as College acceptance that will constitute the final contract. The College reserves the right to negotiate terms and conditions with the designated Provider.

Tab 3: General Requirements

Deliverables - All proposals must include the following:

- a. A complete materials list of equipment, handsets, and software.
- b. A high level overview or project plan describing how you will accomplish the upgrade with minimal service interruptions.
- c. Details response to the required services described in section 3.2.C of the RFP.
- d. An overview of how you will address the upgrade/installation of each of the current and new systems listed in the Proposed Telephony System / Functional Requirements.
- e. Total cost including any equipment, software, and labor needed to provide a complete solution.

Tab 4: References

Proposer must provide a list of current customers of comparable size and type to be used in the evaluation of the proposal. Provide 3 current customer/client references:

1. Company Name
2. Address, city state
3. Contact person, and phone number and email
4. Length of business relationship with your agency
5. Start Date of Service and End Date of Services

Tab 5: Tab Pricing Requirements

Proposers shall provide cost proposal for a phased migration from the current CS1000M switch and its third party systems, to an Avaya CM premise-based solution utilizing the college's VMWare virtual infrastructure. Pricing must include all required components, implementation and training services, and maintenance services. Pricing must remain valid through the term of the contract. Any additional manufacturer discounts valid at the time of the contract, must be applied to the final pricing.

Tab 6: Business Enterprise Program

The College of DuPage encourages the participation of qualified minorities, females, and persons with disabilities owned businesses in public contracts and commits to the economic development of disadvantaged business enterprises and the award of contracts to businesses owned by minorities, females, and persons with disabilities for services to the extent provided by the Business Enterprise for Minorities, Females and Persons with Disabilities Act ("Act"), 30 ILCS 575.

This solicitation contains an aspirational goal of 20% to include businesses owned and controlled by minorities, females and persons with disabilities in the procurement and contracting/subcontracting processes.

4.2. EVALUATION AND SELECTION PROCESS

The College will appoint an Evaluation Committee whose responsibility will be to review all responses to this RFP. The purpose of this RFP is to identify those Avaya Partners that have the interest, capability, and financial strength to supply the total solution. The College will consider the information provided in the response and the quality of that information when evaluating the Proposal. During the evaluation process, Proposers may be requested to provide additional information and/or clarify contents of their proposal.

All proposals will be reviewed to determine if they contain all the required submittals specified in this RFP. Those not submitting all required information in the prescribed format may be rejected.

The Committee will review all responsive and responsible proposals based upon the criteria detailed herein. The selection process may include a request for additional data or oral presentations as deemed necessary by the College. The following criteria will be used in the evaluation of all proposals, not necessarily in level of importance:

- Total Cost
- Completeness of the proposed solution
- Demonstrated competence
- Ability to perform the upgrade

After the evaluation, The College may choose to invite a subset of responders to participate in on-site demonstrations or online Webinar format activities. The purpose of these activities would be to clarify information presented in the written RFP responses. These demonstrations/webinars will be of no cost to the College.

Upon selection and designation of a Proposer, the College intends to negotiate an agreement with the designated Provider. Nothing in this RFP, the proposals, or the College's acceptance of a proposal shall obligate the College to enter into or complete negotiations with any financial advisor.

4.3. SELECTION OF AWARD

A. Basis of Award

The award of the contract will be based on best-value to the College according to the evaluation criteria set forth in this document.

B. Selection Process

The award of the contract will be after the Evaluation Committee submits their Recommendation of Award of the selected Respondent(s) for approval by the College of DuPage Board of Trustees. The College of DuPage reserves the rights to award one (1) or more contracts to select Respondent(s) and/or to reject any and all responses when the best interest of the College will be served thereby. The successful Respondent(s) will be notified by electronic mail that their Proposal has been accepted and that they have been awarded the contract after the approval by the College of DuPage Board of Trustees. Notification will also be posted on the College's Purchasing website at <http://www.cod.edu/about/purchasing/>. Failure to execute performance as per accepted Proposal may result in legal action by the College of DuPage to recover damages.

END OF SECTION

5.0 BUSINESS ENTERPRISE PROGRAM

STATE OF ILLINOIS BUSINESS ENTERPRISE PROGRAM MINORITIES, FEMALES, PERSONS WITH DISABILITY PARTICIPATION AND UTILIZATION PLAN

The Business Enterprise for Minorities, Females and Persons with Disabilities Act (BEP) establishes a goal for community colleges contracting with businesses that have been certified as owned and controlled by persons who are minorities (MBE), female (FBE/ also referred to as WBE), or persons with disabilities (PDBE) (collectively, BEP certified vendor(s)). 30 ILCS 575

Contract Goal to be Achieved by Vendor: This solicitation includes an Aspirational **BEP** participation goal of 20% based on the availability of BEP certified vendors to perform or provide the anticipated services and/or supplies required by this solicitation.

The BEP participation goal is applicable to all bids or offers. In addition to the award criteria established for this solicitation, the College will award this contract to a Vendor that meets the goal or demonstrates good faith efforts to meet the goal. This goal is applicable to change orders and allowances within the scope of work provided by the BEP certified vendors. If Vendor is an MBE and FBE certified vendor, the entire goal is met and no subcontracting with a BEP certified vendors is required; however, **Vendor must submit a Utilization Plan indicating that the goal will be met by self-performance.**

Following are guidelines for Vendor's completion of the Utilization Plan. The Utilization Plan must demonstrate that Vendor has either: (1) met the entire contract goal; or (2) made good faith efforts towards meeting the goal.

At the time of bid or offer, Vendor, or Vendor's proposed Subcontractor, must be certified with the Illinois Department of Central Management Services as a BEP certified vendor.

Failure to complete a Utilization Plan or provide Good Faith Effort documentation shall render the bid or offer non-responsive; and subject to rejection and/or disqualification in the College's sole discretion.

1. If applicable where there is more than one prime vendor, the Utilization Plan should include an executed Joint Venture Agreement specifying the terms and conditions of the relationship between the parties and their relationship and responsibilities to the contract. The Joint Venture Agreement must clearly evidence that the BEP certified vendor will be responsible for a clearly defined portion of the work and that its responsibilities, risks, profits and contributions of capital, and personnel are proportionate to its ownership percentage. It must include specific details related to the parties' contributions of capital, personnel, and equipment and share of the costs of insurance and other items; the scopes to be performed by the BEP certified vendor under its supervision; and the commitment of management, supervisory personnel, and operative personnel employed by the BEP certified vendor to be dedicated to the performance of the contract. Established Joint Venture Agreements will only be credited toward BEP goal achievements for specific work performed by the BEP certified vendor. **Each party to the Joint Venture Agreement must execute the bid or offer prior to submission of the bid or offer to the College.**
2. An agreement between a vendor and a BEP certified vendor in which a BEP certified vendor promises not to provide subcontracting or pricing quotations to other vendors is prohibited. The College may request additional information to demonstrate compliance. Vendor agrees to cooperate promptly with the College in submitting to interviews, allowing entry to places of business, providing further documentation, and to soliciting the cooperation of a proposed BEP certified vendor. Failure to cooperate by Vendor and BEP certified vendor may render the bidder or offeror non-responsive or not responsible. **The contract will not be awarded to Vendor unless Vendor's Utilization Plan is approved by the College.**

3. **BEP Certified Vendor Locator References:** Vendor may consult CMS' BEP Vendor Directory at www.sell2.illinois.gov/cms/business, as well as the directories of other certifying agencies, but firms **must be certified with CMS as BEP certified vendors at the time of bid or offer.**
4. **Vendor Assurance:** Vendor shall not discriminate on the basis of race, color, national origin, sexual orientation or sex in the performance of this contract. Failure by Vendor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the College deems appropriate. This assurance must be included in each subcontract that Vendor signs with a subcontractor or supplier.
5. **Calculating BEP Certified Vendor Participation:** The Utilization Plan documents work anticipated to be performed, or goods/equipment provided by all BEP certified vendors and paid for upon satisfactory completion/delivery. Only the value of payments made for the work actually performed by BEP certified vendors, by subcontractors or suppliers to such vendors, is counted toward the contract goal. Applicable guidelines for counting payments attributable to contract goals are summarized below:
 - 5.1 The value of the work actually performed or goods/equipment provided by the BEP certified vendor shall be counted towards the goal. The entire amount of that portion of the contract that is performed by the BEP certified vendor, including supplies purchased or equipment leased by the BEP certified vendor shall be counted, except supplies purchased and equipment rented from the Prime Vendor submitting this bid or offer.
 - 5.2 A vendor shall count the portion of the total dollar value of the BEP contract equal to the distinct, clearly defined portion of the work of the contract that the BEP certified vendor performs toward the goal. A vendor shall also count the dollar value of work subcontracted to other BEP certified vendor. Work performed by the non- BEP certified party shall not be counted toward the goal. **Work that a BEP certified vendor subcontracts to a non-BEP certified vendor will not count towards the goal.**
 - 5.3 A Vendor shall count toward the goal 100% of its expenditures for materials and supplies required under the contract and obtained from a BEP certified vendor manufacturer, BEP certified regular dealer, or BEP certified supplier. A Vendor shall count toward the goal the following expenditures to BEP certified vendors that are not manufacturers, regular dealers, or suppliers:
 - 5.3.1 The fees or commissions charged for providing a bona fide service, such as professional, technical, consultant or managerial services and assistance in the procurement of essential personnel, facilities, equipment, materials or supplies required for performance of the contract, provided that the fee or commission is determined by College to be reasonable and not excessive as compared with fees customarily allowed for similar services.
 - 5.3.2 The fees charged for delivery of materials and supplies required by the contract (but not the cost of the materials and supplies themselves) when the hauler, trucker, or delivery service is not also the manufacturer or a supplier of the materials and supplies being procured, provided that the fee is determined by the College to be reasonable and not excessive as compared with fees customarily allowed for similar services. The BEP certified vendor's trucking firm must be responsible for the management and supervision of the entire trucking operation for which it is responsible on the contract, and must itself own and operate at least one fully licensed, insured and operational truck used on the contract.
 - 5.3.3 The fees or commissions charged for providing any bonds or insurance specifically required for the performance of the contract, provided that the fee or commission is determined by the College to be reasonable and not excessive as compared with fees customarily allowed for similar services.

