

## Solicitation Information

26 March 12

RFP # 7449570

TITLE Avaya Telephone Maintenance Services @ RI College

Submission Deadline: 25 April 2012 @ 11:00 AM (Eastern Time)

<b>PRE-BID/ PROPOSAL CONFERENCE:</b> Yes <b>Date:</b> 4 April 2012 <b>Time:</b> 10:00 AM (EDT) <b>Mandatory :</b> Yes <b>Location:</b> RI College, Kauffman Center (East Campus) Board Room (ground floor), 600 Mt. Pleasant Avenue, Providence, RI
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Questions concerning this solicitation may also be e-mailed to the Division of Purchases at [questions@purchasing.ri.gov](mailto:questions@purchasing.ri.gov) and must be received no later than **6 April 2012 @ 12:00 Noon** (EDT) .Questions should be submitted in *a Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

<b>SURETY REQUIRED:</b> No <b>BOND REQUIRED:</b> No
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**Assistant Director for Special Projects**

**Vendors must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).**

### **NOTE TO VENDORS:**

**Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.**

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## **1. INTRODUCTION**

### **1.1. Background and Purpose**

Rhode Island College, a public higher education institution, is seeking proposals for telecommunications systems maintenance services to support its Avaya telephone systems and ancillary equipment.

The term covered by this agreement is the period of three years from August 1, 2012 to July 31, 2015.

### **1.2. General**

Rhode Island College is located on a 170-acre campus in the Mount Pleasant section of Providence. Academic offerings are provided in six schools: the Faculty of Arts and Sciences, the Feinstein School of Education and Human Development, the School of Social Work, the School of Nursing, the School of Management and the School of Graduate Studies, as well as through the Center for Management and Technology and the Office of continuing Education and Summer Sessions.

Established in 1854, Rhode Island College now serves approximately 7,200 Undergraduate students and 1,800 Graduate students in courses and programs both on and off campus.

The oldest of the three public institutions of higher education that operate under the aegis of the Board of Governors for Higher Education, the College is supported by the State of Rhode Island as its only comprehensive college, and is part of the system of public higher education which includes the Community College and the University. Rhode Island College is nonsectarian and coeducational. Over 80 offices and departments are housed on the campus, and about 375 full-time faculty members contribute to the College's mission to make its academic programs available to any qualified resident of Rhode Island who can benefit from its educational services.

### **1.3. Current Telecommunications Environment Overview:**

The College currently owns an Avaya CS1000E-HA, located at Henry Barnard School, extended with IPE shelves in Building No. 1 on the East-Campus and a CS1000E (survivable media gateway) in the Weber Hall residence hall. The Avaya CallPilot 201i system provides the voice messaging and some automated attendant functions. The outside plant cables (copper and fiber) feed the buildings on the main, the East-Campus and the residence halls. All IPE shelves are connected via MG-XPEC's. Redundant T1 PRI's terminate at both CS1000E locations.

Rhode Island College has approximately 2,500 telephone stations (analog, digital, and IP). In addition, the College also uses the PBX for other terminals such as facsimile machines, answering machines, and modems.

Additional applications related to the voice system are Avaya Contact Center version 7 and DataPulse Progression version 2.

#### 1.4. Scope of Services Requested:

This project will encompass several initiatives, including:

- Initiation of 3-year maintenance and support contract with successful vendor.
- Solicit pricing for the possible upgrade of the Avaya CS1000E systems to most current software release.
- Solicit pricing for the possible expansion of VoIP capability and IP/SIP trunking.
- Solicit pricing for the possible upgrade of CallPilot hardware and/or migration of voicemail functionality to Microsoft Exchange 2010 and integration with Microsoft Lync Server 2010
- Solicit pricing for the possible upgrade and expansion implementation/deployment of Contact Center version 7.

#### 1.5. Who should respond?

Any vendor that is a certified Avaya partner and certified to install and maintain the products and components herein is invited to respond to this RFP.

## **2. INSTRUCTIONS TO BIDDERS**

### **2.1. Instructions and Notifications**

This document constitutes a Request for Proposal (RFP) for:

- Maintenance support for the Customer's Avaya telecommunication installation and related products for the duration of the contract term;
- The possible expansion of the Avaya telecommunication installation and related products, requiring the acquisition, delivery, installation, testing, documentation, technical assistance, and training of the equipment related to the expansion.

#### **2.1.1. General Conditions**

This contract will be awarded under the State's general conditions of purchasing which are available on the Internet at:

<http://www.purchasing.ri.gov>

Potential offerors are advised to review all sections of this RFP carefully, and to follow instructions completely, as failure to make a complete submission as described herein may result in rejection of the proposal.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

#### **2.1.2. Terms/Definitions**

"Request for Proposal", or "RFP", refers to this document or the contents of this document. "Customer" or "State" refers to the State and/or associated State institutions or agencies covered under this RFP, including the three public higher educational institutions described herein.

The terms "Vendor", "Bidder", and "Offeror" used herein all refer to the vendor submitting a response to this RFP. The terms "proposal" and "response" are synonymous.

#### **2.1.3. Mandatory Pre-Proposal Conference**

There will be a mandatory pre-proposal conference on the date, time and location listed on page one of this solicitation. This will provide vendors with the opportunity to talk to the staff responsible for administering the campus telecommunications system. Vendors may also be taken on a campus tour in order to familiarize themselves with the Colleges environment.

Prospective bidders may also make written inquiries concerning this RFP to obtain clarification of requirements. See the cover page of this solicitation for instructions.

Beyond the terms and conditions expressed herein, no additional discussions regarding this solicitation with State Employees will be permitted.

2.1.4. Public Opening

There will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those bidders who have submitted proposals.

2.1.5. MBE Goal

The State of Rhode Island has a goal of ten percent (10%) participation by MBE's in all State procurements. For further information, visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov). To speak with an MBE officer, call (401) 574-8253.

2.1.6. Equal Employment Opportunity

**§ 28-5.1-1 Declaration of policy.** – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090.

2.1.7. No Guarantee of Services

Selection of Vendor under this RFP is not a guarantee that the Vendor will be selected to provide services during the agreement period. Vendors and services will be selected by Customer based on need, in addition to vendor qualifications, pricing, and ability.

2.1.8. Proposal Costs

All costs associated with developing or submitting a response to this solicitation, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.

2.1.9. Proposal Validity

Responses are considered to be irrevocable for a period of not less than one hundred and twenty (120) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

2.1.10. Foreign Corporations

In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do

so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the selected vendors.

#### 2.1.11. Right to Reject

The State reserves the **right to reject** the proposal of any vendor that fails to comply with all of the specifications and requirements contained herein. The State also reserves the right to approve or reject a vendor's participation in any portion of the requested services without rejecting the vendor's entire offer.

#### 2.1.12. Modifications to RFP

The State reserves the right to revise, modify, supplement, or withdraw this RFP at any time. Vendors are encouraged to visit the Division of Purchases' website on a regular basis, as any additional information relating to this solicitation will be released in the form of addenda relating to this RFP.

