Central New Mexico Community College  
Purchasing Department  
525 Buena Vista SE / PO Box 4586  
Albuquerque, NM 87106 / 87196-4586

REQUEST FOR PROPOSALS NO: P-270  
TITLE: Voice System Upgrade and/or Replacement

DUE DATE: Monday, May 19, 2008  
TIME: 3:00 PM MDT

BUYER: Charlotte Gensler  
Ph: (505) 224-4546, Fax: (505) 224-4548  
Email: cgensler@cnm.edu

Mandatory Pre-Proposal Meeting and Site Inspection:  
Thursday, May 8, 2008, 9:00 AM MDT at CNM’s Main Campus, Building A, Conference Room # A122.

NUMBER OF RESPONSES REQUIRED: One Original and Six (6) Copies  
PAYMENT TERMS: Net 30 Days

INSTRUCTIONS TO VENDORS
The Central New Mexico Community College (CNM) invites you to submit a proposal for the services specified in this Request for Proposals. Please read carefully all instructions, specifications, terms and conditions. Failure to comply with the instructions, specifications, terms and conditions of this Request for Proposals may result in your proposal being declared non-responsive. The purchase of materials and or services awarded under this Request is subject to CNM's General Terms and Conditions as well as all statements contained in this Request for Proposals. All terms and conditions of the Request for Proposals shall remain unchanged for the duration of any resultant agreement(s) and shall supersede and take precedence over any vendor agreement forms. Additional or different terms proposed by the vendor are hereby rejected unless mutually agreed upon in writing by CNM and the successful offeror(s). The New Mexico criminal law prohibits bribes, gratuities and kickbacks (13-1-28 through 13-1-199, NMSA 1978).

To submit a proposal, provide a type written document responding to the scope of work/services, specifications, and evaluation criteria contained herein. Complete the form labeled “Signature of Firm’s Authorized Representative” and submit it with the original of your proposal. CNM does not desire responses with fancy binders, binding, or sales literature. Instead, vendors' proposals should be organized in a format that promotes the easy and clear evaluation of your proposal. To this end, the organization of your proposal should generally follow the Request for Proposals' organization so that the Request and your proposal can be cross-referenced during the evaluation process. Likewise, information in your proposal should be presented in same order as the pertinent provisions of the Request for Proposals, referencing sections of the Request on any and all attachments that you include with your proposal. Each original proposal must be signed in ink by an authorized representative of your firm; all corrections shall be initialed in ink by person signing the proposal. The contents of the selected proposal may become part of any resultant award. If you wish to offer more than one proposal, clearly label the top as an alternate proposal and submit all responses in the same envelope as the original proposal. Submit the number of copies of your proposal as specified above. Each copy shall include all supporting documentation. Failure to submit the required number of copies may result in your proposal being considered non-responsive.

The completed proposal package must be placed in a sealed envelope and submitted to the above address no later than the time and date specified above. Failure to properly identify this RFP # and Bid Date and Time on the lower left outside corner of your sealed proposal envelope may result in either premature opening of your proposal or failure to open it upon the correct closing date and time.

Note: Any and all clarifications of instructions, specifications, scope, requirements, terms and conditions, insurance, bonds, or proposal preparation, etc. shall be made only by the Buyer listed above. All requests for clarification or exception to instructions, terms and conditions, specifications, requirements, scope, insurance, bonds, or proposal preparation, etc. must be made in writing, addressed to the Buyer listed above, and submitted no later than five (5) days prior to the proposal due date. Technical questions concerning scope of work, CNM's requirements, needs or expectations and the vendor's requirements, needs or expectations must be directed to the technical clarification contact listed above. If a technical clarification contact is not listed above, then all such questions must be directed to the Buyer listed above. If appropriate in CNM's sole judgement, CNM Purchasing may issue a written Amendment or addendum which shall thereafter become part of this Request for Proposals. No oral interpretations shall be binding upon CNM unless reduced to a written amendment issued by CNM Purchasing prior to the proposal due date and time. Your reliance on any such oral interpretations shall be deemed to be unreasonable.
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SECTION A
STANDARD BID TERMS AND CONDITIONS

1. ACCEPTANCE. Equipment and/or Services - Right to reject; specifications. (I) All equipment and/or services furnished will be subject to inspection and testing by buyer and buyer's agents upon arrival and after installation. Any equipment and/or services found by buyer in its sole discretion to be not in accordance with the specifications, drawings, plans, instructions, performance criteria, samples or other description furnished or adopted by buyer for the order or otherwise not in conformance with the terms of the order shall be subject to rejection, return and back charge as appropriate, together with the necessary costs of handling and shipping. Buyer's payment of all or any part of the purchase price prior to such inspection, testing and non-acceptance of the equipment and/or services involved shall not constitute a waiver of any of buyer's rights hereunder.

2. ACKNOWLEDGMENT OF AMENDMENT/ADDENDUM. Bidders shall acknowledge receipt of any amendments/Addenda to this Invitation by identifying the amendment number and date in the space provided on the form labeled “Signature of Firm’s Authorized Representative”.

3. ADDRESSES FOR NOTICES. Any notice required to be given or which may be given under this Invitation or the resultant price agreement shall be in writing and delivered in person or via first class mail to the following address:
   Central New Mexico Community College
   Purchasing Department
   525 Buena Vista, SE
   Albuquerque, NM 87106

4. AWARD OF PROPOSALS. CNM reserves the right to award this proposal based on price and any other evaluation criteria contained herein; to reject any and all proposals or any part thereof, and to accept the proposal that is most advantageous to CNM, taking into consideration the evaluation factors set forth in this Request for Proposals.

5. CANCELLATION. CNM reserves the right to cancel without penalty this Invitation, the resultant price agreement or any portion thereof for unsatisfactory performance, unavailability of funds, or when it is in the best interest of CNM.

6. CHANGES/ALTERATIONS AFTER AWARD. Changes or alterations after the award can only be made if agreed to in writing by CNM.

7. DISCREPANCIES. If any bidder is of the opinion that the bid specifications as written preclude him/her/it from submitting a response to this Invitation to Bid, it is specifically requested that the bidder’s opinion be made known to the Buyer, in writing, at least five (5) days prior to the established bid opening date.

8. ERRORS. CNM is not liable for any errors or misinterpretations made by the vendor responding to this Request for Proposals. No advantage shall be taken by Vendors in the omission of any details. Any misstatements of fact, misrepresentations or errors in the Vendor’s proposal may, at the sole discretion of CNM, be cause for disqualification. Each vendor is responsible for ensuring that all information provided in its proposal is accurate and complete in its entirety.

9. GENERAL TERMS AND CONDITIONS. CNM's General Terms and Conditions are an equal and integral part of this Request for Proposals.

10. WARRANTY. Vendor warrants the goods, materials, supplies or services furnished to be exactly as specified in the order, free from defects in design, labor, materials and manufacture, and to be in compliance with any drawings or specifications incorporated herein and with any samples furnished by vendor. All applicable UCC warranties, express and implied, are incorporated herein and shall be made a part of any resultant price agreement/contract.

11. GOVERNING LAW. This Invitation and the resultant price agreement will be interpreted and governed by the Laws of the State of New Mexico.

12. INVITATION IS ENTIRE AGREEMENT. This Request for Proposals along with its attachments constitutes the entire agreement between the parties with respect to its subject and shall not be modified, altered nor amended in any way except as provided for in this Request for Proposals.

13. INVITATION TERMS PART OF CONTRACT. This Request for Proposals along with its attachments will be considered to be part of the resultant price agreement and or purchase order and is to be incorporated by reference.

14. LATE SUBMISSIONS. Late submissions of proposals will not be considered unless it is determined by CNM that the late receipt was due solely to mishandling by CNM or if the proposal is the only one received. All other late submissions will be returned unopened.

15. MODIFICATIONS. Only modifications received prior to the time specified for the closing will be accepted. No modifications will be accepted following the opening. The Buyer may request technical clarifications of the proposal following the opening.

16. NEW MATERIALS REQUIRED. All materials and equipment delivered and or installed under this Invitation shall be new and be the standard products of a manufacturer regularly engaged in the production of the materials and equipment (unless otherwise specified in the supplementary bid terms and conditions). Where two or more units of the same class of materials and or equipment are required, the units shall be the products of the same manufacturer. Any manufacturer's data supplied with the items will be submitted to CNM's authorized representative.

17. NUMBER FOR PROPOSAL CLARIFICATION. The Vendor should include a local or toll-free number for proposal clarifications. Failure to do so may result in the proposal being declared non-responsive.

18. PAYMENT DISCOUNTS. CNM will take advantage of payment discounts offered whenever possible; however, payment discounts will not be used as a means to determine the highest evaluated offer.

19. PERIOD FOR PROPOSAL ACCEPTANCE. The Vendor agrees, if its proposal is accepted within ninety (90) calendar days of the closing date, to furnish the goods and services at the prices set forth in its proposal, delivered to the designated point(s) within the specified time in the delivery schedule. Failure to comply may result in removal from the bid list. An additional time period may be requested elsewhere in this Request for Proposals.

20. POTENTIAL COSTS UNSPECIFIED. The Vendor shall include in its proposal all goods, material and labor costs that it knows or should know will be required to complete the work under this Request for Proposals including any goods, materials, labor or other costs that are not specifically identified in the specifications of this Request for Proposals.
Proposals. All such costs shall be identified in the proposal and separately stated in the price or pricing proposed in the proposal.

21. **PROPOSAL OPENING.** Proposals will be opened on the due date and time specified on the proposal cover sheet in the Purchasing Department Office. **This is not a public opening and contractors are not invited to attend.**

22. **PUBLIC INFORMATION.** All information, except that marked as confidential, will become public information at the time that the Proposal is awarded. Confidential information must be marked “CONFIDENTIAL” in red letters in the upper right hand corner of the sheets containing the confidential information. Price and information concerning the specifications cannot be considered confidential.

23. **RELEASES.** Upon final payment of the amount due under the terms of the resultant agreement, the successful vendor shall release CNM, its Governing Board, officers and employees from all liabilities, claims and obligations arising from or under the terms of the resultant agreement. The successful vendor agrees not to purport to bind CNM to any obligation not assumed herein by CNM unless CNM has expressly authorized the successful vendor to do so and then only within the strict limits of that authority.

24. **REPORTS AND INFORMATION.** At such times and in such forms as CNM may require, there shall be furnished to CNM such statements, records, reports, data and information, as CNM may request pertaining to matters covered by all resultant agreements to this Request For Proposals.

25. **RESPONSIBLE VENDOR.** CNM reserves the right to conduct any investigations deemed necessary to determine the responsibility of a vendor (i.e., prove that its financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services, construction or items of tangible personal property described in the Request for Proposals). Vendor shall provide audited financial statements if requested by CNM.

26. **RESPONSIVENESS OF PROPOSALS.** Vendors are hereby expressly instructed that all proposals in response to this solicitation shall meet all specifications and requirements of this solicitation.

27. **SEVERABILITY.** If any provision of the resultant agreement is found invalid or unenforceable, the remainder of the resultant price agreement will be enforced to the maximum extent permissible and the legality and enforceability of the other provisions of the resultant agreement will not be affected.

28. **SIGNATURE.** The response must be signed by an authorized representative in order for proposal to be considered responsive. Compete and return the form labeled “Signature of Firm’s Authorized Representative” with proposal response.

29. **STATUS OF VENDOR.** The successful vendor is an independent contractor performing services for CNM and neither he/she nor his/her agents or employees shall, as a result of the resultant agreement, accrue leave, retirement, insurance, bonding authority, use of CNM vehicles, or any other benefits, prerequisites or allowances normally afforded only to employees of CNM. The successful vendor acknowledges that all sums received under the resultant agreement are personally reportable by him/her/her for income, self-employment and other applicable taxes.

30. **SUBCONTRACTORS.** Any work subcontracted by the successful vendor shall require the prior written approval of the subcontractor by CNM.

31. **TAXES.** CNM is exempt from Federal excise taxes and from New Mexico gross receipts taxes on materials, except construction materials used by a contractor. Services are not exempt from gross receipts taxes. Taxes, if any, on services must be included as a separate line item and not included in your base price proposed. Applicable taxes are excluded from the evaluation of the proposal.