- 5.4 BEP certified vendors who are performing on contract as second tier subcontractors may be counted in meeting the established BEP goal for this contract as long as the Prime Vendor can provide documentation indicating the utilization of these vendors.
- 5.5 A Vendor shall count towards the goal only expenditures to firms that perform a commercially useful function in the work of the contract.
- 5.5.1 A firm is considered to perform a commercially useful function when it is responsible for execution of a distinct element of the work of a contract and carries out its responsibilities by actually performing, managing, and supervising the work involved. The BEP certified vendor must also be responsible, with respect to materials or supplies used on the contract, for negotiating price, determining quality and quantity, ordering the materials or supplies, and installing the materials (where applicable) and paying for the material or supplies. To determine whether a firm is performing a commercially useful function, the College shall evaluate the amount of work subcontracted, whether the amount the firm is to be paid under the contract is commensurate with the work it is actually performing and the credit claimed for its performance of the work, industry practices, and other relevant factors.
- 5.5.2 A BEP certified vendor does not perform a commercially useful function if its role is limited to that of an extra participant in a transaction or contract through which funds are passed through in order to obtain BEP certified vendor participation. In determining whether a BEP certified vendor is such an extra participant, the College shall examine similar transactions, particularly those in which BEP certified vendors do not participate, and industry practices.
- 5.6 A Vendor shall not count towards the goal expenditures that are not direct, necessary and related to the work of the contract. Only the amount of services or goods that are directly attributable to the performance of the contract shall be counted. Ineligible expenditures include general office overhead or other Vendor support activities.
6. **Good Faith Effort Procedures:** Vendor must submit Utilization Plans, subcontract documents, and/or Letters of Intent that meet or exceed the published goal. If Vendor cannot meet the stated goal, Vendor must document and explain within the Utilization Plan the good faith efforts it undertook to meet the goal. Utilization Plans are due at the time of and must be enclosed and sealed with the bid or offer submission. Copies of subcontract documents and/or Letters of Intent shall be due upon request.
7. **Contract Compliance:** Compliance with this section is an essential part of the contract. The following administrative procedures and remedies govern Vendor's compliance with the contractual obligations established by the Utilization Plan. **After approval of the Plan and award of the contract, the Utilization Plan becomes part of the contract.** If Vendor did not succeed in obtaining BEP certified vendor participation to achieve the goal and the Utilization Plan was approved and contract awarded based upon a determination of good faith, the total dollar value of BEP certified vendor work calculated in the approved Utilization Plan as a percentage of the awarded contract value shall become the contract goal.
- 7.1. The Utilization Plan may not be amended after contract execution without the College's prior written approval.
- 7.2. **Vendor may not make changes to its contractual BEP certified vendor commitments or substitute BEP certified vendors without the prior written approval of the College.** Unauthorized changes or substitutions, including performing the work designated for a BEP certified vendor with Vendor's own forces, shall be a violation of the utilization plan and a breach of the contract, and shall be cause to terminate the contract, and/or seek other contract remedies or sanctions.

- 7.3.** If it becomes necessary to substitute a BEP certified vendor or otherwise change the Utilization Plan, Vendor must notify the College in writing of the request to substitute a BEP certified vendor or otherwise change the Utilization Plan. The request must state specific reasons for the substitution or change. The College shall notify the Council or its delegate of the request to substitute a BEP certified vendor or change the Utilization Plan. The College reserves the right to approve or deny a request for substitution or other change in the Utilization Plan.
- 7.4.** Where Vendor has established the basis for the substitution to the College's satisfaction, it must make good faith efforts to meet the contract goal by substituting a BEP certified vendor. Documentation of a replacement BEP certified vendor, or of good faith efforts to replace the BEP certified vendor, must meet the requirements of the initial Utilization Plan. If the goal cannot be reached and good faith efforts have been made, Vendor may substitute with a non- BEP certified vendor or Vendor may perform the work.
- 7.5.** If a Vendor plans to hire a subcontractor for any scope of work that was not previously disclosed in the Utilization Plan, Vendor must obtain the approval of the College to modify the Utilization Plan and must make good faith efforts to ensure that BEP certified vendors have a fair opportunity to submit a bid or offer on the new scope of work.
- 7.6.** A new BEP certified vendor agreement must be executed and submitted to the College within five business days of Vendor's receipt of the College's approval for the substitution or other change.
- 7.7.** Vendor shall maintain a record of all relevant data with respect to the utilization of BEP certified vendors, including but without limitation, payroll records, invoices, canceled checks and books of account for a period of at least three years after the completion of the contract. Full access to these records shall be granted by Vendor upon 48 hours written demand by the College to any duly authorized representative thereof, or to any municipal, state or federal authorities. The College shall have the right to obtain from Vendor any additional data reasonably related or necessary to verify any representations by Vendor. After the performance of the final item of work or delivery of material by the BEP certified vendor and final payment to the BEP certified vendor by Vendor, but not later than 30 calendar days after such payment, Vendor shall submit a statement confirming the final payment and the total payments made to the BEP certified vendor under the contract.
- 7.8.** The College will periodically review Vendor's compliance with these provisions and the terms of its contract. Without limitation, Vendor's failure to comply with these provisions or its contractual commitments as contained in the Utilization Plan, failure to cooperate in providing information regarding its compliance with these provisions or its Utilization Plan, or provision of false or misleading information or statements concerning compliance, certification status or eligibility of the BEP certified vendor, good faith efforts or any other material fact or representation shall constitute a material breach of this contract and entitle the College to declare a default, terminate the contract, or exercise those remedies provided for in the contract or at law or in equity.
- 7.9.** The College reserves the right to withhold payment to Vendor to enforce these provisions and Vendor's contractual commitments. Final payment shall not be made pursuant to the contract until Vendor submits sufficient documentation demonstrating compliance with its Utilization Plan.

UTILIZATION PLAN

The Utilization Plan and Letter of Intent must be sealed and submitted with Proposal.

_____ (Vendor) submits the following Utilization Plan as part
Respondent Name

of our bid or offer in accordance with the requirements of the BEP Program Status and Participation section of the solicitation for **Avaya Telephone System Upgrade, RFP Number 2019-R0024**. We understand that all subcontractors must be certified with the CMS BEP Program at the time of submission of all bids and offers. **We understand that compliance with this section is an essential part of this contract and that the Utilization Plan will become a part of the contract, if awarded.**

Vendor submits the following statement:

- Vendor is a BEP certified firm and plans to fully meet the goal through self-performance.
- Vendor has identified BEP certified subcontractor(s) to fully meet the established goal and submits the attached executed Letter(s) of Intent; or
- Vendor has made good faith efforts towards meeting the entire goal as indicated on the attached Utilization Plan, or a portion of the goal, and hereby requests a waiver (complete checklist below).

Vendor's person responsible for compliance with this BEP goal:

Name: _____ Title: _____

Telephone: _____ Email: _____

DEMONSTRATION OF GOOD FAITH EFFORTS TO ACHIEVE GOAL AND REQUEST FOR WAIVER

If the BEP participation goal was not achieved, the vendor must provide documented evidence of good faith efforts to achieve the goal.

Below is a checklist of actions that will be used to evaluate a Vendor's Demonstration of Good Faith Efforts and Request for Waiver. **Please check the actions which you completed.** If any other efforts were made to obtain BEP participation in addition to the items listed below, attach a detailed description of such efforts. The College reserves the right to review and audit the results of the vendor's efforts as described below.

- Utilize the Sell2Illinois website: www2.illinois.gov/cms/business to identify BEP certified vendors within the respective commodity/service codes denoted above and at a minimum email all listed vendors and solicit quotes from all vendors who express an interest via follow-up emails or telephone calls.
- Solicit through all reasonable and available means (e.g., attendance at a vendor conference, advertising and/or written notices) the interest of BEP certified vendors that have the capability to perform the work of the contract. Vendor must solicit this interest within sufficient time to allow the BEP certified vendors to respond to the solicitation. Vendor must determine with certainty if the BEP certified vendors are interested by taking appropriate steps to follow up initial solicitations and encourage them to submit a bid or proposal. Vendor must provide interested BEP certified vendors with adequate information about the plans, specifications, and requirements of the contract in a timely manner to assist them in responding promptly to the solicitation.
- Select portions of the work to be performed by BEP certified vendors in order to increase the likelihood that the goal will be achieved. This includes, where appropriate, breaking out contract work items into economically feasible units to facilitate BEP certified vendor participation, even when Vendor might otherwise prefer to perform these work items with its own forces.
- Make a portion of the work available to BEP certified vendors and selecting those portions of the work or material needs consistent with their availability, so as to facilitate BEP certified vendor participation.
- Negotiate in good faith with interested BEP certified vendors. Evidence of such negotiation must include the names, addresses, email addresses, and telephone numbers of BEP certified vendors that were considered and an explanation as to why an agreement could not be reached.
- Thoroughly investigate the capabilities of BEP certified vendors and not reject them as unqualified without sound reasons.
- Make efforts to assist interested BEP certified vendors in obtaining lines of credit or insurance as required by the College.
- Make efforts to assist interested BEP certified vendors in obtaining necessary equipment, supplies, materials, or related assistance or services.