#### 2.1.13. Submission Materials

All materials submitted regarding this RFP will become the property of the State and will only be returned to the vendor at the State's option. Disqualification of a vendor or non-acceptance of the RFP does not eliminate this right. Bidders are advised that all materials submitted to the State for consideration in response to this Request will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

## 2.2. Additional Terms and Conditions

### 2.2.1. Applicable Codes and Regulations

All work covered by this RFP must conform to all applicable Federal, State of Rhode Island and Providence Plantations, and local laws, ordinances and to the regulations of the local utility companies. The work must be in accordance with the requirements of the National Bureau of Fire Underwriters, the National Electrical Code, the Occupational Safety and Health Administration (OSHA), the Americans with Disabilities Act (ADA) and the Codes and the recommendation of Bell System Practice, EIA/TIA 568, 569 Commercial Building Wiring Standards and any subordinate clauses contained in the Building Industry Consulting Service International, Inc. (BICSI) Telecommunications Distribution Methods Manual and not addressed by the EIA/TIA 568 and 569 Standards Documents. In the event that a conflict or interpretive difference occurs between the EIA/TIA documents and the BICSI Telecommunications Distribution Methods Manual, the EIA/TIA 568 and 569 documents shall prevail.

The above requirement includes, but is not limited to, the current edition of the National Electrical Code, the National Board of Fire Underwriters Standards, Life Safety Code, Standards, rules and regulations of the State of Rhode Island.

### 2.2.2. Taxes

Vendor's bid proposals shall exclude all taxes. The State is exempt from taxes.

### 2.2.3. Insurance

Commercial General Liability Insurance: Vendor shall obtain at vendor's expense, and keep in effect during the term of this contract Commercial General Liability Insurance covering bodily injury, and property damage in a form and with coverage that are satisfactory to the State. This insurance shall include personal advertising injury liability, independent contractors, products completed operations, contractual liability and broad form property damage coverage. Coverage shall be written on an occurrence basis. A combined single limit of \$1,000,000 per occurrence and aggregate is required.

Auto Liability Insurance: Vendor shall obtain, at Vendor's expense and keep in effect during the term of this contract, Auto Liability Insurance covering all owned, non-owned or hired vehicles. A combined single limit per occurrence of \$1,000,000 will be obtained.

Workers Compensation: Vendor shall obtain statutory Workers Compensation coverage in compliance with the compensation laws of the State of Rhode Island. Coverage shall include Employers Liability Insurance with minimum limits of \$100,000 each accident, \$500,000 disease or policy limit, \$100,000 each employee. An Alternative Employer Endorsement shall be required for both the workers compensation and employer liability policy.

The State will be defended, indemnified and held harmless to the full extent of any coverage actually secured by the Vendor in excess of the minimum requirements set forth above. The duty to indemnify the State under this agreement shall not be limited by the insurance required in this agreement.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance or to require additional or more extensive coverage for any individual engagement.

### 2.2.4. Due Care

In delivering, installing and removing equipment, due care shall be exercised to avoid damage to, or disfigurement of, buildings, equipment, driveways or other property. Any blemish, made by the Vendor, to physical plant or property of the Customer or its community of staff and students is to be restored by the vendor. Vendor(s) shall be required to complete restorations at its expense for any damage caused by it or by any of the subcontractors.

### 2.2.5. Vendor Activities

The Vendor's activities are not to be disruptive of business or classroom activity—including excessive construction noises—and must not compromise the safety, security or self-respect of any student or staff employee of the Customer in any way. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this,

and any other work performed under this RFP (or contract), any individual without a statement of cause. The vendor will comply without compromising schedules or other contract terms.

2.2.6. Permits

The Vendor is responsible for obtaining all municipal permits and inspections as mandated by law for any work performed under this RFP.

2.2.7. State Purchasing Policies

All Vendors and subcontractors will be subject to policies, procedures, and legal terms and conditions of the State (as posted on the purchasing website and/or part of or attached to this solicitation). Violation of policies and procedures by vendor may be cause for termination of contract and elimination from participation under this RFP.

2.2.8. Cutover Date

Vendors will note that equipment or software upgrades, if those options are chosen and approved by the Customer, shall be installed / completed no later than July 1, 2012. Vendors will take this date into consideration when completing their bids.

### 3. PROPOSAL SUBMISSION

Responses (an original plus four (4) copies) shall be mailed or hand-delivered in a sealed envelope marked ["RFP #7449570 Telecommunications Maintenance Services RIC"] on or before the deadline as indicated on the cover page of this RFP.

**RI Dept. of Administration  
Division of Purchases, 2<sup>nd</sup> floor  
One Capitol Hill  
Providence, RI 02940-6528**

Proposals should include the following:

- A completed and signed three-page RIVIP Bidder Certification Cover Form, available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
- A summary section providing an overview of the services being proposed.
- Responses to the information requests in the Vendor Capability, Capacity, and Qualifications section. It is preferable for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- Responses to the information requests in the Technical Requirements section (for services being proposed by Vendor). It is preferable for the Response to contain the actual text of the RFP followed by the Vendor's response to that paragraph.
- An exceptions listing (by paragraph number) of any specifications that have not been met (exceptions for specifications relating to services not being offered do not need to be provided).
- Itemized pricing for all services and equipment offered, as specified in the Cost section of the RFP.
- A completed and signed W-9 (taxpayer identification number and certification.) Form is downloadable at [www.purchasing.ri.gov](http://www.purchasing.ri.gov).
- In addition to the multiple hard copies of proposals required, offerors are requested to provide their proposal in an unsecured electronic format. Microsoft Word 2010 or PDF format is preferable. Include two CDs, each with a complete response.
- Vendor may include further sections or appendices containing drawings, planning documents, or any other supplementary information the Vendor would like to include in their response. Additional information such as marketing and sales

brochures is welcome, but is in no way a substitute for the information requested above.

The Vendor assumes responsibility for proposals submitted by mail or commercial delivery service. Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. The “official” time clock is located in the reception area of the Division of Purchases. Faxed or emailed proposals will not be considered.

Any additional information pertaining to this RFP or changes in the timeline may be posted on an as-needed basis. It is the responsibility of the Bidder to regularly review the RIVIP website ([www.purchasing.ri.gov](http://www.purchasing.ri.gov)) to check for any additional postings.

**It is strongly suggested that the vendor mark this RFP on the RIVIP Vendor Watchlist for ease of monitoring critical information and amendments. Assistance in using this RIVIP feature can be obtained by reviewing the online tutorials available under the Vendor Center Section or by contacting the RIVIP Help Desk at (401) 222-3766.**

Use of the Electronic Bid Forms provided by the State for submission of the Cost Proposals for the RFP is mandatory. It is a Bidder’s responsibility to assure that such Bidder has the technical capability to obtain and utilize all Bid documentation in the form and manner set forth in this RFP.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

#### **4. EVALUATION AND SELECTION**

In order to select the Vendor that will be awarded this RFP, the RFP responses are evaluated in the following manner.