32. **TELEGRAPHIC/FACSIMILE SUBMITTALS.** Telegraphic/Facsimile proposal submittals will not be considered. However, proposals may be modified by telegraphic/facsimile notice, provided that the notice is received by the time and date specified for the closing.

33. **TELEGRAPHIC/FACSIMILE BIDS.** Telegraphic/Facsimile bids will not be considered. However, bids may be modified by telegraphic/facsimile notice, provided that the notice is received by the time and date specified for the closing.

34. **WITHDRAWAL OF PROPOSALS.** Proposals may be withdrawn by written notice, telegram or in person by an vendor or an authorized representative any time prior to the award. Proposals requiring proposal security may result in forfeiture of the security if the proposal is withdrawn following the opening.
SECTION B
SUPPLEMENTARY PROPOSAL TERMS AND CONDITIONS

1. ALTERNATE PROPOSALS. The brand names, part and or catalog numbers are used to describe the standard of quality, performance and characteristics desired and are not intended to limit or restrict competition. Alternate proposals will be accepted and considered provided they are equal to and meet all specifications of this Request for Proposals which may include all specifications of the Brand used to identify the quality of the goods and/or services requested. If offering a brand, part or catalog number other than that listed, please indicate items offered and include literature and or technical specifications. Failure to do so may cause offer to be declared non-responsive. CNM reserves the right to make the final determination of whether an alternate proposal is equal. It is the contractor's responsibility to provide, as part of the proposal, descriptive literature and specification information on all alternates offered. If the proposal is not clearly identified as an alternate item, it is understood that the items are offered as specified.

2. AWARDS. CNM reserves the right to make multiple awards of the items, projects and/or sections of this Request for Proposals. Price agreements may be awarded on a unit basis for each individually numbered item to the highest evaluated vendor; or when a group of items have been consolidated for uniformity, it may be necessary to offer on all inclusive items to receive consideration.

3. CLEAN UP. It is the contractor's responsibility that the job site be kept clean and free of rubble while work is performed under the resultant price agreement. Upon completion of the work, all areas shall be cleared of all contractor's equipment, excess materials and rubble, and the site shall be left broom clean. Disposal of any debris shall be to an appropriate disposal site in accordance with any laws applicable to the type of material being disposed.

4. CONFIDENTIALITY. Any information provided to or developed by the successful vendor in the performance of the resultant agreement shall be kept confidential and shall not be made available to any other individual or organization by the successful vendor without prior written approval of CNM.

5. CONTRACT FOR SERVICES. CNM’s purchase order shall be considered the binding agreement/contract. In the event of any inconsistent or incompatible provisions, the purchase order (excluding contractor’s proposal) shall take precedence, followed by the provisions of the Request for Proposals, and then by the terms of the vendor’s proposal.

6. VENDOR GUARANTEE. The vendor shall guarantee all materials, equipment and workmanship furnished and or installed to be free of defects and shall agree to replace solely at his/her expense any and all defective equipment, parts, etc. within a one year period after the date of acceptance of the items and or installation by CNM, unless otherwise agreed to in writing at the time of award.

7. VENDOR SCHEDULE REQUIRED. The vendor shall include a proposed schedule for completion of work under this Request for Proposals. It should contain an itemized break down of all items and projects, including testing dates if applicable.

8. COST ANALYSIS/BREAKDOWN REQUIRED. A cost analysis or cost breakdown of the offered cost is required to be included with proposal submittals. The cost analysis information may be marked as confidential if it includes information the vendor feels is proprietary to the vendor’s operation. The total offered cost cannot be considered confidential.

9. DAMAGE AND SECURITY OF CNM PROPERTY. The successful offeror shall be responsible for all damage to persons or property that occurs as a result of his/her fault or negligence, or that of any of his/her employees, agents and or subcontractors. He/she shall save and keep harmless CNM against all loss, cost, damage, claims, expense or liability in connection with the performance of the resultant price agreement. Any equipment or facilities damaged by the successful vendor's operations shall be repaired and or restored to their original condition at the vendor's expense, including but not limited to cleaning and painting. The successful vendor shall be responsible for security of all his/her equipment and for the protection of work done under the resultant price agreement until final acceptance of the work.

10. DELIVERY. Delivery is an important consideration and may be a factor in determining the award. Please state your earliest delivery date in the space provided on the response form. Delivery to be made to Receiving/Warehousing, Central New Mexico Community College, 901 Buena Vista SE, Albuquerque, NM, 87106, unless otherwise specified.

11. DELIVERY DELAYS. If after award, the contractor becomes aware of possible problems that could result in delay in the agreed-to delivery schedule, the contractor must immediately notify the Buyer or the designated representative. The initial notification of the delay may be verbal with a written confirmation, giving the probable cause and effect with recommendations for alternate action. Nothing in this paragraph will be interpreted as relieving the vendor of his/her contractual obligations. However, failure to notify CNM promptly will be a basis for determining vendor responsibility in an otherwise excusable delay.

12. DISRUPTION OF NORMAL ACTIVITY. All work shall be performed so as not to interfere with normal CNM activities. When it is necessary to disrupt normal activities, the schedule of work and the areas to be affected must be approved by CNM's authorized representative prior to commencement of the work.

13. EMPLOYEE CERTIFICATION. The vendor and all vendor's employees utilized on the work to be performed under this Request for Proposals must have the proper certification(s) and license(s) to comply with State and local requirements connected to this Request for Proposals. The contractor shall use only fully qualified and approved service technicians to perform inspections, service and or repairs under this Request for Proposals.

14. EQUIPMENT REQUIRED. The vendor shall be responsible for supplying and maintaining all equipment and materials necessary to complete the work under this Request for Proposals except as otherwise noted in the Specifications.

15. FINANCIAL STATEMENTS REQUIRED. All vendors are required to submit with their proposal their most recent audited Financial Statements.

16. FORCE MAJEUERE. Neither party to the resultant agreement will be liable to the other for any failure or delay in performance under the resultant agreement due to circumstances beyond its reasonable control including, but not limited to, acts of God, accidents, labor disputes, acts or omissions and defaults of third parties, and official, government or judicial action not the result of negligence of the party failing or late in performing.

17. INSPECTIONS. The successful vendor shall be responsible for securing at his/her expense, all required inspections to comply with Federal, State, and or local regulations governing the work performed under this Request for Proposals. CNM will inspect all work done under this Request for Proposals to verify compliance with specifications contained herein. The successful vendor shall call for all required inspections and have a representative present at all inspections.
INSURANCE REQUIREMENTS. The successful vendor is required to carry insurance meeting the requirements in the Exhibit labeled “INSURANCE REQUIREMENTS” or as noted in the specifications. The successful vendor must submit the Certificate of Insurance to the appropriate Buyer prior to commencing work under the resultant price agreement. Insurance must remain in effect for the entire term of the resultant price agreement and must be extended to coincide with any future price agreement extension. This Request for Proposals Number must appear on the Certificate of Insurance. Note: The successful vendor shall agree to comply with state laws and rules pertaining to workers’ compensation insurance for its employees. If the successful vendor fails to comply with the Workers’ Compensation Act and applicable rules when required to do so, the resultant contract may be canceled effective immediately.

LICENSES/PERMITS/EASEMENTS. The successful vendor shall be responsible for obtaining, at his/her expense, all easements, right-of-ways, accesses, licenses, permits, and utility locations required to perform the work under this Request for Proposals.

NEW MATERIALS REQUIRED. All materials and equipment delivered and or installed under this Request for Proposals shall be new and be the standard products of a manufacturer regularly engaged in the production of the materials and equipment (unless otherwise specified in the supplementary proposal terms and conditions). Where two or more units of the same class of materials and or equipment are required, the units shall be the products of the same manufacturer. Any manufacturer’s data supplied with the items shall be submitted to CNM’s authorized representative.

OPTION TO RENEW. CNM reserves the option to renew the resultant agreement, contingent upon fiscal funding, as provided for within Section 13-1-150 NMSA 1978, if such renewal is found to be in the best interests of CNM. Renewal options will be exercised in increments of one-year terms unless otherwise agreed to by both parties.

OWNERSHIP OF MATERIAL. During the term of the resultant agreement, ownership of all data, material, and documentation originated and prepared by the successful vendor for CNM shall belong exclusively to CNM.

PACKAGING. Packaging of materials shall be suitable to ensure that the materials are received in an undamaged condition. All material returns will be at the contractor’s expense.

PROPOSAL NEGOTIATION. Vendors submitting proposals may be afforded an opportunity for discussion and revision of proposals. Revisions may be permitted after opening and prior to award for the purpose of obtaining best and final offer. Negotiations may be conducted with responsible vendors who submit offers found reasonably likely to be selected for award.

POTENTIAL COSTS-UNSPECIFIED, RENTAL. The vendor shall include as a separate item any unspecified additional cost which may be incurred by CNM as a result of a rental under this Request for Proposals. This may include but should not be limited to responsibility for damages to equipment, excessive wear charges, insurance, etc. Please note that no additional costs will be paid by CNM on rentals under this Request for Proposals unless these potential additional costs have been identified in the original offer.

REFERENCES REQUIRED. Vendor must furnish the minimum number of reference requested herein. Failure to submit the information may result in your proposal being considered non-responsive. Vendor, by furnishing these references, agrees to allow CNM to contact any person or organization listed, and to utilize information obtained in the evaluation of the offer.

REPLACEMENT PARTS. The quality of all replacement parts shall be equal or greater than the quality of the original parts being replaced. All replacement parts shall be new unless otherwise agreed to in writing.

SCHEDULE DELAYS. If after award, the successful vendor becomes aware of possible problems that could result in delay in completion of the work on the agreed-to schedule, the vendor must immediately notify the Buyer or the designated representative. The initial notification of the delay may be verbal with a written confirmation, giving the probable cause and effect, with recommendations for alternate action. Nothing in this paragraph will be interpreted as relieving the contractor of his/her contractual obligations. However, failure to notify CNM promptly will be a basis for determining vendor responsibility in an otherwise excusable delay.

SITE FAMILIARITY. The vendor shall be responsible for thoroughly inspecting the site and work to be done prior to submitting a proposal. The vendor warrants by this submission that he/she has had the opportunity to thoroughly inspect the site and work to be done and that his/her offer includes all costs required to complete the work. The failure of the vendor to be fully informed regarding the requirements of this Request for Proposals will not constitute grounds for any claim, demand for adjustment or the withdrawal of a proposal after the opening.

SITE INSPECTION. The site(s) referenced in this document are available for inspection. Arrangements can be made by calling the contact for Technical Clarification shown on the cover page. Note, vendors shall not consider any comments made by employees of CNM to be modifications to the proposal specifications unless distributed as a written amendment to this proposal by CNM’s Purchasing Department. All requests for clarification must be submitted in writing to CNM’s Purchasing Department to receive consideration. Such requests must be submitted no later than five (5) days prior to the proposal due date.

STATE AND LOCAL ORDINANCES. The successful vendor shall perform work under the resultant price agreement in strict accordance with the latest version of all State and local codes, ordinances, and regulations governing the work involved. All materials and labor necessary to comply with the rules, regulations and ordinances shall be provided by the vendor. Where the drawings and or specifications indicate materials or construction in excess of the code requirements, the drawings and or specifications shall govern. The vendor shall be responsible for the final execution of the work to meet these requirements. In the event of a conflict between various codes and standards, the more stringent shall apply.

SUBMISSIONS OF SAMPLES/DRAWINGS/LITERATURE. It may be necessary to test samples or have demonstrations to make an award. Samples, when required, shall be furnished free of expense to CNM. Returns shall only be made at the Vendor’s request and expense. Samples or descriptive literature should not be submitted unless expressly requested; and, regardless of any attempt by an Vendor to condition the proposal response, unsolicited samples or descriptive literature shall be submitted at the Vendor’s risk.

WORKMANSHIP/COOPERATION. All work shall be done in a neat, workman-like manner using acceptable equipment and methods. The successful vendor will cooperate with CNM and other contractors and coordinate his/her work involving other contractors through CNM’s authorized representative.