6.0 CERTIFICATIONS

IMPORTANT: All Respondents are required to complete this form. Completed form must be returned with response by the RFP deadline. **Failure to return this completed form may result in disqualification of response.**

THE UNDERSIGNED IS CAUTIONED TO CAREFULLY READ THESE CERTIFICATIONS PRIOR TO SIGNING THE SIGNATURE PAGE. SIGNING THE SIGNATURE PAGE SHALL CONSTITUTE A WARRANTY BY THE UNDERSIGNED THAT ALL THE STATEMENTS, CERTIFICATIONS AND INFORMATION SET FORTH WITHIN THESE CERTIFICATIONS ARE TRUE, COMPLETE AND CORRECT AS OF THE DATE THE SIGNATURE PAGE IS SIGNED. THE UNDERSIGNED IS NOTIFIED THAT IF THE COLLEGE LEARNS THAT ANY OF THE FOLLOWING CERTIFICATIONS WERE FALSELY MADE, THAT ANY CONTRACT ENTERED INTO WITH THE UNDERSIGNED SHALL BE SUBJECT TO TERMINATION.

- A. Prevailing Wage Act. To the extent required by law, Contractor shall not pay less than the prevailing wage as established pursuant to an Act Regulating the Wages of Laborers, Mechanics, and Other Workman employed under Contract for Public Workers 820 ILCS 130/1 *et seq.* Our company certifies that it is eligible for bidding on public contracts and has complied with section 11a of the Prevailing Wage Act, 820 ILCS 130.01-12.
Yes _____ No _____
- B. Human Rights Act. To the extent required by law, Contractor shall abide by the Illinois Human Rights Act, 775 ILCS 10/0.01 *et seq.*
- C. Drug Free Workplace. To the extent required by law, Contractor shall abide with the requirements of the Drug Free Workplace Act 30 ILCS 580.1 *et seq.*
- D. Sexual Harassment Policy. Contractor represents by the signing of this agreement that it has a written sexual harassment policy that is in accordance with 775, ILCS 5/2-105 (A) (4).
- E. Non-debarment. By executing this agreement Contractor certifies that it has not been debarred from public contracts in the State of Illinois for violating either 33E-3 or 33E-4 of the Public Contracts Act, 720 ILCS 5/33E-1 *et seq.* (If Applicable)
- F. Fair Employment Practice: Contractor is in compliance with all State and Federal laws regarding Fair Employment Practice as well as all rules and regulations.
Yes _____ No _____
- G. Our company has an Equal Employment Opportunity and Affirmative Action Program which complies with Executive Order 11246, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, and the Rehabilitation Act of 1973.
Yes _____ No _____
- H. When required by law, the Respondent and all Respondent's Subcontractors must participate in applicable apprenticeship and training programs approved by and registered with the United States Department of Labor's Bureau of Apprenticeship and Training as required by Illinois Public Act 093-0642.

ADVICE

- A. MINORITY/WOMAN-OWNED, DISADVANTAGED BUSINESS? **YES _____ NO _____.**
If yes, please attach copy of certification and advise certification number and expiration date below:

Name of Certifying Entity: _____
Certification #: _____ Expiration Date: _____

- B. STATE NEGOTIATED COOPERATIVE AGREEMENT: YES _____ NO _____
Contract No. _____

Signature

Respondent/Company Official: _____ Date: _____

7.0 SIGNATURE PAGE

IMPORTANT: All Respondents are required to complete and sign this form. Completed form must be returned with proposal by the RFP deadline. **Failure to return this completed form may result in disqualification of proposal.**

Check One:

- SOLE PROPRIETOR** **PARTNERSHIP** (and/or JOINT VENTURE) **LIMITED LIABILITY COMPANY**
- CORPORATION**

The undersigned acknowledges receipt of a full set of RFP Documents and Addenda Numbers _____ (None unless indicated here). **All issued addenda must be signed and returned to the College as per the instructions in the addenda or response will not be accepted.**

The undersigned makes the foregoing response to RFP subject to all of the terms and conditions of the RFP Documents. The undersigned certifies that all of the foregoing statements of the Vendor Certifications are true and correct. The undersigned warrants that all of the facts and information submitted by the undersigned in connection with this response are true and correct.

BUSINESS NAME: _____

BUSINESS ADDRESS: _____

BUSINESS TELEPHONE: _____ FAX NUMBER: _____

EMAIL ADDRESS: _____ CELLULAR TELEPHONE NUMBER: _____

FEIN/SSN: _____

AUTHORIZED SIGNATURE: _____

PRINT NAME: _____ TITLE: _____ DATE: _____

Subscribed to and sworn before me this _____ day of _____, 2019.

My commission expires: _____

Notary Public Signature

Notary Seal

- * **Attach hereto a partnership resolution or other document authorizing the individual signing this Signature Page to so sign on behalf of the Partnership.**
- ** **If the LLC is not registered in the State of Illinois, a copy of a current Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.**
- *** **Attach either a certified copy of the by-laws, articles, resolution or other authorization demonstrating such persons to sign the Signature Page on behalf of the LLC.**
- *** **If the corporation is not registered in the State of Illinois, a copy of the Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.**
- **** **In the event that this Signature Page is signed by any persons other than the President and Secretary, attach either a certified copy of the corporate by-laws, a resolution or other authorization by the corporation, authorizing such persons to sign the Signature Page on behalf of the corporation.**

8.0 CONFLICT OF INTEREST DISCLOSURE AND NON-COLLUSION FORM

IMPORTANT: All Respondents are required to complete and sign this form. Completed form must be returned with proposal by the RFP deadline. **Failure to return this completed form may result in disqualification of proposal.**

RFP #: _____ DATE: _____

CONFLICT OF INTEREST DISCLOSURE

College of DuPage (COD) reserves the right, at its sole discretion, to reject any and all responses, revise the submission timeline as described in the solicitation, and to discontinue at any time the submission process as described in the solicitation. College of DuPage is requiring that any and all relationships with the College, its Administrators, Trustees, Committee members, COD Foundation Trustees, or any other Employee of the College be disclosed in writing as a part of any response submitted. Contact with any employee of the College of DuPage during the pre-award period, except as noted in the RFP documents, is strictly forbidden and is considered sufficient grounds for dismissal from the RFP process.

VENDOR CONFLICT OF INTEREST DISCLOSURE

Define the relationship with any College of DuPage Administrator, Trustee, Employee, COD Foundation Board member, Committee member, or their immediate family member, with which your company or any of its owners, officers, Trustees, employees, or their immediate family, does business or is likely to do business with, or for which there is an opportunity to influence a related College decision; include the name and relationship to any immediate family member.

Vendor certifies that there is no known conflict of interest with any COD Administrator, Employee, Trustee, Committee member, or COD Foundation Trustee, or their immediate family.

Vendor Printed Name: _____ Title: _____

Signature: _____ Date: _____

NON-COLLUSION STATEMENT

The undersigned affirms that he/she is duly authorized to execute a contract and that this company, corporation, firm, partnership or individual has not prepared this response in collusion with any other Respondent, and that the contents of said response have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this response.

Company Name: _____ Owners/Principal(s) Name(s)/Title(s): _____

Vendor Address: _____ City, State, Zip: _____

Phone Number: _____ Fax Number: _____

Email Address: _____

Signature
Respondent/Company Official: _____ Date: _____

EXHIBIT 1 - REFERENCE DOCUMENTS AND DIAGRAMS

OrderPro Report

Below is the most recent OrderPro report from the current CS1000 PBX. Please use this to determine current capabilities and licensing requirements for the new system. Minor changes to the number of phones/types in use may have occurred since this report was run.