The Customer will convene a review committee that will score each response. The response will be scored in the following categories, in which each category is given a weight factor expressed in a percentage of the total. The response should score at least 75% of the total and within each category the response should score 75% of the allotted scoring percentage in order to warrant the review of the cost proposal.

The evaluation categories are:

- Vendor Qualifications                      weight factor is 50%
- Maintenance Requirements                weight factor is 25%
- Hardware and Software Options        weight factor is 15%
- Completeness of Response                weight factor is 10%

For the cost proposals that will be reviewed, cost will contribute to 40% of the overall score, while the total score of the four categories will contribute to 60% of the overall score.

#### **5. VENDOR QUALIFICATIONS**

Please respond to the following questions and information requests.

##### **5.1. Avaya Certification**

Vendor shall be a certified partner of Avaya, authorized to perform the services/work as specified in this RFP. Vendor’s technicians shall have the appropriate Avaya certifications that allow working on the Avaya products to which they are assigned.

##### **5.2. Covenant Letter**

Customer places considerable emphasis on the solidarity and resourcefulness of Vendor. Of special concern is the continuity of the maintenance of the system in the event that the Vendor is not able (or no longer able) to perform and/or complete the services/work specified in this RFP within a reasonable time. The occurrence of such situation will be referred to as “Defaulting on Service”.

Any Vendor bidding on this RFP that is not a corporate member of the Avaya corporation (this implies ownership) shall attach a letter to the RFP response, addressed to “Rhode Island College” and signed by a corporate officer of Avaya. This letter shall commit Avaya corporation to at least the following: in the event the Vendor defaults on any service/work specified in the RFP, including but not limited to installation or repair, Avaya will, without litigation, dispatch parts, material and labor to provide continuing service to the Customer during the period of

default. Guarantees and/or distributor fee schedules will be honored by Avaya as they would apply to the distributor. This covenant letter will become a part of the contract at the time the sales agreement is signed and will serve to enroll Avaya as a defacto participant in the agreement between parties.

### 5.3. Experience

How many years of industry experience does Vendor have providing installation, maintenance, and support for Avaya CS1000 systems and media gateways, including the use of IP-connected IPE shelves and CallPilot? Please specify for each of the named product lines.

How many years of industry experience does Vendor have providing installation, maintenance and support of Avaya Voice-over-IP (VoIP) solutions?

Does Vendor have experience with the installation and maintenance of Avaya CS1000 Telephone Manager v3? If so, please detail.

Does the Vendor have experience installing and integrating Avaya voice/data products and components in third party data networking environments (for example Cisco Systems)? If this is the case, please detail.

Does Vendor have experience integrating Avaya CS1000 with Microsoft products, in particular Microsoft Exchange Server 2010 and Microsoft Lync Server 2010? If so, please detail.

Does the Vendor have experience with the installation and maintenance of DataPulse Progression Enterprise? If so, please detail.

### 5.4. Number of Installations

How many of the same model switches have been installed by Vendor in the New England area? Please provide dates, locations and sizes of installations. Size is in number of lines, broken out by number of analog, digital and IP.

How many of these switches are in a higher education environment?

### 5.5. Training and Certification

For each of the Avaya systems and equipment, as specified in section 6.1.4, list training and certifications completed through trade organizations and/or manufacturer. Indicate if certifications are company-wide or by individual.

### 5.6. Resumes

Provide resumes or experience summaries, certifications and licenses for key personnel who will be responsible for system installation, project management, repair, and/or support on Customer site.

For the duration of the contract the Vendor shall provide the Customer with resumes or experience summaries, certifications and licenses of personnel that will be assigned to work on the Customer site, except for work the Customer identifies as an emergency (Level 1 Service Events as defined in section 6.5).

### 5.7. Number of Support Technicians

How many craft technicians are there in this firm's employment in the Providence area that has been manufacturer-trained and certified on:

- The installation and maintenance of Avaya CS1000 switches, Release 7 and above?
- The installation and maintenance of the Avaya CallPilot system, Release 5 and above?
- The installation and maintenance of the CS1000 Telephone Manager application, version 3 and above?
- The installation and maintenance of the Avaya Contact Center version 7 and above?
- The configuration and building of custom scripts within Avaya Contact Center version 7 and above?
- The installation and maintenance of DataPulse Progression version 2 and above?
- The integration of the Avaya systems with Microsoft Exchange Server 2010 and Microsoft Lync Server 2010?

### 5.8. Location and Coverage Area of Support Technicians

Identify the base location(s) and the coverage area(s) for the technicians who would be expected to provide services to the Customer.

Within this coverage area, these technicians maintain services for how many unique customer sites?

Describe the geographical boundaries of the coverage area of the maintenance depot that would be responding to service calls from Customer.

### 5.9. References

List customer references; include customer name, contact person, phone number, short project description(s) and dates of listed project(s).

### 5.10. Subcontractors

Pertaining to the work specified in this RFP, would Vendor complete the job using employees of the vendor or would the installation be completed by a subcontractor?

Please include the names of companies and locations within the New England area where the work of the vendor and/or the subcontractor(s) can be inspected and references checked.

### 5.11. Emergency Repair Services

How does the Customer summon emergency repair service on weekends, holidays or during non-standard working hours? Identify parties who will respond and provide the necessary contact information.

In an extraordinary circumstance, such as a fire in the telecommunications room, how will Vendor respond to patch in a temporary replacement?

Note: An emergency repair service refers to a Level 1 Service Call as defined in section 6.5.

### 5.12. Support Procedures

Does the Vendor utilize a formal Change Management process when providing installation and maintenance services to Customer systems? If so, include the description of this process and its procedures in your response.

Will the Vendor be able, on Customer request, to adapt Vendor's Change Management process to Customer standards?

In order to keep Customer systems functioning optimally, it will be required that Vendor periodically installs PEPs, and other updates and patches for equipment under this RFP. Does the Vendor have a procedure to ensure that such updates are installed appropriately and on time? If so, include the procedure in your response.

A number of applications, for example CallPilot and Contact Center, run on Microsoft Windows Server operating systems. Microsoft releases at least monthly security updates and patches, less frequent Service Packs. To limit the attack surface and vulnerability of Windows Servers these patches/updates have to be installed regularly. Common practice is for Avaya to issue recommendations on these updates/patches in relation to her Avaya applications. Does Vendor have a procedure to ensure that such Avaya approved updates/patches are installed promptly on Customer servers? If so, include the procedure in your response. Note this also has to apply to other non-Avaya application under this RFP agreement.

Does the Vendor provide the Customer with an online (web-based) Maintenance Portal or application in order to enhance communication between Customer and Vendor? If so, please provide information on this application.

Vendor will perform a full baseline system audit at the beginning of the contract term. This baseline is updated at least annually and after a significant installation, as identified by Customer. The updated baseline must be an accurate representation of the installation and working of the production environment, including hardware, software and configuration.

The Vendor is responsible for the complete documentation of any work done under this RFP. All documentation will be provided in unsecured (\*) electronic format (Microsoft Word 2010 or higher or Adobe Reader for text and Microsoft Visio 2010 or higher for graphics).

