

May 17, 2007

07-080

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

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FINANCIAL
RESPONSIBILITY

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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 TSS for FY 2007 by the Cabinet, TSS has an opportunity to consider acquiring a new voice messaging system. The existing system was purchased 17 years ago. It has been upgraded over the years; however, due to its age and changing technology it is becoming very expensive to maintain. Additionally the manufacturer has notified the College they will cease providing maintenance for the existing system by 2008. TSS is looking for a system that is more robust and will have internet telephone calls, multimedia distribution, and other features that will assist technical staff in better managing 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. on March 21, 2007, the College received a total of eight (8) proposals. Committee members consisting of 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 received and their final evaluation scores:

Proposers	Evaluation Score
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 submitted a proposal.

*Cerium Newworks was considered non-responsive and their 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 \$274,750. The contract includes a five-year maintenance agreement. Funding will be provided by General fund.