Additions = 10 - IP ports converted to UEXT for use with Avaya B179 SIP conference phones

OrderPro 10.2.1 Detailed Report

Report Date	: 14-02-2019	System Type	: CS 1000M-MG
Extraction Date	: 14-02-2019	Release	: 7.65P
Site Location	: US	Serial No.	: Z00383
		Dongle ID1	: 10116280
		Dongle ID2	: 10131852
		Dongle Date	: 12/21/2017 9:36:47 AM
LOG File Name	: U:\HOME\Ahlenius\System Information\CS1000 Programming\OrderPro		
Logs\OrderPro_Log_02142019-B.LOG			

Installed Signaling Servers

Type	Location	Memo/Disk Size	IP Address	Name	APPS
HP DL360G9	000 00 000 LTPS	16384/279	10.14.88.12	codss01.cdnet-ad.ad.cod.edu	
HP DL360G9	000 00 000 LTPS	16384/279	10.14.88.13	codss02.cdnet-ad.ad.cod.edu	

Peripheral Equipment Totals

Code	Qty.	Description
CARD DOW	1	Card down - Slot used
NT8D02EA	10	Digital Line Card 16 Port
NT8D09AK	17	Extended Analogue Message Waiting Line Card
NT8D09AL	3	Extended Analogue Message Waiting Line Card
NT8D09BA	5	Extended Analogue Message Waiting Line Card
NT8D09BB	1	Extended Analogue Message Waiting Line Card
NT8D09CA	2	Extended Analogue Message Waiting Line Card
NT8D14BB	7	Extended Universal Trunk
NT8D16AB	2	Card 8-channel Extended Digitone Receiver XDTR
NTD14BB	1	
NTDW65AA	11	CS1000 ITG-MSPD MEDIA CARD 32 PORT (ROHS)
NTVQ01BB	1	Voice Gateway Media Card 32 Port
UNEQUIPP	67	

Peripheral Equipment Details

Site	Module#	Slot	S'Loop	Code	Unused Ports
Main	5	0	020	NT8D14BB	

	5	1	020	NT8D14BB	
	5	2	020	NT8D09BA	0
	5	3	020	NT8D09AK	0
	5	4	020	NT8D02EA	13
	5	5	020	UNEQUIPPED	
	5	6	020	UNEQUIPPED	
	5	7	020	UNEQUIPPED	
	5	8	020	UNEQUIPPED	
	5	9	020	UNEQUIPPED	
	5	10	020	NT8D09AK	0
	5	11	020	NT8D09AK	0
	5	12	020	NT8D09AK	0
	5	13	020	NT8D09AK	0
	5	14	020	NT8D09AK	1
	5	15	020	NT8D09AK	1
Main	6	0	020	NTD14BB	
	6	1	020	UNEQUIPPED	
	6	2	020	NT8D09BA	0
	6	3	020	NT8D09BA	4
	6	4	020	NT8D09AK	7
	6	5	020	NTDW65AA	
	6	6	020	UNEQUIPPED	
	6	7	020	NT8D02EA	15
	6	8	020	UNEQUIPPED	
	6	9	020	UNEQUIPPED	
	6	10	020	NT8D09AK	4
	6	11	020	NT8D09AK	1
	6	12	020	NT8D09AL	0
	6	13	020	NT8D09AK	3
	6	14	020	NT8D09AK	2
	6	15	020	NT8D09CA	7
Main	7	0	024	NT8D14BB	
	7	1	024	UNEQUIPPED	
	7	2	024	NT8D09BB	6
	7	3	024	NT8D09AL	6
	7	4	024	UNEQUIPPED	
	7	5	024	NT8D02EA	11
	7	6	024	NT8D02EA	14
	7	7	024	NT8D02EA	14
	7	8	024	NT8D02EA	15
	7	9	024	NTDW65AA	
	7	10	024	NT8D09BA	8
	7	11	024	NT8D09AK	11
	7	12	024	NT8D09BA	6
	7	13	024	NT8D16AB	
	7	14	024	NT8D09AL	8
	7	15	024	NT8D09AK	11
Main	8	0	024	NT8D14BB	
	8	1	024	UNEQUIPPED	
	8	2	024	UNEQUIPPED	
	8	3	024	NTDW65AA	
	8	4	024	NTDW65AA	
	8	5	024	UNEQUIPPED	
	8	6	024	UNEQUIPPED	
	8	7	024	UNEQUIPPED	
	8	8	024	UNEQUIPPED	
	8	9	024	UNEQUIPPED	
	8	10	024	NT8D09CA	7
	8	11	024	UNEQUIPPED	

	8	12	024	UNEQUIPPED	
	8	13	024	UNEQUIPPED	
	8	14	024	UNEQUIPPED	
Main	8	15	024	UNEQUIPPED	
	9	0	036	NT8D14BB	
	9	1	036	UNEQUIPPED	
	9	2	036	UNEQUIPPED	
	9	3	036	UNEQUIPPED	
	9	4	036	UNEQUIPPED	
	9	5	036	UNEQUIPPED	
	9	6	036	UNEQUIPPED	
	9	7	036	UNEQUIPPED	
	9	8	036	NT8D02EA	15
	9	9	036	UNEQUIPPED	
	9	10	036	NT8D09AK	6
	9	11	036	UNEQUIPPED	
	9	12	036	UNEQUIPPED	
	9	13	036	UNEQUIPPED	
	9	14	036	NTVQ01BB	
Main	9	15	036	UNEQUIPPED	
	10	0	036	NTDW65AA	
	10	1	036	NTDW65AA	
	10	2	036	UNEQUIPPED	
	10	3	036	UNEQUIPPED	
	10	4	036	UNEQUIPPED	
	10	5	036	CARD DOW	16
	10	6	036	UNEQUIPPED	
	10	7	036	NT8D02EA	15
	10	8	036	UNEQUIPPED	
	10	9	036	UNEQUIPPED	
	10	10	036	UNEQUIPPED	
	10	11	036	UNEQUIPPED	
	10	12	036	UNEQUIPPED	
	10	13	036	NTDW65AA	
	10	14	036	NT8D02EA	14
Main	10	15	036	UNEQUIPPED	
	11	0	052	NT8D14BB	
	11	1	052	NTDW65AA	
	11	2	052	UNEQUIPPED	
	11	3	052	NT8D16AB	
	11	4	052	UNEQUIPPED	
	11	5	052	UNEQUIPPED	
	11	6	052	UNEQUIPPED	
	11	7	052	NT8D02EA	15
	11	8	052	UNEQUIPPED	
	11	9	052	UNEQUIPPED	
	11	10	052	NT8D09AK	7
	11	11	052	UNEQUIPPED	
	11	12	052	UNEQUIPPED	
	11	13	052	UNEQUIPPED	
	11	14	052	NTDW65AA	
Main	11	15	052	UNEQUIPPED	
	12	0	052	NT8D14BB	
	12	1	052	UNEQUIPPED	
	12	2	052	UNEQUIPPED	
	12	3	052	NTDW65AA	
	12	4	052	NT8D09AK	13
	12	5	052	UNEQUIPPED	
	12	6	052	UNEQUIPPED	

12	7	052	UNEQUIPPED
12	8	052	UNEQUIPPED
12	9	052	UNEQUIPPED
12	10	052	UNEQUIPPED
12	11	052	UNEQUIPPED
12	12	052	UNEQUIPPED
12	13	052	UNEQUIPPED
12	14	052	NTDW65AA
12	15	052	UNEQUIPPED

Note that the Peripheral equipment does not identify any AEM and associated Applications, nor any EPE equipment, which may exist.

CORE/NET Equipment Totals

Code	Qty.	Description
NT4N39AA	1	Call Processor CP PIV Pack with 512MB DDR and On-board Hard Drive
NT4N39BA	1	
NT4N48BA	2	System Utility Card (Horizontal LCD display and EMC gasket)
NT4N65AC	4	Pack 2-Port Core to Network Interface CNI-2
NTRB33AF	6	Card Fiber Junctor Interface (FIJI)
PRI	4	PRI configuration
RESERVED	52	
SUPL	4	Superloop Network Card configuration - card not responding
XCT	6	XCT configuration

CORE/NET Equipment Details

Site	Module#	Slot	Code	
NT4N41	loop0-15	PWR	Power Supply	
	loop0-15	0	XCT	
	loop0-15	8	NTRB33AF	
	loop0-15	9	NT4N65AC	
	loop0-15	10	NT4N65AC	
	loop0-15	11	RESERVED	
	loop0-15	12	RESERVED	
	loop0-15	13	RESERVED	
	loop0-15	14	RESERVED	
	loop0-15	15	NT4N48BA	
	loop0-15	16	NT4N39BA	
	loop0-15	17	RESERVED	
	loop0-15	18	RESERVED	
	NT4N41	loop16-31	PWR	Power Supply
		loop16-31	0	XCT
		loop16-31	1	PRI
		loop16-31	2	SUPL
		loop16-31	4	SUPL
loop16-31		8	NTRB33AF	
loop16-31		9	NT4N65AC	
loop16-31		10	NT4N65AC	
loop16-31		11	RESERVED	
loop16-31		12	RESERVED	
loop16-31		13	RESERVED	
loop16-31		14	RESERVED	
loop16-31		15	NT4N48BA	
loop16-31		16	NT4N39AA	
loop16-31		17	RESERVED	

NT8D35	loop16-31	18	RESERVED	
	loop32-47	PWR	Power Supply	
	loop32-47	0	RESERVED	
	loop32-47	1	RESERVED	
	loop32-47	2	NTRB33AF	
	loop32-47	3	RESERVED	
	loop32-47	4	RESERVED	
	loop32-47	5	<i>XCT</i>	
	loop32-47	6	<i>PRI</i>	
	loop32-47	7	<i>SUPL</i>	
	loop32-47	13	RESERVED	
	loop32-47	14	RESERVED	
	loop32-47	15	RESERVED	
	loop32-47	16	RESERVED	
	loop32-47	17	RESERVED	
	loop32-47	18	RESERVED	
	NT8D35	loop48-63	PWR	Power Supply
		loop48-63	0	RESERVED
loop48-63		1	RESERVED	
loop48-63		2	NTRB33AF	
loop48-63		3	RESERVED	
loop48-63		4	RESERVED	
loop48-63		5	<i>XCT</i>	
loop48-63		7	<i>SUPL</i>	
loop48-63		10	<i>PRI</i>	
loop48-63		13	RESERVED	
loop48-63		14	RESERVED	
loop48-63		15	RESERVED	
loop48-63		16	RESERVED	
loop48-63		17	RESERVED	
loop48-63		18	RESERVED	
NT8D35		loop64-79	PWR	Power Supply
		loop64-79	0	RESERVED
		loop64-79	1	RESERVED
	loop64-79	2	NTRB33AF	
	loop64-79	3	RESERVED	
	loop64-79	4	RESERVED	
	loop64-79	5	<i>XCT</i>	
	loop64-79	6	<i>PRI</i>	
	loop64-79	13	RESERVED	
	loop64-79	14	RESERVED	
	loop64-79	15	RESERVED	
	loop64-79	16	RESERVED	
	loop64-79	17	RESERVED	
	loop64-79	18	RESERVED	
	NT8D35	loop80-95	PWR	Power Supply
		loop80-95	0	RESERVED
		loop80-95	1	RESERVED
		loop80-95	2	NTRB33AF
loop80-95		3	RESERVED	
loop80-95		4	RESERVED	
loop80-95		5	<i>XCT</i>	
loop80-95		13	RESERVED	
loop80-95		14	RESERVED	
loop80-95		15	RESERVED	
loop80-95		16	RESERVED	
loop80-95		17	RESERVED	
loop80-95		18	RESERVED	

Note that equipment *in italic* may be misplaced.
Please refer to the User Guide for details on limitations.

