

**Telephony Advisory Committee
to the Vice Chancellor (TACVC)**

Update November 2009 ACIT

Next Step – From Last ACIT

Draft an Initial Generic RFP

Draft RFP has been created and is available for review...



Major RFP Components

- CORE TECHNOLOGY
 - General PBX/IP System
 - Station Equipment (phones)
- INFRASTRUCTURE
 - Network Management
 - Design Assessment and Certification, Data Network and Cable Plant
 - Uninterruptable Power Supply (UPS)
 - Interface for Software Moves and Changes

Major RFP Components

(continued)

- Adjunct Systems and Services
 - Voice Mail Specifications
 - Call Center Technology
 - Presence Management
 - Meet Me Audio Conferencing
 - Service Management, Billing System and Call Accounting
 - Work Order Management
- Emergency Services
 - E911
 - Emergency Notification

Major RFP Components

(continued)

- IMPLEMENTATION
 - Installation
 - Testing & Acceptance
 - System Documentation
- VENDOR EXPERIENCE
- SERVICE
 - End User Training
 - System Admin Support training
- EQUIPMENT WARRANTY
- EQUIPMENT MAINTENANCE (Optional)
- FINANCE

Points to Consider

- Do Your Homework First (Due Diligence)
 - Define User Requirements
 - Engage the Campus and Users
 - Perform Extensive Network Evaluation
- Consider using Telecommunication Consultants
 - Write the Bid with focus on Hiring the Same Consultants for All Phases of Project
 - Evaluation, RFP Process, and Installation
 - Critical for Technical Specifications and to Avoid Procurement Pitfalls
 - Note: DOAS has expressed concern re: use of Consultant participation during the actual Procurement Process

More Points to Consider

- Understand Your Existing IP Network Infrastructure
 - Will it provide necessary QoS for VoIP?
 - Essential That You to Manage It Point-to-Point
 - Will You Deploy a Digital, VoIP, or Hybrid System?
 - UGA to Deploy a Hybrid System because
 - Do Not Manage IP Network in All Buildings
 - Standards Not Followed by All Departments
 - ==> Going Mostly digital, but VoIP in new construction

More Points to Consider

- E911**
- Require a Full Turnkey Installation that Includes:
 - Installation
 - Integration
 - Setup, and
 - Testing
 - Include an audit to determine:
 - Programming E911 for Each Telephone in the PBX/IP System and in the Automated E911 System,
 - Certification that the Data for Each Telephone is Correct,
 - Interface and Testing with the PSAP and Overall Testing of the Complete System.

More Points to Consider

- Full Service Maintenance versus Inhouse Support
 - Full Service Maintenance is Expensive
 - Consider In-house Support
 - Will Need to Hire Support Staff
- The State Procurement Process will Take Time, Time, Time, Time
 - UGA has been in the procurement process for over a year

Questions/Suggestions


