

April 19, 2007

07-067

ACCEPT PROPOSAL/AWARD CONTRACT FOR THE  
VOICE MESSAGE SYSTEM REPLACEMENT TO  
STRUCTURED COMMUNICATIONS

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REPORT: The Technology Solutions Services (TSS) department has a need to replace the existing voice messaging system (Avaya Octel 300) with a unified communication product. With the additional funding provided to the Department for this fiscal year by the Cabinet, TSS has an opportunity to consider acquiring a new voice messaging system. The existing system was originally purchased 17 years ago. It has been upgraded over the years; however, it is getting to be very expensive to maintain and, most importantly, the manufacturer will no longer maintain this type of product by 2008. The Department is looking for a system that is more robust and will have internet telephone calls, multimedia distribution, multimedia conferences and other features that will the capability for assist technical staff better manage the system. The successful proposer will provide the hardware, software, installation and maintenance. The estimated cost of the project will exceed the \$100,000 threshold, which requires formal solicitation process - Request for Proposal (RFP).

On February 26, 2007, the RFP was released and made available to all interested vendors. The RFP was advertised in the Daily Journal of Commerce, State of Oregon ORPIN vendor system, PCC Solicitation website and Asian Reporter. A total of thirty-five (35) vendors (one of which is indicated as a MWESB firm) registered and received a copy of the RFP.

At the proposal submission closing time of 11:00 A.M., March 21, 2007, the College received a total of eight (8) proposals. Committee members (Technical, Management and Administrative support staff) evaluated all proposals based on the following criteria: functionality, cost, integration, vendor qualifications, system performance, strategic direction, vendor's vision, support services, responsiveness and partnership. Below is a list of proposals and their final evaluation scores:

<b>Proposers name</b>	<b>Evaluation Score</b>
Callware Technologies	51
Christenson Electric, Inc	54
Cerium Networks *	0
Dialpro NW	69
Tier Technologies/Interactive Intelligence	67
Structured Communications	80
Shared Technologies	67
Qwest	62

**Note:** No MWESB firm proposed

\*Considered as non-responsive; proposal was incomplete.

After careful review of all proposals, the committee recommends awarding the contract to Structured Communications.

**RECOMMENDATION:**

That the Board of Directors accept the proposal and award the contract to Structured Communications, in the sum of \$280,000. The contract includes a five year maintenance agreement. Funds will be provided by General fund.