(\*) The provided electronic documentation cannot have any restriction in printing, content copying and extraction or password protected.

### 5.13. Familiarity with RFP response

The Vendor who is awarded the RFP will ensure that employees of Vendor and subcontractors that will work on the Customer's account are familiar with the content of the RFP response.

### 5.14. Financial Report

Submit the most current audited financial report for the vendor (or the vendor's parent company). Any other documentation that the vendor wishes to have considered may be attached to the RFP response.

### 5.15. Vendor Site Inspection

The Customer may conduct inspection tours of the Vendor's maintenance and installation facility. Inspections of repair facilities, stores, training, remote trouble diagnostic stations, dispatching and customer record keeping may be made. Tools, test equipment, parts and procedures pertaining to the Vendor will be observed in detail and employees interviewed. Vendor escort is expected. In the event that any tasks are to be subcontracted, the subcontractor will be subject to similar inspection.

### 5.16. Additional Vendor Requirements

#### 5.16.1. Vendor Licensing and Certification

Vendor must possess a valid Rhode Island Telecommunications Systems Contractor license and all employees working on this job must possess the appropriate Rhode Island Telecommunications license for the level of work they are performing. Where appropriate, Customer's representative(s) will verify contractor's trade license.

The Vendor must be certified by the manufacturer to install the products and components related to the work specified in this RFP. Technicians assigned to perform the installation of these products and components must also have the appropriate manufacturer certifications.

#### 5.16.2. Subcontractors

Vendor shall consult with Customer regarding the identification of all subcontractors and suppliers. All subcontractors supplying components, labor or other support are the responsibility of the Vendor, but must be approved by Customer prior to the issuance of any subcontracts.

Subcontractors will be held to the same requirements and qualifications as the Vendor.

#### 5.16.3. Project Manager

It is expected that the Vendor's on-site project manager and supervisory personnel will remain constant throughout the individual projects. Initial assignment and possible subsequent changes in project management personnel must have prior approval from the Customer.

#### 5.16.4. Professional Manner

Work performed under this RFP may be performed while classes are in session. It is critical that the work not disrupt normal operations at the Customer's premises. Vendor personnel are to conduct themselves in a professional manner, so as not to compromise the safety or self-respect of any student or staff member. Customer reserves the right of approval of any on-site employees, and the right to dismiss from this, and any other work performed under this RFP, any individual without a statement of cause. The vendor will comply without compromising schedules and/or any other contract term.

#### 5.16.5. Site familiarity

The Vendor is responsible for being knowledgeable of all conditions of these specifications. The Vendor, by submitting a response to this RFP, represents that the RFP response documents have been read and understood and the site has been visited and the vendor is familiar with the local conditions under which the work is to be performed. This includes the first-hand inspection and understanding of each individual building's cable distribution specifics. No approval for additional funds will be given for work resulting from the vendor or its subcontractors being unfamiliar with the conditions under which the work is to be performed.

For the duration of the agreement, the Vendor is responsible in assuring that all vendor personnel (including subcontractors) working on the Customer's account are kept informed on the site conditions.

#### 5.16.6. Documentation

The Vendor is required to document all work performed for the Customer in general and of installation and configuration changes in particular. All documentation has to be provided or made accessible to the Customer in a format that allows the Customer to incorporate this into her own documentation system. Providing documentation is regarded as an integral part of providing services to the Customer and is therefore a compulsory component in the completion of any work performed.

#### 5.16.7. Schedules

To assure adequate planning and execution of the work under this RFP, in particular but not limited to the work identified in Section 7, so that the work is completed within a reasonable time frame, Vendor will prepare and maintain schedules and reports. Graphically show the order and interdependence of all activities necessary to complete the Work, and the sequence in which each activity is to be accomplished.

5.16.8. Location Access and Security

For the purpose of access to site locations, in particular on non-standard hours, vendor's employees and sub-contractor employees need to report to the Security and Safety office. For that purpose the Vendor being awarded the RFP will provide (certified) copies of identification of any employee that may need access to site locations.

## 6. TELECOMMUNICATIONS SYSTEM MAINTENANCE REQUIREMENTS

### 6.1. General

The Customer requests maintenance services for its telecommunications equipment and other listed applications. Cost information is also requested below.

#### 6.1.1. Maintenance Service

Maintenance service shall include full labor and parts coverage for the systems, including telephone set repair/replace for digital and IP sets. Analog sets should not be included.

#### 6.1.2. Coverage

Coverage shall be 8am-5pm, Monday through Friday. See below for required response times and Service Call definitions.

#### 6.1.3. The Term of the Contract

The term of the contract shall be three years.

#### 6.1.4. Covered systems

- Avaya CS1000E's its associated peripherals
- Avaya CallPilot 201i
- Avaya Contact Center v7
- Avaya CS1000 Telephone Manager v3
- DataPulse Progression v2
- UPS system (rectifiers and charging equipment)
- Batteries (GNB Absolyte and Oneac 3300)
- Telephone sets (digital, multi-line, IP, but not analog sets)

#### 6.1.5. System survey

The Vendor should query the CS1000's, CallPilot and Contact Center configurations and develop equipment lists, set counts and types, and port counts, to ensure their bid is accurate. System information from the last survey (November 2011) is attached for reference. Customer will be available to run reports, request via the Q+A process.

#### 6.1.6. Battery Maintenance

If available, the Vendor should include annual battery maintenance operations, cell check/verification, load testing, etc. This should include the replacement of any cells that may go bad, and disposal of replaced cells. Include the cost for this service as either "included" or as an addition line item cost in your response.

### 6.1.7. Alarms

The Vendor will supply and install auto-dialers or equivalent equipment to automatically alert the Vendor's remote maintenance dispatcher of alarm conditions.

The Vendor has the responsibility to configure such auto-dialers or equivalent equipment to capture any service affecting event/alarm, which include, but is not limited to, events/alarms that would result in a Level 1 Service Call (as defined in section 6.5).

The Vendor is to discuss the details of such configuration with the Customer.

## 6.2. Service Event and Response

A *Service Event* is an occurrence of a failure or error that is identified either through an alarm, call from the Customer, or by a Vendor's technician. A *Service Call* is defined as the response to a Service Event.

The response to a Service Call means that a Vendor's technician or a technician from a subcontractor is at the proper site with tools and replacement parts and prepared to begin servicing the equipment. The dispatched technician needs to be trained and certified by Avaya or the manufacturer of the equipment/application generating the service event to perform service on the specific equipment/application to which he has been dispatched. The Vendor shall respond to service events accordingly.

**Level 1 Service Events** – the response time is 120 minutes maximum for service events occurring between 8:00am - 2:00am Monday through Friday. In the situation a Level 1 Service Event occurs outside these hours, the Vendor's technician (or subcontractor technician) has to be onsite the next business day at 8:00am.

The Customer can request the immediate response of the Vendor on an emergency repair basis (sections 5.11 and 6.3.4).