EXCLUSIVE RIGHTS. Under no circumstances shall this Agreement be construed or deemed to be a contract whereby CNM grants Contractor exclusive right to furnish CNM its needs or requirements for services described herein.
1. Inspection and Audit. a. CNM may inspect, at any reasonable time, any part of Seller's plant or place of business which is related to performance of this Purchase Order. Acceptance of delivery shall not be considered acceptance of the materials, supplies or services furnished. Final inspection of product and services will be made at the destination. Any testing or inspection procedures required by the specification are in addition to CNM's rights under this paragraph.
   b. The Contractor shall maintain detailed time records which indicate the date, time and nature of services rendered. Contractor shall maintain detailed records of all materials or supplies delivered to CNM under this Purchase Order, including serial numbers and other appropriate identifiers. These records shall be subject to internal and external audit. CNM shall have the right to audit billings both before and after payment. Payment under the resultant Agreement shall not preclude CNM from recovering excessive, erroneous or illegal payments previously made to the Contractor.

2. Warranties. Seller warrants the materials, supplies or services furnished to be exactly as specified in this order, free from defects in Seller's design, labor, materials and manufacture, and to be in compliance with any drawings or specifications incorporated herein and with any samples furnished by Seller. All applicable UCC warranties, express and implied, are incorporated herein.

3. Acceptance and Rejection. If prior to final acceptance, any materials, supplies or service are found to be defective or not as specified, or, if CNM is entitled to revoke acceptance of them, CNM may reject or revoke acceptance, require Seller to correct without charge within a reasonable time, or require delivery at an equitable reduction in price at CNM's option. Seller shall reimburse CNM for all incidental and consequential costs related to unacceptable materials, supplies or service. Notwithstanding final acceptance and payment, Seller shall be liable for latent defects, fraud, or such gross mistakes as amount to fraud. Acceptance of performance shall not waive CNM's right to claim damages for breach.

4. Assignment. This order is assignible by CNM. Except as to any payment due hereunder, this order is not assignible by Seller without written approval of CNM.

5. Changes. CNM's Purchasing department may make changes within the general scope of this order by giving notice to Seller and subsequently confirming such changes in writing. If such changes affect the cost, or the time required for performance of this order, an appropriate equitable adjustment shall be made. No change by Seller shall be recognized without prior written approval of CNM's Purchasing department. Any claim of Seller for an adjustment under this paragraph must be made in writing within thirty (30) days from the date of receipt of Seller's notification of such change, unless CNM waives this condition. Nothing in this paragraph shall excuse Seller from proceeding with performance of the order as changed hereunder.

6. Termination and Delays. CNM, by written notice stating the extent and effective date may terminate this order for convenience in whole or in part, at any time. CNM shall pay Seller as full compensation for performance until such termination: (1) the unit or pro rata order price for the delivered and accepted portion; and (2) a reasonable amount to be approved by CNM, and not otherwise recoverable from other sources by Seller, with respect to the undelivered or unaccepted portion of this order. Provided, however, compensation hereunder shall in no event exceed the total order price. Amount which will be limited to Seller's actual cost and may not include anticipated profits. CNM may terminate this order by written notice in whole or in part for Seller's default if Seller refuses or fails to comply with the provision of this order, or fails to make progress so as to endanger performance and does not cure such failure within a reasonable period of time. In such event, CNM may otherwise secure the materials, supplies or services ordered, and Seller shall be liable for damages suffered by CNM, including incidental and consequential damages.

7. Equal Employment Opportunity. Contractor shall not discriminate with regard to hiring, termination or other incidents of employment on the basis of race, sex, national origin, religion, age or handicap.

8. Indemnification and Insurance. Seller assumes the entire responsibility and liability for losses, expenses, damages, demands and claims in connection with or arising out of any actual or alleged personal injury (including death) and/or damage or destruction to property sustained or alleged to have been sustained in connection with or arising out of the performance of the work by Seller, its agents, employees, subcontractors or consultants, except to the extent of liability arising out of the negligent performance of the work by or willful misconduct of CNM. In any event, CNM's liability shall be subject to the limitations of the New Mexico Tort Claims Act. Seller shall indemnify and hold harmless CNM, its officers, agents, and employees from any and all liability for such losses, expenses, damages, demands, and claims and shall defend any suit or action brought against any or all of them based on any actual or alleged personal injury or damage and shall pay any damage costs and expenses including attorneys fees, in connection with or resulting from such suit or action. Seller agrees that it and its subcontractors will maintain public liability and property damage insurance in reasonable amounts therefor and will maintain workers' compensation coverage covering all employees performing this order.

9. Patent and Copyright Indemnity. Seller shall pay all royalty and license fees relating to deliverables and other items covered hereby. In the event any third party shall claim that the reproduction, manufacture, use, or sale of goods or items covered hereby infringes any copyright, trademark, patent, or other intellectual property rights, Seller shall indemnify and hold CNM harmless from any cost, expense, damage, or loss resulting therefrom.

10. Discounts. Any discount time will not begin until the materials, supplies, or services have been received and accepted and correct invoice received by CNM's Purchasing Department. In the event testing is required, the discount time shall begin upon the completion of the tests.

11. Penalties. The Procurement Code, Section 13-1-28 et seq., imposes civil and criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kickbacks.

12. Title and Delivery. Title to the materials and supplies passed hereunder shall pass to CNM at the F.O.B. point specified subject to the right of CNM to reject upon inspection. For any exception to the delivery date specified, Seller shall give prior notice and obtain approval from CNM's Purchasing Department. Time is of the essence and the order is subject to termination for failure to deliver on time.

13. Payment Charges. Late payment charges shall be paid in the amount and under the conditions stated in Section 13-1-158, NMSA 1978.

14. Other Applicable Laws. Any provision required to be included in a contract of this type by any applicable and valid Executive order, federal, state or local law, ordinance, rule or regulation shall be deemed to be incorporated herein.

15. OSHA Regulations. The contractor shall abide by Federal Occupational Safety and Health Administration (OSHA) regulations and the State of New Mexico Environmental Improvement Board Occupational Health and Safety regulations that apply to the work performed under this contract. ALL PRODUCTS CONTAINING HAZARDOUS SUBSTANCES MUST BE PROPERLY LABELED AND ACCOMPANIED BY MATERIAL SAFETY DATA SHEETS. The contractor shall defend, indemnify and hold CNM free and harmless against any and all claims, loss, liability and expense resulting from any alleged violations of said regulations including but not limited to fines, penalties, judgments, court costs and attorney fees.

16. Debarment/Suspension. In performing the services and/or furnishing the goods specified within this purchase order, the vendor/contractor certifies that it is not suspended, debarred or declared ineligible from entering into contracts with the Executive Branch of the Federal Government, any State agency or local public body; nor is in receipt of a notice of proposed debarment or suspension from the Executive Branch of the Federal Government, any State agency or local public body.

SECTION 2
GOVERNMENT SUBCONTRACT PROVISIONS

If this order is subcontract under a U.S. Government Prime Contract, the applicable clauses listed below are incorporated into, and form a part of, the terms and conditions of this order. In the event of any conflict between the terms and condition of Section 2 and any other provisions of this order the terms and conditions of Section 2 shall prevail. The clauses contained in the following paragraphs of the Federal Acquisition Regulations are incorporated herein by reference. For purposes of this Purchase Order, in the following clauses, the term "contractor" shall mean "this order", the term "contractor*" shall mean "Seller" and the term "Government" and "Contracting Officer" shall mean " CNM" and the "Director of Purchasing," respectively.

The following provisions of the Federal Acquisition Regulations (FAR) apply regardless of the amount of this order:
* Anti-kickback Procedures:
  Buy American Act
  52.222-1
  Contract Work Hours and Safety Standards Act-Overtime Comp.
  52.222-4
  Equal Employment Opportunity
  52.222-26
  Notice to the Government of Labor Disputes
  52.222-1
  Preference of U.S. Flag Air Carriers (For internal air travel)
  52.247-63
  Restriction on Subcontractor Sales to the Government
  52.203-6
  Service Contract Act of 1965 (Reserved)
  52.222-41
  Termination for Convenience of Government
  (Education and other Nonprofit Institutions)
  52.249.5(a)(f)

CNM reserves all administrative, contractual, and legal remedies against Seller in case of any breaches of the contract.

* On contracts funded by federal grants, only the Special Terms and Conditions clauses identified by the asterisk (*) are incorporated into this contract.
SECTION D: SCOPE OF WORK AND SPECIFICATIONS FOR PROPOSAL # P-270

SCOPE OF SERVICES:

Central New Mexico Community College (CNM), formerly Albuquerque Technical Vocational Institute (CNM), is soliciting proposals for a Voice Communications Solution to upgrade or replace the college’s existing telephone system. The proposal will also solicit support services including delivery, setup installation and configuration as well as staff training and ongoing technical support maintenance and services.

The intent is to select a turn-key solution that will serve the initial needs documented below and provide for future growth. The proposed solutions shall include all design documents, software necessary to support all the required functionality and all support services including delivery, installation and configuration, staff training, ongoing technical support, maintenance and services. This initiative will take several years to complete. CNM reserves the right to make award with the option to renew the resultant agreement, contingent upon fiscal funding and/or contractor performance, as provided for within Section 13-1-150 NMSA 1978, if such renewal is found to be in the best interests of CNM. The term of the resultant agreement arising from this Request for Proposals shall be for an initial term of one (1) year. Renewal options, if exercised, will be exercised in increments of one (1) year terms for up to seven (7) additional one (1) year terms. CNM reserves the right to make multiple awards of the items, projects and/or sections of this Invitation. Price agreements may be awarded on a unit basis for each individually numbered item to the lowest responsible bidder; or when a group of items have been consolidated for uniformity, it may be necessary to bid all inclusive items to receive consideration.

Purpose of this Request for Proposals

The purpose of this Request for Proposals (RFP) is to select a qualified contractor on a competitive basis who will provide a complete Voice Communications Solution to CNM that will leverage CNM’s existing Voice equipment and services with current Voice System technologies using CNM’s TCP/IP based network and cable plant as a common transport technology.

Current Environment:

CNM is the largest community college in the State of New Mexico, providing year-round instruction. CNM has an enrollment of approximately 25,000 students in both the fall and spring semesters and approximately 14,000 students in the summer term. CNM serves its students through the following five instructional locations: Main Campus, Joseph M. Montoya Campus, South Valley Campus, Westside Facility, and Work Force Training Center, as well as through on-line distance learning and hybrid instruction. The college offers associate degrees and certificates in a variety of subject areas. CNM’s current Voice System environment is based on Avaya’s Definity G3r TDM platform. CNM currently has a substantial investment in Avaya equipment, software, capabilities and knowledge as well as a high degree of confidence in the overall performance and reliability of its existing Voice System. CNM’s network environment is comprised of Cisco equipment running on a Gigabit core with 10Mbps half duplex to 100Mbps full duplex connections to the desktop. Cable plant limitations prevent 100Mbps full duplex connections in many areas. An initiative is currently underway to upgrade outdated building cable plants. This initiative will take several years to complete and is an important consideration for Voice System deployment. Scalable Wide Area Network connectivity between campuses is currently provided by Qwest Communications. Complete descriptions of CNM’s current Technology Environment including support staff and relevant IT processes are provided in Exhibits “A” through “H”.

Future Environment:

CNM has identified the following services, functions, and initiatives that are actively being considered for implementation, replacement or substantial modification. The listed components are either closely related or may have potential impacts to the Voice System implementation and possibly require some degree of integration. Proposals shall address how these items can be integrated into their solutions and identify any limitations or impacts that may result from the implementation of their solution.

- Implementation of speech recognition to enhance voice services.
- Student Services Call Center Operations Assessment.
- Implementation of Network Access Control (NAC) solution.
- Implementation of Microsoft’s Identity Lifecycle Manager (ILM) product to enable user authentication across multiple platforms.
- Continued expansion of CNM’s 802.11b/g wireless network environment.
- CNM is currently in the process of upgrading building cable plants to meet or exceed Category 6 requirements and address cooling, power and other limitations that inherent in its existing facilities; however this initiative will take several years to complete.
CNM is open to other related features or services that may be of potential benefit to CNM’s business or instructional missions and will consider these as options to the primary proposal.