System Memory Allocation

CPP (note this is SDRAM)

SDRAM: 509

Flash: Not Applicable

Networks Summary

	Grp0	Grp1	Grp2	Total
ENET	0	0	0	0
REM	0	0	0	0
SUPL	8	8	0	16
SUPC	0	0	0	0
SUPF	0	0	0	0
DDCS	0	0	0	0
XCT	4	4	4	12
TDS	0	0	0	0
CONF	0	0	0	0
DTI	0	0	0	0
PRI	2	4	1	7
PRI2	0	0	0	0
DTI2	0	0	0	0
MISP	0	0	0	0
JDMI	0	0	0	0
SPARE	18	16	27	61

Networks Details

Group	Loop	Code	Group	Loop	Code
0	0	XCT	1	32	XCT
0	1	XCT	1	33	XCT
0	2	SPARESLOT	1	34	PRI
0	3	SPARESLOT	1	35	PRI
0	4	SPARESLOOP	1	36	SUPL*
0	5	SPARESLOT	1	37	SUPL*
0	6	SPARESLOT	1	38	SUPL
0	7	SPARESLOT	1	39	SUPL
0	8	SPARESLOOP	1	40	SPARESLOOP
0	9	SPARESLOT	1	41	SPARESLOT
0	10	SPARESLOT	1	42	SPARESLOT
0	11	SPARESLOT	1	43	SPARESLOT
0	12	SPARESLOOP	1	44	SPARESLOOP
0	13	SPARESLOT	1	45	SPARESLOT
0	14	SPARESLOT	1	46	SPARESLOT
0	15	SPARESLOT	1	47	SPARESLOT
0	16	XCT	1	48	XCT
0	17	XCT	1	49	XCT
0	18	PRI	1	50	SPARESLOT
0	19	PRI	1	51	SPARESLOT
0	20	SUPL*	1	52	SUPL*
0	21	SUPL*	1	53	SUPL*
0	22	SUPL	1	54	SUPL
0	23	SUPL	1	55	SUPL
0	24	SUPL*	1	56	SPARESLOT
0	25	SUPL*	1	57	SPARESLOT
0	26	SUPL	1	58	PRI

0	27	SUPL	1	59	PRI
0	28	SPARESLOOP	1	60	SPARESLOOP
0	29	SPARESLOT	1	61	SPARESLOT
0	30	SPARESLOT	1	62	SPARESLOT
0	31	SPARESLOT	1	63	SPARESLOT

Group	Loop	Code
2	64	XCT
2	65	XCT
2	66	PRI
2	67	SPAREPRI
2	68	SPARESLOOP
2	69	SPARESLOT
2	70	SPARESLOT
2	71	SPARESLOT
2	72	SPARESLOOP
2	73	SPARESLOT
2	74	SPARESLOT
2	75	SPARESLOT
2	76	SPARESLOOP
2	77	SPARESLOT
2	78	SPARESLOT
2	79	SPARESLOT
2	80	XCT
2	81	XCT
2	82	SPARESLOT
2	83	SPARESLOT
2	84	SPARESLOOP
2	85	SPARESLOT
2	86	SPARESLOT
2	87	SPARESLOT
2	88	SPARESLOOP
2	89	SPARESLOT
2	90	SPARESLOT
2	91	SPARESLOT
2	92	SPARESLOOP
2	93	SPARESLOT
2	94	SPARESLOT
2	95	SPARESLOT

* indicates position of superloop

Bayface Layout

```

| IPE #6 | IPE #5 | IPE #10 | |
| NET 1,1 | NET 2,1 | IPE #9 | |
| NET 1,0 | NET 2,0 | IPE #8 | IPE #12 |
| CORENET 0,1 | CORENET 0,0 | IPE #7 | IPE #11 |
|====|====|====|====|
| Col-1 | Col-0 | Col-2 | Col-3 |
|~~~~~Row-0~~~~~|

```

- The detailed network report shows how the equipment is configured in software, and does not necessarily give a true definition of hardware e.g. PRI2 could be an ENET card connected to the older dual width PRI2, or could be a DPRI.
- Where spare loops are shown, the capability of these loops may be limited by configuration of adjacent loops.
- SDI/DCH/MSDL are not included on the report as their location and card type

cannot be determined in all cases.

- Virtual Loops are shown as Phantom Loops
- Phantom loops are only shown when they are configured within the actual system equipment.
- Mini Carrier Remotes and Multi-IPR Fibre Remotes content are shown as installed on the Main Switch.
- Unused ports may include ports, which are reserved for future Console use.

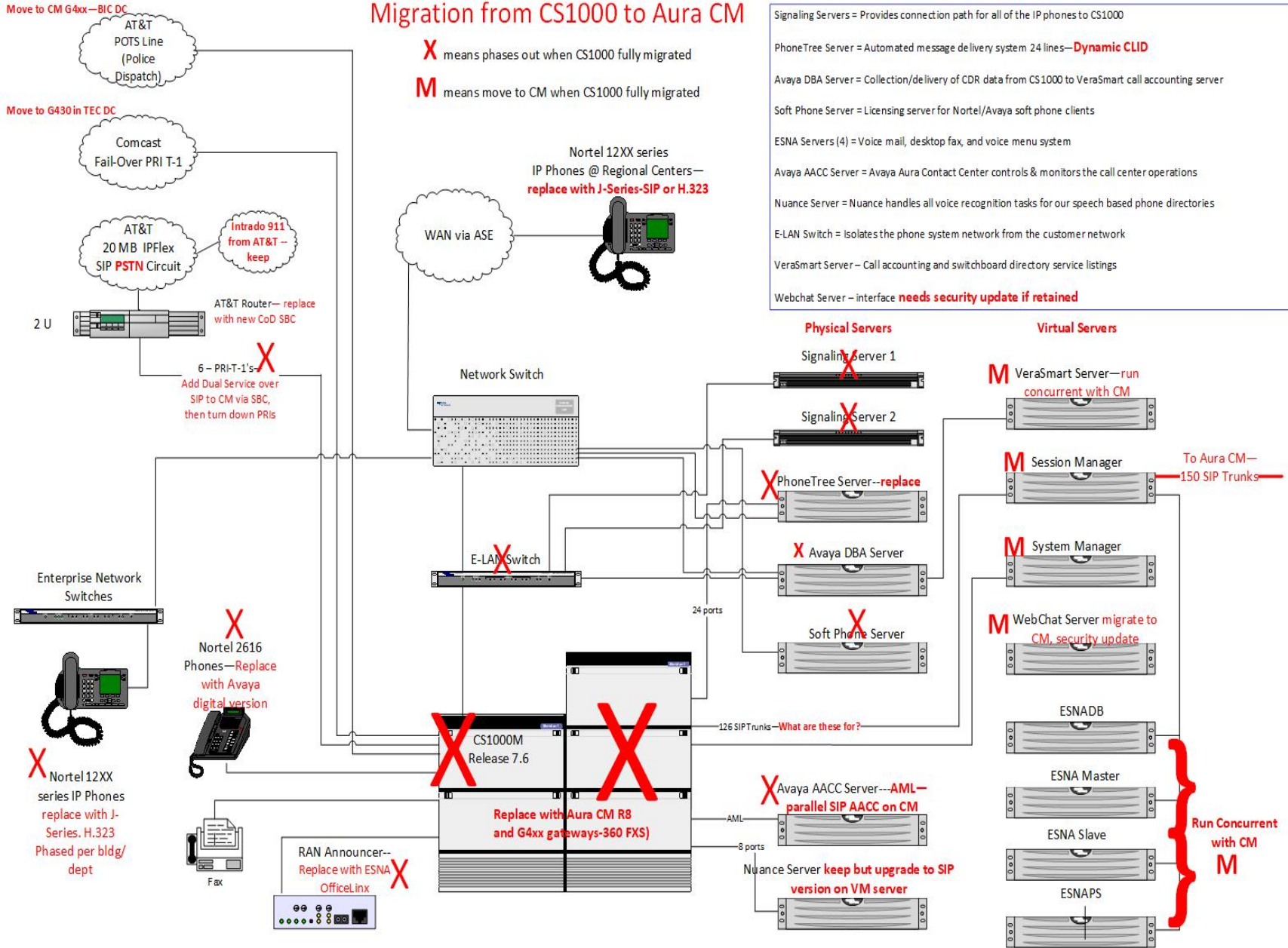
{end of file}

EXHIBIT 2 - PHONE NETWORK

A. CURRENT DESIGN

Below is the **current design** of the phone network for the College of DuPage.