**Level 2 Service Event** – the response time is the next business day before 3:00pm

Note: Calls for moves, additions, removals or changes are not regarded as Service Calls

A **Level 1 Service Event** is defined as an occurrence of one of the following failures or errors resulting in:

- The inability to conduct traffic on
  - Four (4) or more city trunks,
  - One (1) or more (virtual) trunks between the CS1000E's,
  - One (1) or more MG-XPEC controllers or IPE Shelves,
  - Seventeen (17) or more station lines on the CS1000E,
  - Two (2) or more Security and Safety office or public safety lines or trunks,
  - Sixteen (16) or more Voice-over-IP phone sets.
- The inability to use one or more of the switchboard consoles,
- The inability of Contact Center to receive and/or process incoming calls
- Alarms related to fuses, any software, intermodes links, and battery charger,

- Static, hum or noise which is system wide,
- Reduced functionality, due to any real-time system failure, of the SMDR system (File processing and printing are off-line and are not real time processes.)
- Reduced functionality of Avaya CallPilot, including:
  - The inability to access CallPilot (either by the user or the system),
  - disk drive failures,
  - software failures, errors and misconfigurations,
  - Voice messaging system integration failure.
- Reduced functionality of DataPulse Progression

A **Level 2 Service Event** is the occurrence of a failure or error other than included in the Level 1 Service Event listing above.

A Service Call that has been resolved through remote access will not be termed a missed response. However, an unsuccessful remote access maintenance effort does not alter the Vendor's obligation to respond on-site as specified in this RFP.

The Customer will designate telephone control staff members and alternates. Only these persons will be authorized to initiate and log Level 1 and Level 2 Service Calls.

### 6.3. Maintenance Services Pricing

Please provide the costs for maintenance pricing as specified in this RFP.

#### 6.3.1. Cost Information

The cost information is requested on a per-port, per-month basis, to allow the Customer to easily identify costs and budget for the first year transition, as well as for future system additions.

#### 6.3.2. Calculation of Port Count

The Customer understands that methods to calculate port counts may vary across vendors, so be sure to include your method of determining the number of ports. (For example, are T1 circuits counted as a single port or 24 ports; Voice messaging ports count as 10 PBX ports, or are they priced separately, etc.)

#### 6.3.3. Cost Itemization

Provide a complete and detailed cost itemization of all port-based maintenance cost, using the table below or a similar structure. Any other costs, or cost itemization information, should be included as well, for both port-based maintenance and maintenance for equipment that is not port-based.



- UPS system (rectifiers and charging equipment)
- Batteries (GNB Absolyte and Oneac 3300)
- Telephone sets (digital, multi-line, IP, but not analog sets)

6.5. Move/Add/Change Labor and system additions

6.5.1. Hourly Rates

Please provide hourly rates for Move/Add/Change (MAC) labor for occasional telephone set installation, relocation, software feature system programming, etc. Include both regular and off-hour rates.

In case the Vendor provides different levels of MAC labor, please detail this.

6.5.2. System Additions

The Customer may opt to make some small system additions over the term of the contract. Please provide the cost to add the following items to the system(s):

Equipment/part	Unit Cost (new and/or refurbished)	Installation Labor
Analog line card (16 port)		
Digital line card (16 port)		
Analog trunk		
DS-1 circuit card (not PRI)		
PRI circuit card		

The Customer expects to allocate in the purchase order an annual dollar amount to be used to pay for MAC work or small equipment additions. The current estimate is \$25,000 per year. These funds will may only be billed against, and will only be paid against, specifically authorized work as requested by the Customer. This work may he MAC related, or equipment related.

6.6. Other Provisions

6.6.1. Escalation Procedure

Please attach a detailed description of the escalation procedures used by the Vendor, and the manufacturer, in the event a Service Call cannot be solved within a reasonable amount of time.

Note: When Vendor is unable to determine the root cause of a Service Event within forty-eight (48) hours for a Level 1 Service Call or seventy-two (72) hours of Level 2 Service Call the Customer can request that the Vendor escalates the problem to the Manufacturer and the Vendor will comply.

6.6.2. Third Party equipment

The Customer reserves the right to use equipment purchased on the secondary market (e.g. line cards, telephone sets). Please detail your policy covering maintenance and installation of this equipment.

6.6.3. Access Auditing

The vendor keeps a detailed log of any console access to any of the systems as identified in this RFP, either remotely (via modem or Internet) or locally, and ensures that Customer has access to such log. Included in the logging the date and time, person accessing the system and a description of the purpose of the access.

6.6.4. Spare Parts and Equipment

The Vendor is encouraged to have spares of common parts and equipment on site to allow the Customer to replace such failed or failing parts/equipment without the need for the Vendor's Technician to come out to the site to take care of such Level 2 Service Calls.

## **7. HARDWARE AND SOFTWARE OPTIONS**

### **7.1. Upgrade CS1000 to current release**

Customer has currently two Avaya CS1000E systems, both running at Release 6. The Customer has PassBasic support for these systems until 06/30/2012. The Customer is considering upgrading to the most current release.

Please detail the following:

- Does the CS1000E require a hardware upgrade in order to run the most current Release? If so, specify the options and the cost associated with it.
- Specify licensing and other costs (including labor) to upgrade both switches to the latest Release.
- Specify the cost of PassBasic and PassPlus support for both CS1000E systems for 1 and 3 years
- Provide a relative upgrade schedule that includes main tasks, expected duration of each task, interdependencies of tasks and resources required to complete these tasks.

### **7.2. Upgrade CallPilot server**

Customer has a CallPilot201i running Release 5.0 and licensing for 2,500 mail boxes and 32 channel ports. Additionally it has 125 Unified Messaging licenses and 16 Facsimile licenses. CallPilot is also the host of Contact Center recordings. The current configuration is sufficient to support current and expected usage. Customer has PassBasic support on the system until 06/30/2012. Customer is considering upgrading to the most current release.

Please detail the following:

- Specify all costs (including labor) associated with upgrading CallPilot hardware.
- Specify the cost of PassBasic and PassPlus support for CallPilot for 1 and 3 years.
- Specify the cost with adding an additional 16 channel ports
- Provide an upgrade schedule that includes main tasks, expected duration of each task, interdependencies of tasks and resources required to complete these tasks.

### **7.3. Integrating the Avaya voice system(s) with Microsoft Unified Communications solution**

#### **7.3.1. CallPilot Migration to Exchange Server 2010 Unified Messaging**

Customer is considering implementing Microsoft Exchange Server 2010 Unified Messaging and migrate the voice mail functionality from CallPilot to Exchange 2010. This would mean that about 2,000 voice mailboxes have to be reconfigured and existing voice mails migrated.

Please detail the following:

- Specify all costs, including labor(\*), associated with this migration

- Provide an upgrade schedule that includes main tasks, expected duration of each task, interdependencies of tasks and resources required to complete these tasks.

(\* ) It is recognized that the amount of labor can only be an estimate. Vendor can use experience from likewise projects at other customer sites as reference. Take into account that the college will be responsible for all work on the Exchange Server 2010 side.