**Instructions to Offerors**

The successful vendor will propose a Voice Communications Solution that meets the criteria identified by CNM’s Information Technology Services (ITS) department. The vendor will be responsible for the technical accuracy of the implementation, identifying the impacts of the proposed solution to the current technical environment as well as the impacts to ITS’s technical staff responsible for the administration and support of the proposed solution as described herein and in the related Exhibits. Requirements have been identified as MANDATORY or as DESIRED. A compliance statement by the vendor is required on each point. Bidders may be deemed non-responsive if offering other than full compliance to MANDATORY requirements. A mandatory pre-proposal meeting as well as a site(s) inspection will be conducted to further address any additional questions.

**Goals and Objectives**

Central New Mexico Community College seeks to upgrade or replace the college’s existing Avaya Voice Communications (telephone) System to meet current technology and industry standards in order to support anticipated institutional growth over the next several years. CNM desires to incorporate technological advances that will allow the college to take advantage of new features and services that offer significant improvements in CNM’s use of voice services for improved customer service and instruction as detailed herein. CNM’s existing Voice System is heavily relied upon as CNM’s primary means of both internal and external communications for all campuses 24 hours per day, 7 days per week, and 365 days per year. Over the past 10 year period CNM’s voice system has exceeded 99.999% average reliability. This has been accomplished with infrequent and minimal scheduled downtime for maintenance as well as minimal investment in maintenance. Performance and quality of service of CNM’s existing Voice System has also proven to be exceptional. The current system provides the CNM community with a significant range of functionality that has come to be expected in today’s business environment. At a minimum, for any proposal to be considered as a viable Voice Communication Solution it must be demonstrated to be capable of meeting or exceeding the reliability, performance and functionality of CNM’s existing Voice System. Complete and specific details describing the existing phone system including all hardware and software components as well as features and current configurations are provided in Exhibit “A”.

In addition to these baseline requirements CNM seeks to achieve the following specific goals and objectives as a result of the Voice System Upgrade:

1. **Voice Communication System**

   1.1 MANDATORY – The proposed solution shall upgrade or replace all existing voice related equipment, software and services currently in production to the most current production release/s available - CNM intends to retain and upgrade all existing voice services, features and functionality as defined in Exhibit “A” or their equivalents as determined by CNM. Turn-key implementation of the upgrade must be closely planned and coordinated with CNM ITS staff and conducted in a manner to ensure absolute minimal downtime. A back out procedure that is approved by CNM ITS staff is to be included as part of the implementation plan. Thorough testing of the implementation plan and all related equipment will be required prior to the actual implementation.

   1.2 MANDATORY – Enable Voice System services capability over CNM’s existing TCP/IP network and implement voice services over CNM’s TCP/IP network wherever such services can be deployed without degradation of the level and quality of service that is currently established today – CNM will consider implementation of VOIP telephony services at locations where it can be demonstrated to be deployable without degradation of the current level and quality of service that users of CNM’s Voice System experience today. In addition VOIP deployments shall be evaluated based on a comprehensive assessment of the Total Cost of Ownership that includes installation, support and maintenance of all underlying equipment and facilities improvements necessary to meet or exceed the current level and quality of service that is experienced today as determined by CNM. In the event that a total VOIP solution can not be provided CNM will consider options involving hybrid Voice Systems. In order to be considered an acceptable solution, hybrid solutions must be demonstrated to seamlessly coexist with all existing analog and digital services and equipment that remain in production. It is highly desired that any and all VOIP telephony devices, equipment, features and services that are deployed in a hybrid environment be integrated into a single administrative interface as defined in Section 1.7, Under Goals and Objectives. Hybrid solutions shall provide for a long term single point of contact that is responsible for all maintenance and support related issues for both new and legacy components. Proposals for hybrid systems shall include realistic migration plans that provide a phased approach to implementation of a pedigree solution and include direct and indirect costs that are associated with achieving the planned pedigree solution.

   1.3 MANDATORY – Replace/Upgrade any existing legacy equipment, software and services that are non-compliant with the upgraded components – Proposals shall identify all legacy components that may
consist of equipment, software and services that are not compliant, supportable or serviceable as part of the proposed solution. All such components shall be replaced or upgraded as part of the proposed solution. In order to be considered as a viable solution, proposals shall include the costs of all legacy component replacements and upgrades.

1.4 MANDATORY – Retain legacy equipment, software and services that are compliant with the upgraded components and can be incorporated into a long term support model – Project constraints may require the retention of some legacy equipment, software and services that can be seamlessly integrated into a hybrid solution as defined in Section 1.2, Under Goals and Objectives.

1.5 MANDATORY – Evaluate the current dial plan, communications circuits, and other underlying infrastructure components – Voice System implementation shall require a comprehensive evaluation of the current dial plan, communications circuits, and other underlying infrastructure components as it relates to the goals and objectives of the Voice Systems Upgrade Project.

1.6 MANDATORY – Develop and establish a migration plan for any legacy equipment, software and services incorporated into a hybrid solution due to existing infrastructure, technology, budget or other project limitations – CNM’s acceptance of a hybrid solution requires the development of a comprehensive, phased migration plan to achieve an acceptable pedigree solution that includes associated costs, procedures and resources. The migration plan shall be developed in partnership with CNM incorporating a thorough understanding of CNM’s needs and constraints.

1.7 MANDATORY – Establish a comprehensive annual Voice System maintenance and support plan for both new and legacy components – CNM requires a comprehensive support and maintenance plan for the proposed solution. The support and maintenance plan shall provide coverage and serve as a single point of contact for all new and legacy components comprising CNM’s Voice System. The plan shall include at a minimum provisions for incident response; problem management; component repair and replacement; software and firmware patches, fixes and updates; as well as problem resolution between multiple vendor’s products that may comprise a hybrid solution. Support shall also include provisions for technical and engineering services to provide Voice System related assistance and consulting as needed based on fixed hourly rates.

1.8 DESIRED – Consolidate all administrative utilities into a single management interface – CNM highly desires a consolidated management interface for all administrative utilities, functions and features that comprise the proposed Voice System including hybrid solutions. All administrative utilities shall be accessible from a single non-dedicated terminal providing an interactive and intuitive Graphical User Environment (GUI) and accessible from multiple campus locations.

1.9 MANDATORY – Provide remote administrative capabilities via CNM’s Ethernet network for technician access in the field – CNM requires remote administrative capability of all administrative functions described in Section 1.8, Under Goals and Objectives. CNM prefers that this be accomplished through a secure web interface that does not require the installation of client software.

1.10 MANDATORY – Provide comprehensive training for all technical staff and appropriate training for end users – All proposals shall include comprehensive training for all CNM technical support staff as well as appropriate training for end users.

1.10.1 Administrative Training for CNM Technical Staff – Training shall at a minimum enable CNM’s technical staff to proficiently administer and maintain the proposed Voice Solution without degradation of the current level and quality of service that is experienced by end-users of the current system. All training shall occur in conjunction with the implementation of the proposed Voice System solution. Exhibit “F” details CNM’s Voice System Support Staff.

1.10.2 Training for CNM Voice System End-Users – To achieve maximum benefit and return on investment of Voice System features, functions and capabilities CNM requires end-user training. At a minimum training must enable end-users to proficiently use the Voice System features and functions that are required to perform their daily work related tasks so as not to impact CNM’s business processes or the level and quality of service that CNM’s customers experience today. It is expected that different classes of users such as receptionists, switchboard operators, support staff and instructors require appropriate levels of training to perform their job functions. In addition all end-users shall be made aware of new features and functionality that may be of benefit to them. Supplemental training for end-users wishing to learn how to use new features and functionality shall be made available. Self-paced
1.11 MANDATORY – Enterprise consolidation of all product licensing – Product licensing for proposed Voice System solutions shall be applied to CNM as a whole and without distinction to geographic locations or applied to specific pieces of equipment. CNM requires the ability to transfer licensing on demand to where it is needed throughout the enterprise not to exceed total license counts for any feature or function.

1.12 MANDATORY – Provide a survivability solution in the event of equipment failure at Main Campus – CNM requires a geographically remote survivability solution to be housed at CNM's Westside Instructional Facility located at 10549, Universe Blvd. NW. The intent of the survivability solution is to provide basic and essential voice services in the event of a disaster or equipment failure at the primary location.

1.13 MANDATORY – Capability to provision each employee with a dedicated phone number with automatic routing to a corresponding voice mailbox with a voice message alert indicator - Many of CNM’s faculty currently share phones and office phone numbers primarily due to licensing constraints and limitations of the existing dial plan. Recent changes were made to provide individual faculty members that share phones with private voice mailboxes. However it was not possible to provide a mechanism that allowed callers to automatically route to the appropriate voicemail box if the office number is not answered. For these installations there is also no capability to provide notification that a voice message has been received.

1.14 DESIRED – Provide voice message, email and FAX integration with CNM’s current Microsoft Exchange environment – CNM desires integration of voice messaging, email and FAX services with its current Microsoft Exchange environment.

1.15 DESIRED – Provide automated account creation, maintenance and directory synchronization with CNM’s Microsoft Active Directory or SunGard Banner supported LDAP environments – CNM desires automated account creation, maintenance and directory synchronization for Voice System users and accounts. CNM maintains two major directory environments, Microsoft’s Active Directory and SunGard’s Banner support LDAP. CNM seeks to utilize one of these directories as the primary data source for all Voice System account creation and maintenance activities. Basic Voice System account creation processes would be initiated as new employees are added to the overlying directory through CNM’s existing administrative processes. Account maintenance activities would be activated in a similar fashion for employee moves and transfers. In addition, Voice System related account information such as departmental and employee phone numbers and locations would be automatically updated to the overlying directory as this information is assigned.

1.16 DESIRED – Integration with CNM’s existing NetApps storage and backup environment – CNM prefers that the proposed solution utilize CNM’s existing storage and backup environment. CNM maintains an enterprise NetApps storage and backup environment that is the preferred location for storage of all records of business related communications, transactions and system configurations. CNM’s storage environment provides automated backup, recovery, and archival of all institutional data. Solutions that can not be integrated into CNM’s storage environment shall also provide automated backup, recovery, and archival capabilities.

1.17 MANDATORY – Provide comprehensive reporting and analysis tools for Voice System event logging and tracking of inbound and outbound call history – CNM requires comprehensive tools to capture, analyze and report Voice System events including both inbound and outbound call history. These tools shall be accessed through the management interface described in section 1.8, Under Goals and Objectives, and usable through an interactive and intuitive Graphical User Environment.

1.18 MANDATORY – E-911- CNM requires a Voice System that is fully compliant with E-911 requirements as applicable to a large community college environment. Proposals shall describe how their solution will meet or exceed all applicable E-911 and include any limitations, administrative requirements, associated costs, and recommended approach to implementation.

1.19 Desired – Speech Recognition - CNM is actively considering implementation of speech recognition services as part of an interactive voice directory service and for integration with its existing call center Automatic Call Distribution (ACD) menu system. CNM is also evaluating the possible incorporation of speech recognition applications student recruitment, retention and market activities.
2 Engineering & Design Services:
CNM seeks to establish a partnership with a qualified Voice System engineering and design contractor that will provide engineering and design services for the initial upgrade implementation as well as to develop solutions as future requirements are determined based on the needs of the college and changes in technology. The requirements for Engineering and Design Services are defined in the Scope of Work, Section 2.1, “Engineering and Design Services Qualifications”.

2.1 MANDATORY – Engineering and Design Services Qualifications – Qualified contractors providing engineering and design services for CNM’s Voice System Upgrade project shall be a fully certified partner and integrator of the manufacture of the proposed solution meeting all manufacture’s requirements for implementation and support of a Voice System project described by this request for proposal. All design, engineering and resulting installations must meet or exceed any and all manufacture’s requirements for manufacture’s product warranty and maintenance and support. In addition contractors must provide qualifications demonstrating their ability to provide manufacture supportable and baseline integration with existing Voice System components such as those that may comprise a hybrid solution as well as services that will require integration such as Microsoft Active Directory, Cisco Systems, SunGard Banner, and other components impacted by the proposed solution.