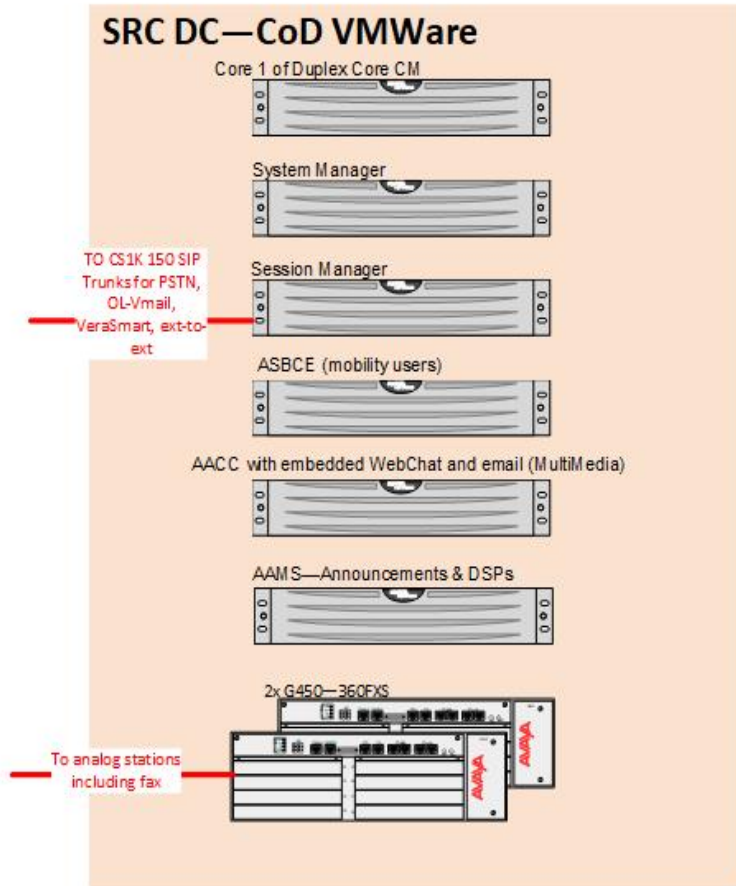
Migration from CS1000 to Aura CM



B. POTENTIAL TRANSITION DESIGN

Below is the **proposed phone network design** during the transition to the new phone system. This design was approved by Avaya, but is subject to change. This diagram should be used as a guideline to develop your proposal.

Transition---Avaya Aura CM



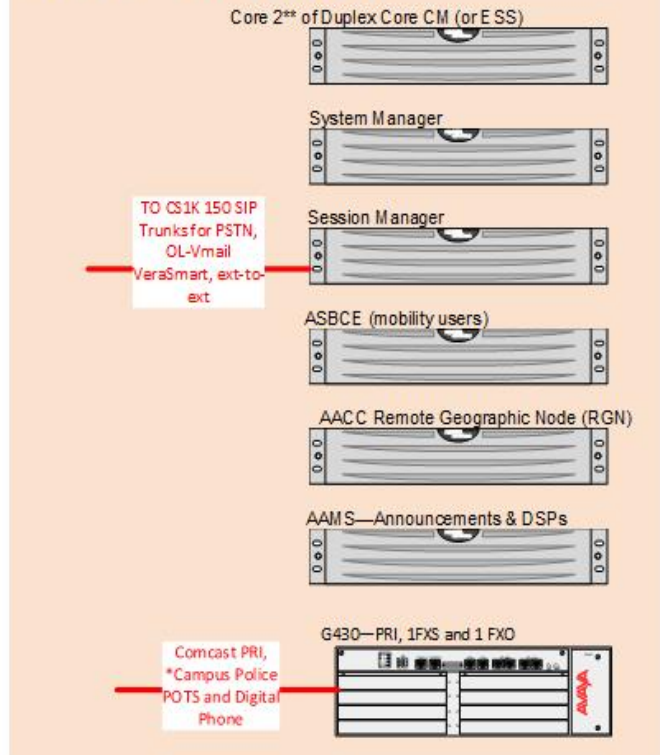
- Nuance---share and move or replace —Officelinx ASR? Other
- Phone tree---AACC Campaign or AEP/POM or other
 - On-demand CLID change
- Re-use SIP Trunks to/fro CS1K for PSTN?
- Re-Use AACC Web Server or migrate to new embedded EWC
- AACC RGN??

* Campus Police POTS and FXS might be on own G430 in Police Dept

**Split Duplex Core requirements

- 1 Gbps total capacity, or greater
- 0.1% round-trip packet loss, or less
- Round trip delay – 60 ms if no AES
- Round trip delay – 30 ms if AES
- Both servers duplication ports are on the same LAN/IP subnet
- Duplication link encryption must be disabled for busy-hour call rates that result in greater than 40% CPU occupancy ("list measurements occupancy", Static+ CP occupancy)
- CPU occupancy on the active server (Static + CP) must be maintained at less than 65% to allow memory refresh from the active to standby server

TEC DC—CoD VMWare

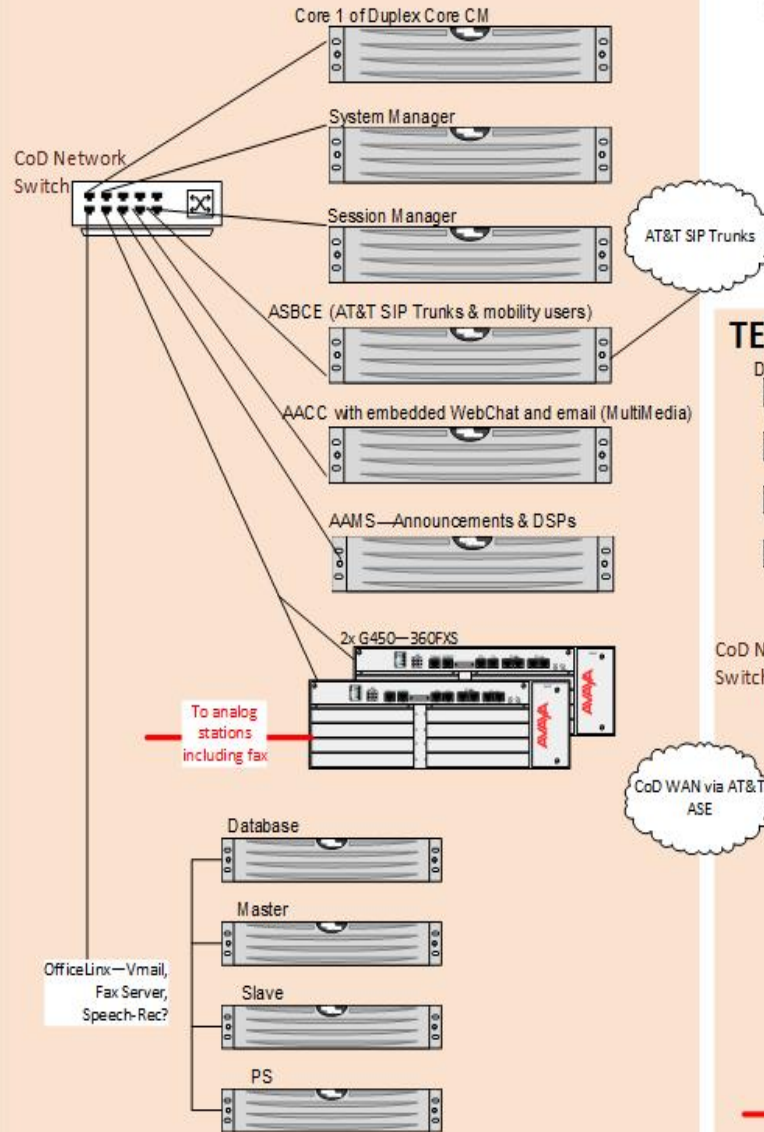


C. ENDSTATE DESIGN

Below is the proposed final network design for the new phone system. This design was approved by Avaya, but is subject to change. This diagram should be used as a guideline to develop your proposal.

Endstate---Avaya Aura CM

SRC DC—CoD VMWare



- Nuance---share and move or replace---Officelinx ASR? Other
- Phone tree---AACC Campaign or AEP/POM or other
 - On-demand CLID change
 - OfficeLinx Resilience??