#### 7.3.2. Voice system(s) integration with Lync Server 2010

Customer is considering implementing Microsoft Lync Server 2010 and integrating it with the Avaya voice system(s).

Please detail the following:

- Specify all costs, including labor(\*), associated with this integration
- Provide an upgrade schedule that includes main tasks, expected duration of each task, interdependencies of tasks and resources required to complete these tasks.

(\* ) It is recognized that the amount of labor can only be an estimate. Vendor can use experience from likewise projects at other customer sites as reference. Take into account that the college will be responsible for all work on the Lync Server 2010 side.

#### 7.4. Expanding VoIP capabilities

Customer has as part of the CS1000E's around 450 IP phones sets deployed; Avaya i2002 (about 110), Avaya 1120E. The phones are deployed primarily in all 6 residence halls and classrooms. Customer has also DataPulse Progression paging and message announcement system deployed.

Customer is considering expanding IP phone across campus at a rate of about 100 sets per year, partially replacing existing analog and digital sets. These IP phones will also register with the DataPulse Progression application.

Additionally, the Customer is considering to deploy IP phone sets (Avaya i2002 or comparable) in their classrooms (about 80) including the Application Gateway functionalities.

Please detail the following:

- The cost of the Avaya 1120E phone sets (or comparable) based on the number of dial tones specified above.
- The IP User licensing costs associated with the deployment of these IP phones.
- The licensing costs associate with expanding DataPulse Progression
- The labor cost of building these IP phones in the voice system

### 7.5. Expanding IP Trunking capabilities

Customer is looking into diversifying the options of outbound calling paths. Currently all calls (incoming and outgoing) follow the same bank of T1 trunks. Customer is considering using her IP network to be able to route calls from the CS1000 switches to other carriers via IP/SIP trunking. Customer understands the limited possibilities to achieve the same for inbound calls.

Please detail the following:

- Specify the options to implement IP/SIP trunking and the costs associated with it, based on the current CS1000 (Release 6) configuration.
- Specify the options to implement IP/SIP trunking and costs associated with it, based on a CS1000 configuration with the most current release.  
Note: please take into account the options specified in response to section 7.1.
- Provide an implementation schedule that includes main tasks, expected duration of each task, interdependencies of tasks and resources required to complete these tasks.

### 7.6. Expansion implementation/deployment of Contact Center

Customer wants to upgrade the current version of Nortel's Contact Center 7 to the latest version of Avaya Aura Contact Center v6. Customer has PassPlus support on the software until 06/30/2012. The upgrade will be done on new servers (provided by Customer) and needs to be implemented as a 'high-availability' solution.

Please detail the following:

- Specify all software and license cost associated with the described upgrade, including PassPlus support
- Detail labor cost (\*) associated with the described Contact Center upgrade.

(\*) It is recognized that the amount of labor can only be an estimate. Vendor can use experience from likewise projects at other customer sites as reference.

### 7.7. Expansion implementation/deployment of Contact Center

Customer will be implementing Contact Center for an additional 10 department and offices, with an average of 10 phones. From previously implemented offices the experience is that the call handling is basic and it is not expected that other departments/offices will have complicated skills routing requirements. The phone set that has been used so far is the M3904.

Please detail the following:

- Specify all equipment and licensing cost associated with this described Contact Center expansion
- Detail labor cost (\*) associated with the described Contact Center expansion, from design to implementation and building of the phones.

(\*) It is recognized that the amount of labor can only be an estimate. Vendor can use experience from likewise projects at other customer sites as reference.

## 7.8. Telephone equipment

### 7.8.1. Telephone Desktop Equipment

The Customer expects to acquire telephone desktop equipment at intervals over the life of the contract to support the expansion of the CS1000 systems. The exact counts and types of phones required have not been established, so unit pricing is requested here.

- Please provide unit cost for each type of available electronic (digital or IP) sets, including (but not limited to) the following sets:
  - 2008HF with display
  - 2008Basic with display
  - M2616
  - M3902
  - M3903
  - M3904
  - M3905
  - M22 key-based expansion module
  - 1120E
  - 2033
- Please also provide unit pricing for analog single line sets with MWT lamp. The sets should be compatible with the Option 81 line cards and support message waiting. Provide pricing for sets available from Avaya/Astra, as well as the Customer's standard analog set, the Teledex Diamond 10+ (black), if possible.

### 7.8.2. Line cards and other equipment

The College may request to replace hardware in the event of damage due to fire/water/lightning or other unforeseen disaster. The exact counts and types of cards required are not known, so unit pricing is requested here-in.

- Please provide unit cost (new and refurbished) for each of the following components:
 

Description	Part#
▪ Super loop Network Card	NT8DO4BA
▪ Controller-Four Card	NT8DOIBC
▪ MMP4O Processor Mod EC	NT6F97AA
▪ Fiber Remote Multi-IPE Interface	A0773059

- Fiber Remote Multi IFE Single Mode      A0634492
- System Monitor - Meridian                      NT8D22AC
- Quad SDI Paddle Board                        NT8D4IBB
- Analog MW Line Card                          NT8DO9BB
- Digital Line Card                                NT8DO2GA

**APPENDIX A: CURRENT SYSTEM INVENTORY****Rhode Island College****Telephone System Status as identified on November 02, 2011****CS1000 System Summary**

**Hardware Model** : CS1000E  
**Availability** : High  
**Loaded Tape ID** : 318825550  
**Version** : 4021  
**Release** : 6  
**Issue** : 00 R +

**Port Counts**

<b>Port Type</b>	<b>Equipped</b>	<b>Working</b>	<b>Spare</b>
Analog Station	1904	1591	313
Digital Station	684	481	203
Console	5	5	
IP Telephone	--	398	--
Analog Trunk	24	14	10
Digital Trunk	207	207	0
IP Trunk	0	0	0
DTR	464	456	8
Phantom	--	27	--
CallPilot	--	38	--
DSP	--	5087	--
Miscellaneous	15	15	0

## CallPilot System Summary

System Type : IP 201i  
Release : 05.00.41.20

## Configuration

Description	Quantity
DSP	3
Channels	38
DSO	38
Hours of storage	350
Desktop seats	120
Voice seats	2140
Fax seats	20

## CS1000 Detailed Inventory

### Modules and servers

Quantity	Part Number	Description
11	NT8D37	IPE Module
6	NTDU14	Media Gateway Chassis
2	NTDU15	Media Gateway Expansion Chassis
1	NTDW72	MG 1000E PRI Gateway Chassis

## Cards

### Common Equipment Cards

Quantity	Part Number	Description	Hard drive	Memory
11	NTDW20AA	MG XPEC Media Gateway Controller Card		
5	NTDW60BB	Media Gateway Controller Card		
2	NTDW61BA	Call Processor Pentium M		
2	NTDW61BA	Call Processor Pentium M	37GB	2MB
6	NTDW62AA	Media Gateway Controller DSP Daughterboard		
7	NTDW64AA	Media Gateway Controller DSP Daughterboard		
2	NTDW98AA	Media Gateway Controller Card		