2.2 MANDATORY – Voice System Upgrade Project Engineering and Design Services Requirements – The Voice Systems Upgrade will require at a minimum one senior engineer that is dedicated full time to the project and that meets the qualifications described in Section 2.1, “Engineering and Design Services Qualifications”.

2.3 MANDATORY – Additional Engineering and Design Services - In addition to the initial Voice System Upgrade Project CNM seeks to establish a partnership with a qualified Voice System engineering and design contractor that will provide engineering and design services for future Voice System related projects and solutions as required based on the needs of the college and changes in technology.

3 Project Management:
CNM seeks to establish a partnership with a qualified Voice System contractor that will provide project management services for the Voice System implementation and as required by future requirements as determined based on the needs of the college and changes in technology. The requirements for Project Management are defined in the Scope of Work, Section 3.1, “Project Management Qualifications”.

3.1 MANDATORY – Project Management Qualifications – Qualified contractors providing project management for CNM’s Voice Systems Upgrade Project shall be a fully certified partner and integrator of the manufacture of the proposed solution meeting all manufacture’s requirements for implementation and support of a Voice System project described by this request for proposal. In addition contractors must provide qualifications demonstrating their experience and ability to perform Voice System projects of similar scope and integration complexity.

3.2 MANDATORY – Voice System Upgrade Project, Project Management Requirements – The Voice Systems Upgrade will require at a minimum one Project Manager that is dedicated full time to the project and that meets the qualifications described in section 3.1, “Project Management Qualifications”. All project management shall be performed in full partnership and collaboration with CNM’s ITS staff. CNM will appoint a dedicated project lead that will work closely with the project manager, serving as liaison and primary point of contact for the duration of the project.

3.3 MANDATORY – Project Management Framework – CNM’s ITS department follows a project management framework that is outlined in Exhibit “G”, ITS Project Management Framework. CNM requires the contractor to adhere to the project management process as defined in Exhibit “G”.

3.4 MANDATORY – Additional Project Management Services - In addition to the initial Voice System Project CNM seeks to establish a partnership with a qualified Voice System project management contractor that will provide project management for future Voice System related projects and solutions as required based on the needs of the college and changes in technology.

4 Installation Services:
CNM seeks to establish a partnership with a qualified Voice System contractor that will provide turn-key installation for the initial upgrade implementation and possible future projects as determined based on the needs of the college and changes in technology. The requirements for Installation Services are defined in Scope of Work, Section 4.1 “Installation Services Qualifications”.

4.1 **MANDATORY – Installation Services Qualifications** – Qualified contractors providing installation services for CNM’s Voice Systems Upgrade Project shall be a fully certified partner and integrator of the manufacture of the proposed solution meeting all manufacture’s requirements for implementation and support of a Voice System project described by this request for proposal.

4.2 **MANDATORY – Voice Systems Upgrade Project, Installation Services Requirements** – CNM recognizes the Voice Systems Upgrade Project as a critical service implementation with a high degree of potential to adversely impact CNM’s business and instructional operations. As such CNM requires adherence to the project management terms and processes as defined in Section 3.3 and Exhibit “G”. It is also required that the contractor follow CNM’s Change Management process as defined in Exhibit “H, Change Management. All project phases must be done with close coordination with CNM’s ITS staff and following all review procedures as identified in Exhibit “G” in order to avoid project delays and impacts to production services.

4.3 **MANDATORY – Additional Installation Services** - In addition to the initial Voice System Upgrade Project, CNM seeks to establish a partnership with a qualified Voice System installation services contractor that can perform installations for future Voice System related projects and components as required based on the needs of the college and changes in technology.

5 **Voice System Components:**
CNM seeks to establish a price agreement for all Voice System Components that comprise the proposed Voice System solution. This includes optional components and additional product licensing offered by the manufacturer that CNM may choose to implement in the future. All components comprising an acceptable Voice System solution must be fully supported by the manufacturer and qualify for inclusion in the comprehensive Voice System maintenance and support plan as identified in Section 1.7, Under Goals and Objectives. All components included in the proposed Voice System solution must be capable of full and seamless integration with related network, directory, cable plant and other CNM in-house components. Acceptable hybrid solutions must be 100% compatible with any existing legacy equipment that will remain as part of the proposed solution.

**Acronyms & Definitions:**
For the purposes of this Request For Proposal CNM defines the following terms as follows:

ACD: Automatic Call Distribution. Avaya’s term for rule sets used to configure ACD Agents for Definity class communications servers. ACD Agents provide for automated call handling.

Additional: Features, services, equipment and functionality that is not specifically requested in this RFP.

Baseline: An application or system that is 100% compliant to the manufacturer’s support model and does not include customized components, including programming code, that can not be supported by the manufacturer,

Current: The state of CNM’s environment upon the original release date of this RFP.

Component: Components include all features, functions, hardware, software and services that comprise a given system or solution.

Contractor: The vendor or proposed vendor that is to be engaged by CNM to provide a service.

Enhanced Feature: A capability of a product or solution that as intended and/or advertised by the manufacturer.

Function: A capability or process required by the end-user.

Hybrid: A Hybrid System is any VOIP solution in which existing analog and or digital phone equipment remain in production as part of an integrated system with elements of VOIP technology.
Legacy: Voice Communications System equipment that exists in CNM’s current environment.

Pedigree: A VOIP solution that is provided by a single manufacturer or certified partners of the primary manufacture that does not contain any legacy elements.

SAN: Storage Area Network

Telephony: Services and functionality that are associated with VOIP technology and may be integrated with other open systems applications.

Turn-key: An implementation in which the vendor provides all required components and complete implementation services to include project management, design, planning, testing, implementation and training while closely coordinating all activities with CNM’s ITS designated staff.

VOIP: Voice Over Internet Protocol

VCS: Voice Communications Solution

Voice System: All related services and components that comprise an integrated solution as requested in this RFP.

General Requirements of the Successful Vendor:

- **Mandatory Pre-Proposal Meeting and Site Inspection:** CNM’s ITS department will conduct a mandatory pre-proposal meeting and site inspection to address questions regarding each site as well as any general questions related to the proposed implementation on **Thursday, May 8, 2008 at 9:00 AM MDT CNM’s Main Campus, Building A, Conference Room # A122.**

- **Contact:** CNM’s Purchasing department will be the single point of contact for all vendor questions during the RFP process. Upon awarding of the contract ITS’s Project Manager will become the single point of contact for implementation.

- **Documentation and Communication Requirements:** All documentation for the project shall be provided in duplicate, using Microsoft Office Products format (Word, Excel, PowerPoint, Visio, Project) or editable Adobe PDF format. Note that all documentation shall become the property of ITS and CNM retains the right to modify all documentation.

- **Proposals:** Technical and Cost proposals must be submitted in separate, sealed and labeled envelopes. Note: no cost information is to be included in the Respondent’s Technical Proposal. The Technical and Cost Proposal envelopes should be submitted in a single sealed package/envelop.

- **Project Management:** The contractor’s engineering design personnel will work full time with the CNM project team during the development, implementation and deployment of the proposed solution. This will require at a minimum, one project manager, and one senior engineer dedicated full time for the duration of the project.

- **Support (Implementation and Phone):** Technical and phone support must be offered at a minimum from Monday through Friday, 8:00 A.M. to 5:00 P.M., Mountain Time. Products/services must be supported with a minimum one calendar year warranty with the option to renew support on an annual basis. Offerors must provide service agreement terms and conditions. If more than one level of service agreement is offered, information and pricing for all levels of service agreements must be provided.

- **Training:** Respondents shall list all training recommended in the proposed solution as well as any additional training packages necessary to train ITS technical support staff to ensure optimum performance. Training may be on-site, at the Respondent’s site, or at a remote location. Training must be hands on and shall cover all configuration issues necessary for CNM to manage the Respondent’s proposed implementation.

- **Hardware & Software:** If the proposed solution requires software and/or hardware installed at CNM facilities, the Vendor must maintain compliance with current upgrades, patches, and releases of the operating system and hardware platform that the software is installed upon.
• **CNM’s IT Infrastructure:** The proposed system must work within CNM’s current infrastructure as described in Exhibit E. The proposed system cannot require the infrastructure to be modified. The solution shall be able to function using TCP/IP in a routed environment with multiple subnets, security levels, and firewalls. CNM desires the proposed solution to integrate with Microsoft Active Directory.

• **Project Completion** The project will be deemed complete when all current, enhanced and additional Voice System services acquired through this RFP are upgraded and are fully functional and completely operational according to manufacturer’s specifications and the deliverables identified in the proposal. In addition project completion will require sign off from CNM’s ITS IT Infrastructure Manager and contractor Project Manager.

**Terms**
The Respondents assume full responsibility for their proposed solution meeting or exceeding the criteria set forth in this statement of work.

Installation and configuration; The successful Respondent shall provide a written estimate of the total hours required and approximate delivery date to complete the installation and configuration to a point where CNM staff and consultants can test connectivity and begin developing migration planning and testing. Testing includes the proposed solutions connectivity to CNM’s network and servers, population of a test environment and secure access.

Ongoing Maintenance and Support Requirements: The fundamental requirement is that CNM have a level of support that will allow mission critical 24X7 services. A one-year price agreement shall be awarded with the option to renew for four (4) additional years in one-year increments contingent upon funding and performance.

At a minimum, technical support must be available via a toll free number for any technical issues to help CNM staff in problem resolution.

Respondents must provide service agreement terms and conditions. If more than one level of service agreement is offered, information for all levels of service agreements must be provided.

Respondents must state the locations in New Mexico where they have technicians who are certified to install and maintain proposed software. Respondents shall identify the number of technicians by location as well as their qualifications to implement and support the proposed implementation. Copies of training and certification are required for validation of credentials.

Respondents must state their minimum on site guaranteed response times to major outages.

Respondents must state the duration of warranties proposed with equipment (both hardware and software), any proposed warranties must be a minimum of ninety 90 days.

**DISCREPENCIES:**
Should any interested vendor find discrepancies in any part of the listed specifications or the terms and conditions. Or find any part of the listed specification or terms and conditions to be incomplete or otherwise questionable in any respect, such vendor shall immediately call such matters to the attention of the Buyer, in writing, 5 DAYS prior to the established opening date.

**Proposal Format:**
An evaluation committee shall evaluate proposals based on the weighted criteria listed below. Final rankings will be based upon an average tabulation of all individual committee member rankings. Interviews may be conducted with the top Respondent(s).

Information and/or factors gathered during interviews, negotiations, and any reference checks, in addition to the evaluation criteria rankings, shall be utilized in the final award decisions. References may or may not be reviewed at the discretion of CNM. CNM reserves the right to contact references other than, and/or in addition to, those furnished by a Respondent.

Proposal submittals shall completely address each of the following evaluation criteria in the order presented, elaborating on all responses where possible, single-sided, 8 ½ x 11 pages (excluding exhibits, samples, or other attachments) in a font no smaller than 12 points. Number each Page ___ of (total pages), and include your firm’s name. Total number of pages must not exceed 60 pages. Note: Any cost incurred by the Respondent in preparation, transmittal, or presentation of any proposal or material submitted in response to the RFP shall be borne solely by the Respondent. One original and 6 copies of the proposal shall be prepared and submitted in such form as set forth in this RFP inside a 3-ring binder or bound binder.

Respondents are expected to examine the proposed work and the provisions of this RFP prior to submitting a proposal. The contents of this RFP and the proposal will be incorporated into the contract to be entered into between CNM and the successful contractor.
Emphasis should be on completeness, clarity and on a straightforward description of how the respondent will accomplish the tasks in the RFP.

To expedite and simplify proposal evaluation and to ensure that each proposal receives the same orderly review, all proposals shall adhere to the format described in this section. Proposals shall contain all the elements of the information. Each respondent must submit a proposal in accordance with the specifications. Respondents may suggest variations on the specifications as an additional component of their proposals however; Respondents are responsible for clearly identifying suggested variation and supporting documentation.

Proposal format using the following content sections are required, labeled and in order as listed, although any appropriate additional sections (directly related to the proposal) may be included as well.