*Campus Police POTS and FXS might be on own G430 in Police Dept

**Split Duplex Core requirements

- 1 Gbps total capacity, or greater
- 0.1% round-trip packet loss, or less
- Round trip delay -- 60 ms if no AES
- Round trip delay -- 30 ms if AES
- Both servers duplication ports are on the same LAN/IP subnet
- Duplication link encryption must be disabled for busy-hour call rates that result in greater than 40% CPU occupancy ("list measurements occupancy", Static + CP occupancy)
- CPU occupancy on the active server (Static + CP) must be maintained at less than 65% to allow memory refresh from the active to standby server

TEC DC—CoD VMWare

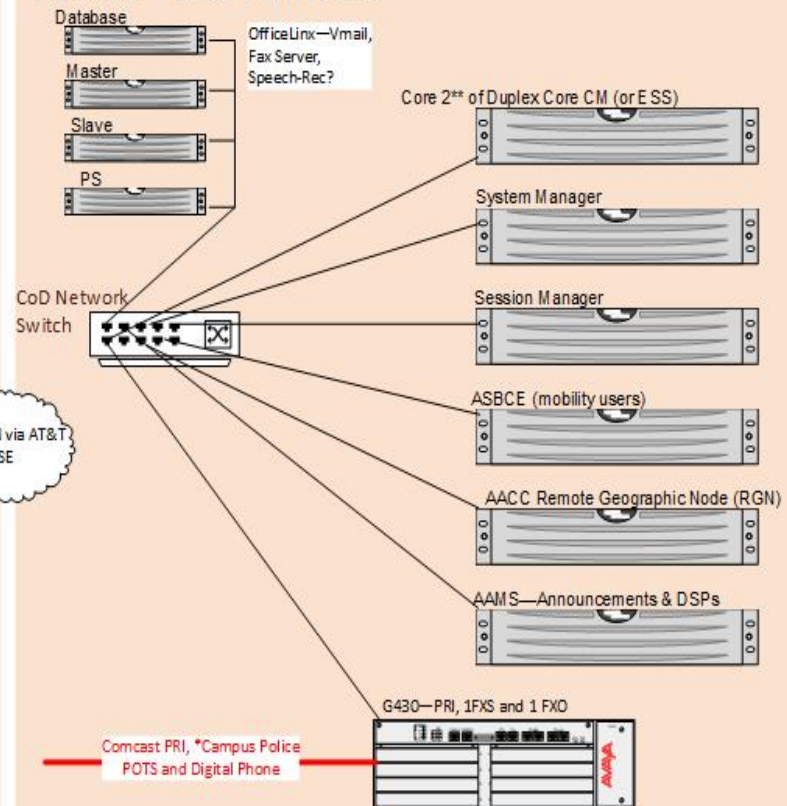


EXHIBIT 3 - AVAYA MATERIALS LIST

Below is an Avaya approved list of materials for the migration of the CS1000 phone system as currently configured to the Avaya CM solution. If additions or deletions are required or suggested, please submit a detailed explanation and separate cost analysis.

Physical Location	Product Code	Quantity	Term	Product Description	Section
AAMS HA	193806	1		UTILITY TRIGGER REM GATEWAY NEW SITE	CM
AAMS HA	232253	1		SA CM MODEL	CM
AAMS HA	272731	1		APS NTWK READINESS ASSESSMENT-VENDOR PRV	CM
AAMS HA	398014	2		AAMS R8 VAPP OVA ENABLE	CM
Data Center	193806	1		UTILITY TRIGGER REM GATEWAY NEW SITE	CM
Data Center	232253	1		SA CM MODEL	CM
Data Center	272731	1		APS NTWK READINESS ASSESSMENT-VENDOR PRV	CM
Data Center	397272	1		AURA SMGR R8 VE VAPP ENABLE	CM
Data Center	397579	1		AES R8 VE VAPP ENABLE	CM
Data Center	397903	1		SM R8 VE VAPP ENABLE	CM
Data Center	397937	1		AADS FOR AURA R8 VE VAPP ENABLE	CM
Data Center	405362641	1		PWR CORD USA	CM
Data Center	700395445	1		120A CSU CABLE 50FT RHS	CM
Data Center	700466634	1		MM710B E1/T1 MEDIA MODULE - NON GSA	CM
Data Center	700512174	1		G430 MP40 MEDIA GATEWAY NON-GSA	CM
Data Center	700514504	1		AES R8.0.1 SFTW ONLY MEDIA	CM
Main	184244	1		CM S8500 MODEL UPG	CM
Main	232253	1		SA CM MODEL	CM
Main	259401	1		MEDIA ENCRYPTION R6+/MBT	CM
Main	307098	1		ADS SAL GTWY OVA	CM
Main	380227	1		AURA WEBLM LIC MANGER R7 VE VAPP LIC	CM
Main	384007	2		AACC VCE R7 SIP SPV /E	CM
Main	384011	1		AACC VCE R7 RPT CRT WIZ /E	CM
Main	384014	3		AACC VCE R7 AMS SRVR INSTNC /E	CM
Main	384018	1		AACC VCE R7 OFFSITE AGT SFTPH /E	CM
Main	384040	80		ENGMT R7 AACC RESIL NEW PKG	CM
Main	385339	1		AACC R7 MULTIMEDIA AGENT /E LIC	CM
Main	385369	20		AACC R7 VCE ASIPP UPG PKG1 LIC	CM
Main	385371	60		AACC R7 VCE AGT UPG ASIPP LIC	CM
Main	385375	9		AACC R7 MMED ASIPP UPG PKG1 LIC	CM
Main	385385	1		AACC R7 RPT CRT WIZ UPG ASIPP LIC	CM
Main	385387	6		AACC R7 SUPERVISOR ASIPP UPG LIC	CM
Main	388007	1		AACC R7 AMS UPG SYS VIRTUAL TRK	CM
Main	396798	26		AURA R8 CORE ADD LIC	CM

Physical Location	Product Code	Quantity	Term	Product Description	Section
Main	397071	2253		AURA R8 CORE ASIPP LIC	CM
Main	397108	344		AURA R8 ANALOG NEW/ADD LIC	CM
Main	397113	2253		AURA R8 PRESENCE SERVICES R8 /E	CM
Main	397113	26		AURA R8 PRESENCE SERVICES R8 /E	CM
Main	397114	2253		AURA R8 AES UNIFIED DESKTOP R8 /E	CM
Main	397114	26		AURA R8 AES UNIFIED DESKTOP R8 /E	CM
Main	397115	652		AURA R8 ASBCE R8 STD /E	CM
Main	397116	326		AURA R8 ASBCE R8 ADV /E	CM
Main	397117	652		AURA R8 ASBCE R8 STD HA /E	CM
Main	397118	326		AURA R8 ASBCE R8 ADV HA /E	CM
Main	397124	2253		AURA R8 EQUINOX IPAD /E	CM
Main	397124	26		AURA R8 EQUINOX IPAD /E	CM
Main	397125	2253		AURA R8 EQUINOX WIN /E	CM
Main	397125	26		AURA R8 EQUINOX WIN /E	CM
Main	397126	2253		AURA R8 EQUINOX MOBILE /E	CM
Main	397126	26		AURA R8 EQUINOX MOBILE /E	CM
Main	397127	2253		AURA R8 EC500 SM /E	CM
Main	397127	26		AURA R8 EC500 SM /E	CM
Main	397128	2253		AURA R8 ONE-X CES /E	CM
Main	397128	26		AURA R8 ONE-X CES /E	CM
Main	397129	2253		AURA R8 VIDEO /E	CM
Main	397129	26		AURA R8 VIDEO /E	CM
Main	397130	2253		AURA R8 EQUINOX MAC /E	CM
Main	397130	26		AURA R8 EQUINOX MAC /E	CM
Main	397131	2253		AURA R8 ONE-X COMM /E	CM
Main	397131	26		AURA R8 ONE-X COMM /E	CM
Main	397132	2253		AURA R8 COMM FOR MS LYNC /E	CM
Main	397132	26		AURA R8 COMM FOR MS LYNC /E	CM
Main	397133	2253		AURA R8 EQUINOX FOR WEB /E	CM
Main	397133	26		AURA R8 EQUINOX FOR WEB /E	CM
Main	397134	1		AURA R8 INTG MGMT ADMIN R6 /E	CM
Main	397135	2253		AURA R8 BREEZE R3 USER /E	CM
Main	397135	26		AURA R8 BREEZE R3 USER /E	CM
Main	397169	1		AURA R8 CM VIRTPL PLTFRM SOL MIG TRK	CM
Main	397174	1		AURA R8 CM VE VAPP SYS ENABLE	CM
Main	397216	1		ASBCE R8 ELEMENT MGR LIC	CM
Main	397217	1		ASBCE R8 HA LIC	CM
Main	397220	1		ASBCE R8 ENCRYPTION LIC	CM
Main	397228	3		ASBCE R8 VE VAPP ENABLE	CM
Main	397230	1		ASBCE R8 VE VAPP TRACKING CODE NEW	CM