Quantity	Part Number	Description	Used	Spare	Total	Peripheral Equipment Cards
1	NT8D02	Digital Line Card	12	4	16	
1	NT8D02EA	Digital Line Card	14	2	16	
23	NT8D02EB	Digital Line Card	242	126	368	
18	NT8D02GA	Digital Line Card	220	68	288	
1	NT8D02HA	Digital Line Card	13	3	16	
1	NT8D03AB	Analog Line Card	12	4	16	
1	NT8D09AD	Analog Message Waiting Line Card	13	3	16	
20	NT8D09AK	Analog Message Waiting Line Card	262	58	320	
45	NT8D09AL	Analog Message Waiting Line Card	603	117	720	
48	NT8D09BA	Analog Message Waiting Line Card	644	124	768	
4	NT8D09CA	Analog Message Waiting Line Card	57	7	64	
1	NT8D14	Universal Trunk Card	5	3	8	
1	NT8D14BB	Universal Trunk Card	6	2	8	
1	NTDW70AA	PRI Gateway E1/T1 Main Pack	92	4	96	
5	NTRB21AC	DTI/PRI/DCH TMDI Card	115	5	120	
1	NTVQ01AB	Media Card	3	5	8	

### Station Equipment

Quantity	Station Type
218	1120
5	2002P1
158	2002P2
3	2004P1
12	2004P2
328	2008
2	2033
5	2250

31	2616
32	3903
90	3904
1591	500

**Add-On Modules**

Quantity	Type
1	2000AOM

**Trunks**

Quantity	Trunk Type
11	COT
208	DID
1	MUS
1	RAN
5087	VGW

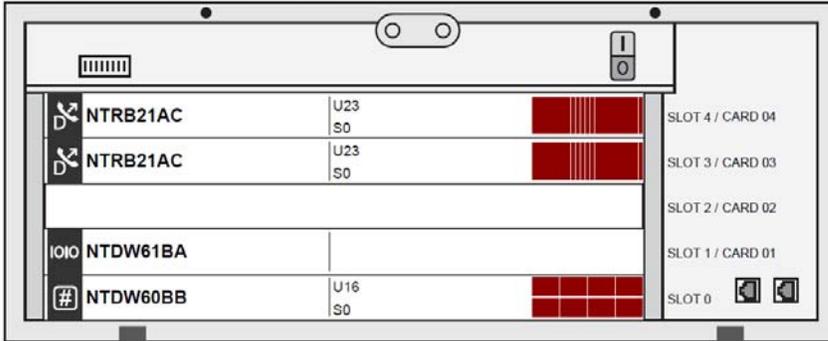
**Licenses**

Description	Limit	Used	Available
ACD Agents	150	56	94
ACDN	24000	24	23976
AML	16	2	14
AST	21	0	21
Attendant Consoles	32760	5	32755
BRI DSL	10000	0	1000
Data Ports	32760	0	32760
DCH	255	9	246
IP Users	416	398	18
ILTID	32760	0	32760
MUS CON	2	2	0
Phantom Ports	32760	27	32733
RAN CON	7	4	3
RAN RTE	512	3	509
SIP Access Ports	30	0	30
TNS	32760	8309	24451
Traditional Telephones	2348	2072	276
Traditional Trunks	32760	219	32541

## Graphical Representation of CS1000 Media Gateways

MG 1000E 1 - Loop 000 Shelf 0

MGC IP: [REDACTED]

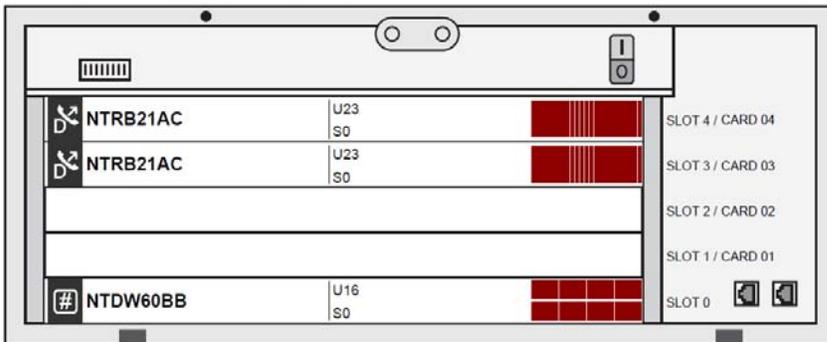


NTDU14 Media Gateway

DSP Ports: 127 Loop Traffic: 1860 CCS

MG 1000E 2 - Loop 000 Shelf 1

MGC IP: [REDACTED]

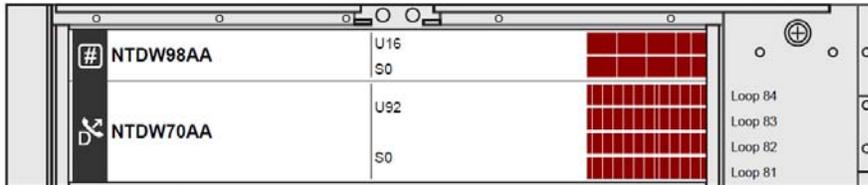


NTDU14 Media Gateway

DSP Ports: 128 Loop Traffic: 1860 CCS

MG 1000E PRI Gateway - Loop 008 Shelf 0

MGC IP: [REDACTED]

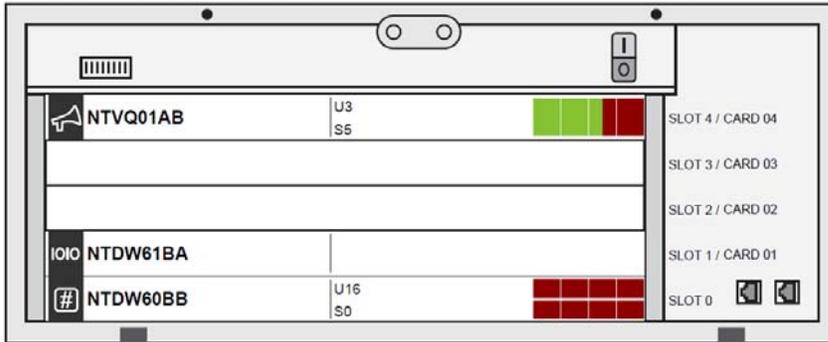


NTDW72 PRI Gateway Chassis

DSP Ports: 96 Loop Traffic: 3240 CCS

**MG 1000E 9 - Loop 016 Shelf 0**

MGC IP: [REDACTED]