Response Format

- Table of Contents (with page numbers)
- Proposed Solution
  - Complete parts list (All required hardware & software components)
  - Detailed environmental requirements – cooling, foot-print and power include type and number of receptacles (for example: L-5 30amp)
  - Provide a topology of proposed solution. Include how the proposed solution will interface with the existing CNM network and how all Voice System components interface with each other – Visio diagrams are preferred.
  - Provide CNM with required or recommended network configurations to support your solution. Include the type and number of network ports required, VLANS, redundancy/fault tolerance, and type of traffic generated by your solution.
  - Provide CNM with minimum required recommended local and wide area bandwidth for your solution.
  - Include any additional comments that are deemed appropriate
  - Proposed timeline/roadmap for the implementation
  - Delivery requirements

- 1.0 Business Criteria Points (15)
- 2.0 Technical Requirements Criteria Points (35)
- 3.0 Performance Requirements Criteria Points (20)
- 4.0 Support & Service Requirements Criteria Points (15)

(Submit separately in sealed envelope)

- 6.0 Economy and price. Points (15)

Total Evaluation Criteria Points Points 100

Business Criteria - Points (15)

1. Provide a brief narrative describing the history of your firm. Identify the number of employees in your firm, the organizational structure, the location of staff, the ownership and if the company has ever filed bankruptcy, been in loan default, or if there are any pending liens, claims or lawsuits against the firm. Is your company currently or in the past done business under any other name?

2. Has your firm had a contract terminated for default in the last five years? Termination for default is defined as notice to stop performance due to the Respondents’ non-performance or poor performance or if the issue of performance was either (a) not litigated due to inaction on the part of the Proposer, or (b) litigated and such litigation determined that the Proposer was in default. Submit full details of their terms for default including the other parties’ name, address, and telephone number. Present the Respondent’s position on the matter.

3. State experience that indicates the qualifications of the Respondent to provide the goods and the services as requested in this RFP.

4. Major account references - The Voice Communications System is a high-profile technology project for CNM, and a successful implementation is critical. Therefore, the VCS platform must have major account references of similar size and scope. Provide references for similar work performed. Be sure to include any references for higher education clients.
5. Minimum 10% market share in Voice Systems categories - The VCS is a critical component of CNM’s enterprise infrastructure and must interoperate well with many other software and hardware products. Therefore, CNM will only consider a VCS platform from a vendor with at least 10% market share in Voice Systems. Describe how your proposed solution meets this criterion.

6. Proven solution, installed and working in over 100 similar environments - CNM requires that the technology used in the VCS be proven and installed in over 100 environments with similar size and scope to ensure reliability and supportability of the VCS. Describe how your proposed solution meets this requirement.

**Technical Requirements Criteria – Points (35)**

7. **System Integration** - Please describe how the proposed solution addresses the integration of all major Voice System components and related supporting components. CNM requires that all proposed solutions be based on a single manufacturer’s product line in order to ensure product compatibility and to minimize ongoing support costs. Therefore proposals comprised of major components of multiple manufacturer’s are considered unacceptable.

8. **Network Integration** - Please describe how the proposed solution addresses the integration of the proposed solution with CNM’s existing network infrastructure. All deficiencies and changes that may be required or recommended in existing network environment including but not limited to network hardware and software components, network and network related equipment configurations, software, cabling, Power Over Ethernet (POE) and other related items shall be clearly identified.

9. **Facilities Integration** - Please describe how the proposed solution addresses the integration of the proposed solution with CNM’s existing building facilities infrastructure. All deficiencies and changes that may be required or recommended in existing facilities infrastructure including but not limited to spatial constraints, electrical power, environmental factors such as cooling and humidity and structural concerns shall be clearly identified.

10. **Included Components** - The proposed solution must include all components including but not limited to hardware, software, services and support that is necessary to provide all of the proposed functionality. Please identify and describe in detail all items that are included in the proposed solution as well as those items that are optional.

11. **Infrastructure** - Identify and describe the minimum hardware requirements in addition to recommended hardware for optimum system performance. The respondent shall also comment on operating systems with which the proposed solution will function.

12. **Software Upgrades and Maintenance** - Describe the process for performing software or system upgrades and maintenance in addition to the average number of upgrades performed in a year. Explain system availability during upgrades.

13. **Technology Innovation** - Describe your ability to respond to innovation in new technology in the industry. What is your ability to adopt any new or open standards embraced by the industry and what average time frame is typically required for this?

14. **Limitations** - Identify the limitations of the proposed solution as well as how and to what extent the system and services are scaleable and the associated cost of expansion.

15. **Flexibility** - CNM requires flexibility to rapidly and economically adapt our dynamic instructional environment. Describe how your proposed solution meets this requirement.

16. **Legacy Equipment and Hybrid Solutions** - Describe how the proposed solution supports legacy equipment if applicable.

17. **Underlying Infrastructure** - Describe all appropriate recommendations for changes that will be required to achieve the goals and objectives of this project as well as to optimize the effectiveness and total cost of ownership of the proposed solution including any limitations, administrative requirements, associated costs, and recommended approach to implementation.

18. **Related Support and Ancillary Services** - Identify and describe detailed information and costs for any and all related support or ancillary services required to achieve the performance and functionality as described in the proposed solution.

19. **The proposed solution shall upgrade or replace all existing voice related equipment, software and services currently in production to the most current production release/s available** - Identify on an item-by-item basis the components that will be used in the proposed solution to upgrade or replace the equivalent component/s that is used in the existing voice system. Component descriptions shall include version information, additional features, any limitations, administrative requirements, necessary changes to underlying infrastructure and any associated costs.
20. **Implementation** - Please describe how a turn-key implementation of the proposed solution is to be achieved in order to ensure timely completion with absolute minimal interruption of services.

21. **Back out procedure** - Describe in detail the appropriate procedure that will be required to restore all existing voice related and supporting services to their pre-implementation state should the implementation of the proposed system fail or fail to meet the agreed upon goals and objectives.

22. **Voice Over IP (VOIP) Capabilities** - Please describe how the proposed solution will achieve Voice System services capability over CNM’s existing TCP/IP network and the extent to which this will be possible given the known limitations of CNM’s infrastructure without degradation of the level and quality of service that is currently established today.

23. **Voice Over IP (VOIP) Total Cost of Ownership** – Provide sufficient information on the proposed solution to allow a CNM to conduct a comprehensive assessment of the Total Cost of Ownership that includes installation, on going support and maintenance of all voice system related components and underlying equipment and facilities improvements necessary to meet or exceed the current level and quality of service that is experienced today as determined by CNM.

24. **Voice Over IP (VOIP) Hybrid Solutions** - In the event a total VOIP solution can not be provided, please describe how the proposed solution will seamlessly coexist with all existing analog and digital services and equipment that remain in production including a demonstration of administration of legacy components from a single administrative interface as defined in Section 1.8.

25. **Migration Plan for Hybrid Solutions** - If offering a Hybrid solution, please describe the migration plans that provide a phased approach to implementation of a pedigree solution and include direct and indirect costs as well as timelines based on any support limitations for legacy equipment that are associated with achieving the planned pedigree solution.

26. **Replacement of Legacy Equipment** - Identify and describe all legacy components that may consist of equipment, software and services that are not fully compliant, supportable or serviceable as part of the proposed solution and address how the proposed solution will provide for the functionality of components that are identified.

27. **Retention of Legacy Equipment** - Identify and describe all legacy components that may consists of equipment, software and services that are fully compliant with the upgraded components and address how the proposed solution will incorporate the identified components.

28. **Network Down Sustainability** – Describe how the proposed solution will provide and sustain voice services in the event of a network outages of various degrees of impact. Any limitations of the proposed solution’s to sustain voice services shall be clearly defined.

29. **Infrastructure requirements** – Describe your approach to providing a comprehensive evaluation of the current dial plan, communications circuits, and other underlying infrastructure components as it relates to the goals and objectives of the Voice Systems Upgrade Project. Proposed solutions should include appropriate recommendations for changes that are anticipated to be required to achieve the goals and objectives of this proposal as well as to optimize the effectiveness and total cost of ownership of the proposed solution.

30. **Consolidation of administrative utilities into a single management interface** – Describe how the proposed solution will provide a consolidated management interface. Identify and describe any limitations of the proposed solution’s management interface.

31. **Remote administrative capabilities** – Detail and describe how the proposed solution will accomplish remote administration and identify and describe any inherent limitations.

32. **Enterprise consolidation of all product licensing** – Describe how the proposed solution achieves license consolidation. Proposals involving hybrid solutions need to address any licensing limitations presented by legacy components and include any additional legacy licensing costs.

33. **Enterprise survivability solution** – Describe how the proposed solution will provide survivability capabilities with spatial redundancy. Provide details including costs, level of service and functionality that could be expected as it relates to various scenarios that could necessitate an event in which the survivability solution would be activated. Identify and describe any limitations, administrative requirements, associated costs, and the recommended approach to implementation.
34. **Single Points of Failure** – Acceptable solutions must have minimal single points of failure. Identify and describe any and all potential single points of failure in the proposed solution, clearly define the potential impact if such a failure were to occur and detail how the proposed solution mitigates any single points of failure that are identified.

35. **Fault Tolerance** - Acceptable solutions must achieve a high degree of availability in order to meet the minimal performance criteria that is at a minimum comparable to CNM’s existing Voice System with the inclusion of a off-site survivability solution which currently does not exist in CNM’s current environment. Please describe how the proposed solution will provide for fault tolerance in order to achieve minimal downtime and high availability.

36. **Call Preservation** - Describe how the proposed solution mitigates or provides call preservation for connectivity failures that may occur between communication end points.

37. **Capability to provision each employee with a dedicated phone number with automatic routing to a corresponding voice mailbox with a voice message alert indicator** - Describe how the proposed solution will provide employees with dedicated phone numbers with corresponding voicemail boxes and message notification including any limitations, administrative requirements, associated costs, and recommended approach to implementation.

38. **Unified Messaging** - Describe how the proposed solution will provide integration of various messaging technology, including any limitations, administrative requirements, associated costs, and recommended approach to implementation.

39. **Integrated Account Administration & Provisioning** - Explain how the proposed solution will provide directory integration and account provisioning including any limitations, administrative requirements, associated costs, and recommended approach to implementation.

40. **Enterprise Storage Integration** - Describe how the proposed solution will integrate with CNM’s existing storage environment including any limitations, administrative requirements, associated costs, and recommended approach to implementation. If the proposed solution is unable to incorporate CNM’s existing storage environment, then please describe in detail how the offered solution will provide enterprise class automated backup, recovery and archival of Voice System business related communications, transactions and system configuration data.

41. **Reporting and Analysis Tools** - Identify and describe the reporting and analysis capabilities of the proposed solution including what functions and events they are capable of reporting on and provide samples of common reports. Include any limitations, administrative requirements, associated costs, and recommended approach to implementation.

42. **E-911 Compliance** - CNM requires a Voice System that is fully compliant with the E-911 requirements that are now being adopted by most states and as applicable to a large community college environment. Please describe how the proposed solution will meet or exceed all applicable E-911 requirements and include any limitations, administrative requirements, associated costs, and recommended approach to implementation.

43. **Secure Voice Communications** - CNM adheres to FERPA and many other state and federal statutes that require information confidentiality. Describe how the proposed solution will provide secure voice communications and identify any potential limitations and mitigating factors.

44. **Implementation of Speech Recognition** – CNM is actively considering implementation of speech recognition services as part of an interactive voice directory service and for integration with its existing call center Automatic Call Distribution (ACD) menu system. CNM is also evaluating the possible incorporation of speech recognition applications student recruitment, retention and marketing activities. Please describe the Speech Recognition capabilities and/ or compatibility of the proposed solution. Any limitations, administrative requirements, associated costs, and recommended approach to implementation should be addressed.

45. **Call Center Operations Assessment** – CNM is actively pursuing an assessment of its existing Call Center operation with the intent of improving customer service and effective operation. This assessment may lead to a reorganization of CNM’s call center operations including staffing, work flow, and related Voice System services such as ACDs. Please identify any concerns or limitations that may limit the proposed solution to effectively support changes in CNM’s current call center environment.