Physical Location	Product Code	Quantity	Term	Product Description	Section
Main	397272	1		AURA SMGR R8 VE VAPP ENABLE	CM
Main	397285	1		SMGR R8 VIRTUAL PLATFORM NEW SYS TRK	CM
Main	397287	1		AURA SMGR R8 LIC	CM
Main	397288	1		AURA SMGR R8 REDUNDANCY LIC	CM
Main	397579	2		AES R8 VE VAPP ENABLE	CM
Main	397580	2		AES R8 NEW SYS TRACKING	CM
Main	397583	1		AES R8 PLDS ENABLE FOR APPL LIC	CM
Main	397903	1		SM R8 VE VAPP ENABLE	CM
Main	397937	1		AADS FOR AURA R8 VE VAPP ENABLE	CM
Main	397941	2		SM R8 SYSTEM LIC	CM
Main	398011	2		AAMS R8 SYSTEM LICENSE	CM
Main	398012	600		AAMS R8 DSP CHANNEL LICENSE	CM
Main	398136	1		DEVICE ADPTR R8 VE VAPP ENABLE	CM
Main	398139	1		DEVICE ADPTR R8 1ST BREEZE R3 SRVR	CM
Main	398140	2		DEVICE ADPTR R8 ADDL BREEZE R3 SRVR	CM
Main	398141	3		DEVICE ADPTR R8 SYSTEM LICENSE	CM
Main	398741	1		AACC R7.0.3 AMS VE VAPP	CM
Main	398771	2253		AURA R8 OL R10 BASIC SEAT /E	CM
Main	398771	26		AURA R8 OL R10 BASIC SEAT /E	CM
Main	405362641	4		PWR CORD USA	CM
Main	700406416	15		CABLE ASSY B25A 25FT RHS	CM
Main	700466642	15		MM716 ANLG MEDIA MOD 24FXS - NON GSA	CM
Main	700501539	1		AVAYA B100 SER EXP MIC 1PR	CM
Main	700503700	1		AVAYA B189 IP CONF PHONE	CM
Main	700504740	2		AVAYA B179 SIP CONF PHONE POE ONLY	CM
Main	700506956	2		G450 MP160 MEDIA GATEWAY NON GSA	CM
Main	700507394	2		G450 R2 POWER SUPPLY	CM
Main	700512402	1		J100/K100 SERIES WRLS MOD	CM
Main	700513569	1		J179 IP PHONE NO PWR SUPP	CM
Main	700513634	1		J169 IP PHONE NO PWR SUPP	CM
Main	700513638	1		J129 IP PHONE NO PWR SUPP	CM
Main	700513916	1		J139 IP PHONE	CM
Main	700514045	1		H229 PWR ADPTR NA PLUG	CM
Main	700514048	2		H239/H249 PWR ADPER NA PLUG	CM
Main	700514315	1		H229 TRIM LINE IP PHONE GLOBAL	CM
Main	700514316	1		H239 CORDED IP PHONE GLOBAL	CM
Main	700514317	1		H249 CORDED IP PHONE W/DISPLAY GLOBAL	CM
Main	700514332	1		AVAYA IP DECT SNGL CELL US	CM
Main	700514337	1		J100 EXP MOD 24B	CM
Main	700514482	1		AV B169WRLS CONFPHONE W/OBASE STA US	CM

Physical Location	Product Code	Quantity	Term	Product Description	Section
Main	700514504	1		AES R8.0.1 SFTW ONLY MEDIA	CM
Main	307413	1		BREEZE R3 AVAYA SNAP-IN SRVR INSTNC	EDP
Main	384422	1		BREEZE R3 MEDIA CH SML AAMS R8 SYS	EDP
Main	386932	1		BREEZE MODEL NEW SYSTEM	EDP
Main	387770	1		BREEZE MODEL SA	EDP
Main	388686	1		SMART CALLER ID R1 OUTBND LIC	EDP
Main	700513746	1		AAMS R8 MEDIA DVD OVA	EDP
Main	700514510	1		BREEZE R3.6 INSTNC MEDIA DVD OVA	EDP
Main	232282	1		SA MODEL	MSO
Main	232280	1		SA SELF SERVICE MODEL	SELSERV
Main	265021	1		AAEP MODEL	SELSERV
Main	267173	24		APOM R3 OUTBND PRT VCE LIC	SELSERV
Main	302190	24		AAEP R7 PER PT LIC NEW APPL PCKG	SELSERV
Main	302254	1		AAEP R7 PER EPM TRACK	SELSERV
Main	302255	1		AAEP R7 MEDIA ENCRYPTION	SELSERV
Main	302257	1		AAEP R7 EPM VE VAPP	SELSERV
Main	302258	1		AAEP R7 MPP VE VAPP	SELSERV
Main	302271	24		AAEP R7 ZONE PORT LIC	SELSERV
Main	302275	1		AAEP R7 SMS 3600 MSG-HOUR AUTH LIC	SELSERV
Main	302279	1		AAEP R7 EMAIL 3600 MSG-HOUR AUTH LIC	SELSERV
Main	302290	1		AAOD R7	SELSERV
Main	307098	1		ADS SAL GTWY OVA	SELSERV
Main	380227	1		AURA WEBLM LIC MANGER R7 VE VAPP LIC	SELSERV
Main	396575	1		APOM R3 POM NEW SYSTEM TRACKING	SELSERV
Main	398580	1		AAEP R7 PER MPP TRACK	SELSERV
Main	284959	1	36	SA PREF ADS SAL GTWY OVA36 monthsPOS	Support
Main	284960	1	36	UPG ADV ADS SAL GTWY OVA36 monthsPOS	Support
Main	296549	60	36	SA PREF AACC R7 VCE AGT 3YAN36 monthsPOS	Support
Main	296555	60	36	UPG ADV AACC R7 VCE AGT 3YAN36 monthsPOS	Support
Main	296609	1	36	SA PREF AACC R7 RPT CRT WIZ 3YAN36 monthsPOS	Support
Main	296615	1	36	UPG ADV AACC R7 RPT CRT WIZ 3YAN36 monthsPOS	Support
Main	296621	6	36	SA PREF AACC R7 SUPERVISOR 3YAN36 monthsPOS	Support
Main	296627	6	36	UPG ADV AACC R7 SUPERVISOR 3YAN36 monthsPOS	Support
Main	331530	20	36	SA PREF ENGMT R7 AACC VCE PKG 3YAN36 monthsPOS	Support
Main	331536	20	36	UPG ADV ENGMT R7 AACC VCE PKG 3YAN36 monthsPOS	Support
Main	331542	9	36	SA PREF ENGMT R7 AACC MMED PKG 3YAN36 monthsPOS	Support
Main	331548	9	36	UPG ADV ENGMT R7 AACC MMED PKG 3YAN36 monthsPOS	Support

Physical Location	Product Code	Quantity	Term	Product Description	Section
Main	331554	80	36	SA PREF ENGMT R7 AACC RESIL PKG 3YAN36 monthsPOS	Support
Main	331560	80	36	UPG ADV ENGMT R7 AACC RESIL PKG 3YAN36 monthsPOS	Support
Main	344147	1	36	SA PREF AES R8 PLDS ENBL APPL 3YAN36 monthsPOS	Support
Main	344223	344	36	SA PREF AURA R8 ANALOG 3YAN36 monthsPOS	Support
Main	344279	26	36	SA PREF AURA R8 CORE 3YAN36 monthsPOS	Support
Main	344279	2253	36	SA PREF AURA R8 CORE 3YAN36 monthsPOS	Support
Data Center	344345	1	36	SA PREF REMOTE SITE TRKG AURA R836 monthsPOS	Support
AAMS HA	344345	1	36	SA PREF REMOTE SITE TRKG AURA R836 monthsPOS	Support
Main	344349	1	36	SA PREF DVC R8 1ST BRZ R3 SRV 3YAN36 monthsPOS	Support
Main	344356	3	36	SA PREF DVC R8 SYSTEM 3YAN36 monthsPOS	Support
Main	344571	600	36	SA PREF AAMS R8 DSP CHANNEL 3YAN36 monthsPOS	Support
Main	344577	2	36	SA PREF AAMS R8 SYSTEM 3YAN36 monthsPOS	Support
Main	344589	2	36	SA PREF SM R8 SYSTEM 3YAN36 monthsPOS	Support
Main	344627	1	36	SA PREF SYS MGR R8 LIC 3YAN36 monthsPOS	Support
Main	344895	2	36	SA PREF DVC R8 ADDL BRZ R3 SRV 3YAN36 monthsPOS	Support
Main	285769	1	36	SA PREF BREEZE R3 SNAP-IN SRV 3YAN36 monthsPOS	Support
Main	285775	1	36	UPG ADV BREEZE R3 SNAP-IN SRV 3YAN36 monthsPOS	Support
Main	285787	1	36	SA PREF BREEZE R3 MCH SML AAMS7 3YAN36 monthsPOS	Support
Main	285793	1	36	UPG ADV BREEZE R3 MCH SML AAMS7 3YAN36 monthsPOS	Support
Main	334341	1	36	SA PREF SMART CID R1 OUTBND 3YAN36 monthsPOS	Support
Main	334347	1	36	UPG ADV SMART CID R1 OUTBND 3YAN36 monthsPOS	Support
Main	400249	1	36	SA RLS MGMT SMART CID OUTBND EA CLUSTER36 monthsPOSAnnual Pre-Paid	Support
Main	222565	24	36	SA PREF APOM R3 OUTBND PT VCE 3YAN36 monthsPOS	Support
Main	222571	24	36	UPG ADV APOM R3 OUTBND PT VCE 3YAN36 monthsPOS	Support
Main	249956	24	36	SA PREF AAEP R7 3YAN36 monthsPOS	Support
Main	249964	24	36	UPG ADV AAEP R7 3YAN36 monthsPOS	Support
Main	250952	24	36	SA PREF AAEP R7 ZONE 3YAN36 monthsPOS	Support
Main	250958	24	36	UPG ADV AAEP R7 ZONE 3YAN36 monthsPOS	Support
Main	284959	1	36	SA PREF ADS SAL GTWY OVA36 monthsPOS	Support

Physical Location	Product Code	Quantity	Term	Product Description	Section
Main	284960	1	36	UPG ADV ADS SAL GTWY OVA36 monthsPOS	Support