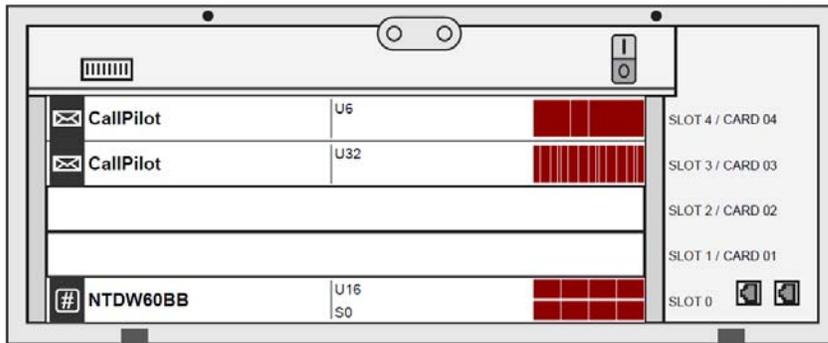


NTDU14 Media Gateway

DSP Ports: 128 Loop Traffic: 570 CCS

**MG 1000E 10 - Loop 016 Shelf 1**

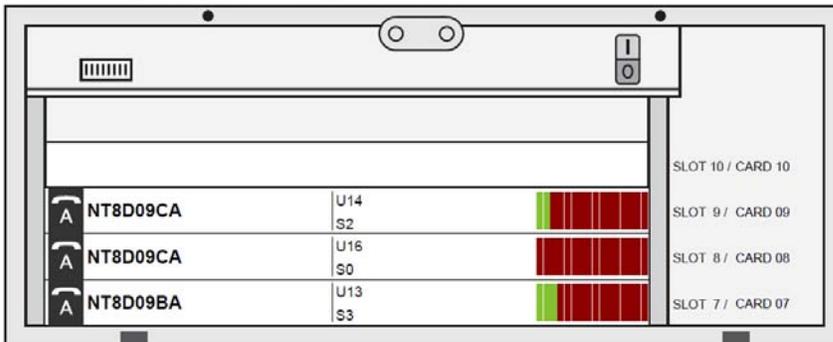
MGC IP: [REDACTED]



NTDU14 Media Gateway

DSP Ports: 128 Loop Traffic: 708 CCS

**MG 1000E Expander 31 - Loop 060 Shelf 0**

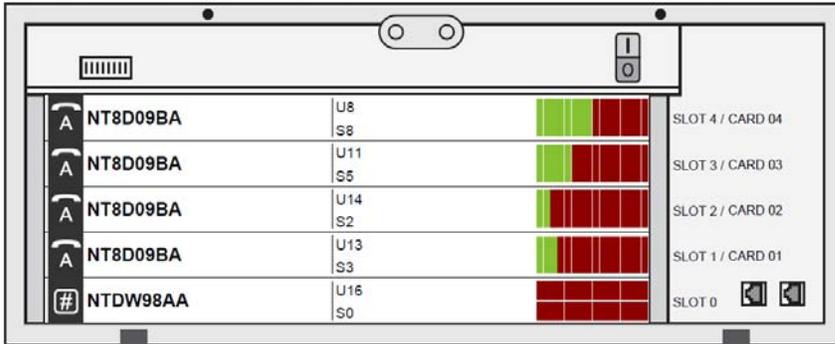


NTDU15 Media Gateway Expansion

Loop Traffic: 258 CCS

**MG 1000E 32 - Loop 060 Shelf 1**

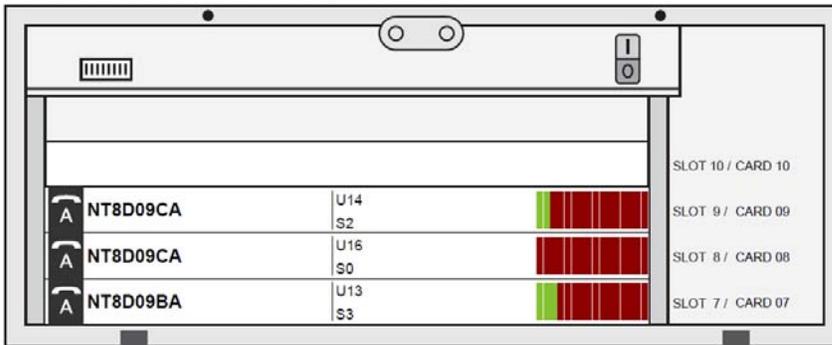
MGC IP: [REDACTED]



NTDU14 Media Gateway

DSP Ports: 128 Loop Traffic: 756 CCS

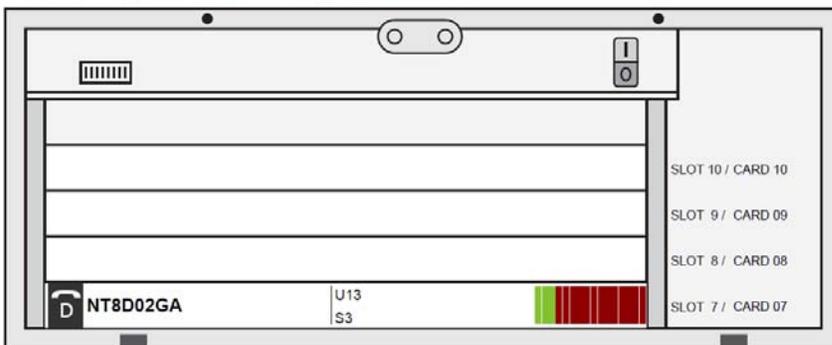
**MG 1000E Expander 31 - Loop 060 Shelf 0**



NTDU15 Media Gateway Expansion

Loop Traffic: 258 CCS

**MG 1000E Expander 32 - Loop 060 Shelf 1**

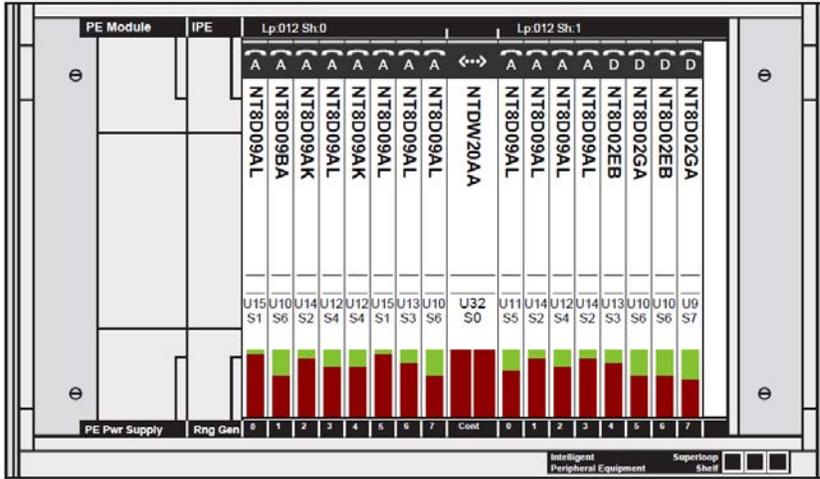


NTDU15 Media Gateway Expansion

Loop Traffic: 78 CCS

**MG XPEC 7/8 Loop 012**

MGX Shelf 0 IP: [REDACTED]  
 MGX Shelf 1 IP: [REDACTED]



**NT8D37 IPE Module** *DSP Ports Shelf 0/1: 192/192 Loop Traffic: 1164 CCS*

**Note:** The configuration of the other MG XPEC shelves is similar to the one graphically represented above.