46. **Other features or services that may be of potential benefit to CNM’s business or instructional mission** – CNM is open to other related features or services that are not specifically requested within this request for proposal that may be of potential benefit to CNM’s business or instructional missions and will consider these as options to the primary proposal. Please identify and describe any additional features and services that are not requested in this request for proposal that may add value to the proposed solution or assist CNM in determining overall total cost of ownership or return on investment.
Performance Requirements Criteria Points (20)

47. **Minimum Performance and Functionality** - Describe how the proposed solution meets or exceeds the performance and functionality of CNM’s existing Voice System based on but not limited to the information provided in Exhibit A.

48. **Investment Protection** - Describe how the proposed solution achieves investment protection of CNM’s existing Voice System.

Support & Service Requirements Criteria – Points (15)

49. **Minimized number of major components to meet requirements** - CNM will not hire additional staff to support the VCS at this time. Therefore, the number of components that ITS staff must interface with to manage and support the VCS must be minimized. Describe how this is accomplished by the proposed solution.

50. **Support** - It is highly desired that all proposed solutions include support options for 24x7x4 and 24x7 by Next Business Day. Please describe support offered including, implementation support, technical support, Internet or World Wide Web (WWW) support, and phone support. Technical and phone support is desired to be on a seven days a week and twenty-four hours a day (7x24) basis Mountain Standard Time as well as minimum response times for parts. The entire solution should be supported under a warranty for one (1) calendar year from acceptance date with the option to renew on an annual basis. Please describe system warranty from acceptance, support levels provided as well as escalation paths for mission critical support calls as well as any user groups and/or list-serves available to product users. The proposed support and maintenance plan shall address how it integrates with the manufacture’s support services including provisions for maintaining all Voice System components in compliance with the manufacture’s warranty and extended warranty requirements.

51. **Support for Hybrid Solutions** - If offering a hybrid solution, please describe how the proposed solution will support both new and legacy components and provide a long term single point of contact that is responsible for all maintenance and support related issues.

52. **Engineering and Design Services Qualifications** – Describe and provide all relevant engineering and design qualifications, references of projects of similar scope and complexity as well as any limitations of the contractor necessary to verify the engineering and design services qualifications for the services that are to be provided including but not limited to:
   a. Certification as a partner and integrator of the manufacture of the proposed solution that meets all manufacture’s requirements for implementation and support of a Voice System project described by this request for proposal.
   b. Qualifications demonstrating ability to provide manufacture supportable and baseline integration with existing Voice System components such as those that may comprise a hybrid solution.
   c. Qualifications demonstrating ability to provide manufacture supportable and baseline integration with related services such as Microsoft Active Directory, Cisco Systems, SunGard Banner, EPOS and other components impacted by the proposed solution.
   d. Qualifications of the senior engineer that is to be assigned to the project including relevant experience of similar scope and complexity.
   e. Identify and describe any additional engineering and design services that are available and define any limitations and associated costs.

53. **Project Management Service Qualifications** – Describe all relevant project management qualifications, references of projects of similar scope and complexity as well as any limitations of the contractor necessary to verify the project management qualifications for the services that are to be provided including but not limited to:
   a. Certification as a partner and integrator of the manufacture of the proposed solution that meets all manufacture’s requirements for implementation and support of a Voice System project described by this request for proposal.
   b. Qualifications demonstrating ability to provide manufacture supportable and baseline integration with existing Voice System components such as those that may comprise a hybrid solution.
   c. Qualifications demonstrating ability to provide manufacture supportable and baseline integration with related services such as Microsoft Active Directory, Cisco Systems, SunGard Banner, EPOS and other components impacted by the proposed solution.
   d. Recommended approach to project management as it applies to this project.
   e. Qualifications of the project manager that is to be assigned to the project including relevant experience of similar scope and complexity.
   f. CNM requires the contractor to adhere to the project management process as defined in Exhibit “G”. Describe any limitations or constraints in the contractor’s ability to follow the defined project management process.
   g. Identify any additional project management services are available and define any limitations and associated costs.
54. **Installation Services Qualifications** – Describe and provide all relevant product installation qualifications, references of projects of similar scope and complexity as well as any limitations of the contractor necessary to verify the installation qualifications for the services that are to be provided including but not limited to:
   a. Certification as a partner and integrator of the manufacture of the proposed solution that meets all manufacture’s requirements for implementation and support of a Voice System project described by this request for proposal.
   b. Qualifications demonstrating ability to provide manufacture supportable and baseline integration with existing Voice System components such as those that may comprise a hybrid solution.
   c. Qualifications demonstrating ability to provide manufacture supportable and baseline integration with related services such as Microsoft Active Directory, Cisco Systems, SunGard Banner, EPOS and other components impacted by the proposed solution.
   d. Qualifications demonstrating experience and ability to perform Voice System projects of similar scope and integration complexity.
   e. Contractor’s approach to implementation of the Voice Systems Upgrade Project to achieve successful project completion with minimal service interruptions and timely delivery.
   f. Estimated implementation timelines, major milestones, and completion dates.
   g. Items that may impact project goals and objectives as well as the estimated timeframe for completion.
   h. Any additional resources that will be required that are not identified elsewhere in this request for proposal.
   i. Additional voice system related installation services that are available and define any limitations and associated costs.

55. **Consulting Services** – As an option to the services requested through this RFP that encompass the delivery, installation and configuration of the proposed solutions CNM may wish to include consulting services for the purpose of implementation planning and migration. Please describe any additional consulting services related to the proposed solution that can be provided.

56. **Documentation and Online Help** – Identify and describe any documentation and online help that is included with the proposed solution. Please include samples of documentation and online material with your response so that CNM may determine user-friendliness and ease of accessibility to instructions and tutorials.

57. **Training** - At a minimum, the proposed solution must include training before and after the implementation. Please describe what training that is to be provided with the product in addition to future training available to product administrators. Identify what training is required, including any prerequisite training; how the training will be provided; and any additional costs related to training.

Economy & Price - Points (15)

58. **Cost of Solution** - Please provide an itemized cost for all services to achieve the objectives of the RFP including all hardware, software, routers, switches, cabling, HVAC upgrades, etc. required to provide a fully functional and completely operational solution. In addition, include all services and training recommended to implement the proposed solution.

59. **Total Cost of Ownership** - Voice Upgrade deployments shall be evaluated based on a comprehensive assessment of the Total Cost of Ownership that includes installation, support and maintenance of all underlying equipment and facilities improvements such as additional switches, HVAC, cabling, etc. necessary to meet or exceed the current level and quality of service that is experienced today as determined by CNM. Provide all relevant information to allow CNM determine the Total Cost of Ownership.

60. **Voice System Components** - Pricing information for all related components and potential expansion components is requested based on a verifiable percentage off manufacture’s list price. It is expected that all pricing be at or below any existing state contract pricing for which CNM is eligible. Clearly define any exceptions to pricing agreements, warranties, compatibility and integration functionality statements.

61. **Pricing Options** - Please provide recommended pricing options.

62. **Optional Components and Services** - Identify any optional components and services not included in the proposed solution as well as a price list for these options.

Technical and Cost proposals must be submitted in separate, sealed envelopes. Note: no cost information is to be included in the Respondent's Technical Proposal. The Technical and Cost Proposal envelopes should be submitted in a single sealed package/envelope.
SECTION E
SIGNATURE OF FIRM'S AUTHORIZED REPRESENTATIVE

By signing below, contractor acknowledges that it is a competent firm capable of providing the items and/or services requested, is properly licensed for providing the items or services specified, has read this Invitation to Bid, understands it, and agrees to be bound by its terms and conditions. Contractor hereby agrees to furnish items and/or services, at the prices quoted, pursuant to all requirements and specifications contained in this document, upon receipt of an authorized purchase order from the purchasing department, and further agree that the language of this document shall govern in the event of a conflict with its bid. The undersigned, being duly authorized to sign bidding documents and act on behalf of the contractor in an official capacity, certifies that the items and/or services offered on this Invitation to Bid meets or exceeds all specifications, terms and conditions as described in this Invitation to Bid without exceptions. I understand that items and/or services not meeting all specifications, terms and conditions will be rejected and all costs shall be borne by the contractor.

Please fill in all spaces below:

Company Name_________________________________________
Address________________________________________________
City, State, Zip___________________________________________
Phone Number___________________________________________
FAX Number____________________________________________
Contact Person for Clarification of Bid Response_______________
Residential Preference Number (Applies to BIDS over $20,000 only) ____________________________
NM Tax ID_____________________________________________
Federal Tax ID___________________________________________
Applicable NM License Numbers____________________________

Is your firm a "New York state business enterprise"? Yes______ No______ If yes, provide supporting documentation.

Acknowledgment of Amendment/Addendum
Specify Number(s) and Date(s) _____________________________
# date # date # date # date

Printed/Typed Name and Title of Individual Signing______________________________
Signature of Member Authorized to Sign for Firm_______________________________

DEBARMENT/SUSPENSION STATUS & NON-COLLUSION AFFIDAVIT FORM

DEBARMENT/SUSPENSION STATUS
1. The vendor/contractor certifies that it is not suspended, debarred or ineligible from entering into contracts with the Executive Branch of the Federal Government, or in receipt of a notice of proposed debarment from any State agency or local public body.
2. The vendor/contractor agrees to provide immediate notice to CNM's Purchasing Department in the event of being suspended, debarred or declared ineligible by any State or Federal department or agency, or upon receipt of a notice of proposed debarment that is received after the submission of this bid but prior to the award of the purchase order/contract.

NON-COLLUSION AFFIDAVIT
The undersigned, duly authorized to represent the persons, firm and/or corporation joining and participating in the submission of the foregoing bid (such persons, firm and/or corporation hereinafter being referred to as the vendor/contractor), being duly sworn, on his/her oath, states that to the best of his/her belief and knowledge no person, firm, or corporation, nor any person duly representing the same joining and participating in the submission or the foregoing bid/proposal, has directly or indirectly entered into any agreement or arrangement with any other vendor/contractors, or with any employee of CNM, or any person, firm or corporation under contract with CNM whereby the contractor, in order to induce the acceptance of the foregoing bid by CNM has paid or is to pay any other vendor/contractor or to the aforementioned persons anything of value whatsoever, and that the vendor/contractor has not directly or indirectly entered into any agreement or arrangement with any other vendor/contractor which tends to or does lessen or destroy free competition in the letting of the contract sought for by the foregoing bid.

CERTIFICATION
The undersigned hereby certifies that he/she has read the above Non-Collision Affidavit and Debarment/Suspension Disclosure Statement and that he/she understands and will comply with these requirements. The undersigned further certifies that he/she have the authority to certify compliance for the vendor/contractor named below.

Signature__________________________________________________________Title________________________
Printed/Typed Name____________________________________________________Date__________________
Company_____________________________________________________________________________
Address_____________________________________________________________________________
City/State/Zip______________________________________________
SECTION F: INSURANCE REQUIREMENTS

CERTIFICATES OF INSURANCE
The Contractor shall furnish the Owner one copy each of Certificates of insurance herein required for each copy of the resultant Agreement, showing the coverage, limits of liability, covered operation, effective dates of expiration of policies of Insurance carried by the Contractor. The Contractor shall furnish to the Owner copies of limits. The Certificates of Insurance shall be in the form of AIA Document G-705 or similar format acceptable to the Owner. Such certificates shall be filed with the Owner and shall also contain the following statements:

1. The Governing Board of Central New Mexico Community College, Central New Mexico Community College, its agents, servants and employees are held as additional insured.

2. "The insurance coverage certified herein shall not be canceled or materially changed except after forty five (45) days written notice has been provided to the Owner."

COMPENSATION INSURANCE:
The Contractor shall procure and shall maintain during the life of any resultant agreement Worker's Compensation insurance as required by applicable State law for all of the Contractor's employees to be engaged at the site referred to in this solicitation in case of any such work sublet, the Contractor's Worker's Compensation insurance. In case any class of employee engaged in work on the project under this contract is not protected under a Worker's Compensation Statute, the Contractor shall provide and shall cause each subcontractor or sub-subcontractor to provide Employer's Insurance in an amount of not less than $500,000.

CONTRACTOR'S PUBLIC LIABILITY INSURANCE:
The Contractor shall maintain insurance coverage "equal to the maximum liability amounts set forth in the New Mexico Tort Claims Act Section 41-4-1 et.seq. NMSA 1978". The insurance must remain in force for the life of the contract including all contract extension or renewals. The limits effective July 1, 1992 are:

$400,000 per person/$750,000 per occurrence plus $300,000 for medical and $100,000 for property damage for a total maximum liability of $1,150,000 per occurrence.

CONTRACTOR'S VEHICLE LIABILITY INSURANCE:
The Contractor shall procure and shall maintain during the life of this contact Vehicle Liability Insurance coverage "equal to the maximum liability amounts set forth in the New Mexico Tort Claims Act Section 41-1-1 et seq. NMSA 1978". The insurance must remain in force for the life of the contract including all contract extensions or renewals. The limits effective July 1, 1992 are:

Bodily Injury $750,000. Each Occurrence
Property Damage $100,000. Each Occurrence

SUBCONTRACTOR'S AND SUB-SUBCONTRACTOR'S PUBLIC AND VEHICLE LIABILITY INSURANCE:
The Contractor shall either:

(1) Require each subcontractor or sub-subcontractor to procure and maintain during the life of the subcontract or sub-subcontract Public Liability Insurance of the types and amounts specified above or,

(2) Insure the activities of the subcontractors or sub-subcontractors in the Contractor's policy as required under this Article.

GENERAL:
All insurance policies are to be issued by companies authorized to do business under the laws of the state in which the work is to be done and acceptable to Owner.

The Contractor shall not violate, or permit to be violated, any conditions of any said policies, and shall at all times satisfy the requirements of the insurance companies writing said policies.
SECTION G: SMALL AND SMALL DISADVANTAGED BUSINESS CERTIFICATION

1.0 Small Business - An enterprise independently owned and operated, not dominant in its field and meets employment and/or sales standards developed by the Small Business Administration. See 13 CFR 121.201

1.a Small Disadvantaged Business - A Small Business Concern owned and controlled by socially and economically disadvantaged individuals;

   (1) Which is at least 51% owned by one or more socially and economically disadvantaged individuals; or in the case of any publicly owned business, at least 51% of the stock of which is owned by one or more socially and economically disadvantaged individuals and

   (2) Whose management of daily operations is controlled by one or more such individuals. The contractor shall presume Black Americans, Hispanic Americans, Native Americans (such as American Indians, Eskimos, Aleuts and Native Hawaiians), Asian-Pacific Americans and other minorities or any other individual found to be disadvantaged by the Administration pursuant to Section 8 (a) of the Small Business Act and

   (3) Is certified by the SBA as a Small Disadvantaged Business.

1.b Women-Owned Business Concern - A business that is at least 51% owned by a woman or women who also control and operate it. Control in this context means exercising the power to make policy decisions. Operate in this context means being actively involved in the day-to-day management.

1.c HUBZone Small Business Concern - A business that is located in historically underutilized business zones, in an effort to increase employment opportunities, investment and economic development in those areas as detemined by the Small Business Administration's (SBA) List of Qualified HUBZone Small Business Concerns.

1.d Veteran-Owned Small Business Concern - A business that is at least 51% owned by one or more veterans; or in the case of any publicly owned business, at least 51% of the stock of which is owned and controlled by one or more veterans and the management and daily business operations of which are controlled by one or more veterans.

1.e Service Disabled Veteran-Owned Small Business - A business that is at least 51% owned by one or more service disabled veterans; or in the case of any publicly owned business, at least 51% of the stock of which is owned and controlled by one or more service disabled veterans and the management and daily business operations of which are controlled by one or more service disabled veterans. Service disabled veteran means a veteran as defined in 38 U.S.C. 101 (2) with a disability that is service connected as defined in 13 U.S.C. 101(16).

Company Name: _____________________________________________________ Telephone: __________________________________________

Street Address: _____________________________________________________ County: ____________________________________________

City: _____________________________________________________________ State & Zip: _________________________________________

Is this firm a (please check): [ ] Division [ ] Subsidiary [ ] Affiliated? Primary NAICS Code _________________________________

If an item above is checked, please provide the name and address of the Parent Company below:

_______________________________________________________________________________________________________________________

Signature and Title of Individual Completing Form: ___________________________ ___________________________

Date ___________________________

Please return this form to:  
CNM Community College  
Purchasing Department  
A Bldg, Room A-128  
525 Buena Vista SE  
Albuquerque, NM 87106  
(505) 224-4546 (voice)  
(505) 224-4548 (fax)

NOTE:  
This certification is valid for a one-year period. It is your responsibility to notify us if your size or ownership status changes during this period. After one year, you are required to re-certify with us.

Check All Categories That Apply:

[ ] 1. Small Business  
[ ] 2. Small Disadvantaged Business (Must be SBA Certified)  
[ ] 3. Woman Owned Small Business  
[ ] 4. HUBZone Small Business Concern (Must be SBA Certified)  
[ ] 5. Veteran Owned Small Business  
[ ] 6. Disabled Veteran Owned Small Business  
[ ] 7. Historically Black College/University or Minority Institution  
[ ] 8. Large Business

Notice: In accordance with U.S.C. 645(d)., any person who misrepresents a firm's proper size classification shall (1) be punished by imposition of a fine, imprisonment, or both; (2) be subject to administrative remedies; and (3) be ineligible for participation in programs conducted under the authority of the Small Business Act.

If you have difficulty determining your size status, you may contact the Small Business Administration at 1-800-U-ASK-SBA OR 202-205-6618, You may also access the SBA website at www.sba.gov/size or you may contact the SBA Government Contracting Office at 817-684-530 1. (Rev. 3/8/04)

Thank you for your cooperation
This is an Agreement between Central New Mexico Community College (“CNM”) and [Contractor/Vendor name] (“Contractor”) concerning the confidentiality and nondisclosure of information relating to CNM, its students and employees. References in this Agreement to “CNM” mean CNM together with its students and employees.

WITNESSETH:

WHEREAS, Contractor has contracted with CNM to provide ______________________ services, as described in Request for Proposal(s) No. _____ and related documents (the “Contract”), the terms and conditions of which Contract are incorporated herein by reference; and

WHEREAS, Contractor acknowledges and recognizes that in performing the Contract it may have access to data and information contained within or about CNM’s resources and systems; and

WHEREAS, Contractor acknowledges and recognizes that in performing the Contract it may have access to sensitive and/or proprietary and/or nonpublic data and information which is or may be subject to state and/or federal laws and regulations, including but not limited to privacy laws and regulations, which must be kept confidential pursuant to those laws and/or regulations; and

WHEREAS, Contractor recognizes that CNM has a compelling need to maintain confidentiality and prohibit disclosure of data and information contained within CNM’s resources and systems, and further recognizes that its Contract with CNM places Contractor in a position of special trust and confidence with respect to data and information concerning CNM and its operations; and

WHEREAS, Contractor recognizes and acknowledges that a breach of this Agreement would cause substantial, grave and irreparable harm to CNM and its interests; and

WHEREAS, Contractor agrees to the terms and conditions set forth below.
NOW, THEREFORE, for the reasons stated above, Contractor, as a precondition to its Contract with CNM and in partial consideration thereof, agrees and covenants with CNM as follows:

1. Contractor agrees to perform services under the Contract pursuant to any and all privacy and confidentiality requirements contained in state and federal laws and regulations applicable to CNM, as well as those state and federal laws and regulations applicable to Contractor.

2. Contractor agrees that it will keep in strictest confidence all CNM data and information to which it may have access in performing its duties under the Contract, in computerized form or otherwise, and that neither it nor anyone operating on its behalf will disclose or use, in any manner, CNM data and information, except to the extent necessary to carry out the Scope of Work in the Contract. No other use of the data and information by Contractor is permissible.

3. Contractor agrees to indemnify and hold harmless CNM from any and all liability, injury and damages resulting or arising from any intentional or unintentional disclosure of data and/or information stored on or contained within CNM resources and systems by Contractor, its agents and representatives.

4. Contractor agrees and acknowledges that at all times during the Contract it is operating and shall operate as an independent contractor and not as an agent or employee of CNM.

5. Contractor agrees that information contained within CNM resources and systems shall be accessed, if at all, only as may be necessary to carry out the Contract. Contractor agrees to reasonably limit access to information contained within CNM resources and systems to those among its employees, officers or directors for whom disclosure is necessary to further the purpose of the Contract.
6. Contractor agrees that, upon the termination or conclusion of the Contract, it will deliver promptly to CNM all data, information, documentary and other materials relating to CNM, and any and all copies of electronic records thereof, within its custody or control or within the custody or control of its agents or representatives, that it or anyone operating on its behalf created, produced or obtained in the course of Contractor’s Contract with CNM.

7. Contractor agrees that if any person or entity requests, subpoenas, or otherwise attempts to obtain any data, information or material relating to CNM within Contractor’s custody or control, or within the custody or control of anyone operating on its behalf, it will notify CNM immediately and will cooperate fully in any legal action by CNM seeking protection against disclosure of such data, information or material.

8. If Contractor knows or has reason to believe that there has been an improper use or any disclosure of CNM’s data or information, Contractor shall orally notify CNM as soon as practicable and shall send written notice within five (5) business days of discovery. Such notification shall set forth in detail the known or suspected use or disclosure.

9. Contractor acknowledges and agrees that if it breaches this Agreement, CNM, in addition to terminating the Contract and taking other action available to it, may obtain preliminary and permanent court injunctions to stop the breach, and may also sue to recover from Contractor an amount equal to the damages caused by the breach and the revenues Contractor or anyone operating on its behalf derived from the breach, together with all costs and expenses, including attorneys’ fees, incurred by CNM in taking such actions.

10. Contractor agrees that the terms of this Confidentiality Agreement will survive the expiration or termination of the Contract.

11. This Agreement and obligations hereunder shall be binding on the representatives, assigns, and successors of the Contractor and shall inure to the benefit of the assigns and successors of CNM.
12. If any of the provisions of this Agreement are not enforceable, in whole or in part, the remaining provisions set forth in this Agreement shall nonetheless remain in full force and effect.

13. This Agreement constitutes the entire understanding of the parties about the subject matter hereof and may not be amended or modified except in writing signed by each of the parties to the Agreement.

IN WITNESS WHEREOF, each of the undersigned has caused this Confidentiality Agreement to be executed by their duly authorized representatives.

Central New Mexico Community College

[Contractor/Vendor Name]

Print Name: _________________________  Pint Name: _________________________
Signature: __________________________  Signature: __________________________
Title________________________________  Title________________________________
Date________________________________  Date________________________________
EXHIBIT A
Current CNM Voice Environment

The following information has been compiled as a “best effort” on the part of CNM’s technical staff in order to provide vendors with a detailed description of CNM’s current voice environment. As such it is not to be considered complete or all conclusive. It is the vendor’s responsibility to perform any research that may be required to ensure that their proposed solution is capable of meeting CNM’s minimum requirements that are based on the services and functionality inherent in CNM’s existing voice system.

Major Components:
Definity G3r
Definity G3Si
Definity EPN’s
Intuity Audix
Centre Vu Call Management System (CMS)
Phones

The following information is provided as an index to assist interested vendors in locating product information that pertains to components and features that are incorporated in CNM’s current voice environment. Items that are indexed are considered functions that are integral to CNM’s current voice services operation. This information references the Avaya product information that has been made available, with Avaya’s permission, on the web at: http://thisiswhereweputit.cnm.edu

DEFINITY ECS R8
Enterprise Communications Server
Release 8.2
Definity G3r
Definity G3Si
Definity EPN’s

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Intuity Audix Voice Mail
Enterprise Communications Server
Release 8.2

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Centre Vu Call Management System
(CMS) Version 6 Reports

Phones:

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<td>8102M</td>
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<td>8405B+</td>
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<td>8434D</td>
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<td>6424D+</td>
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<td>7410+</td>
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<tr>
<td>7444D</td>
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<tr>
<td><strong>Total 2 Pair Digital:</strong></td>
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Current CNM Voice Infrastructure Configuration

Definity G3rV8
- Call Vectoring / Expert Agent Selection Release 8
- Definity Call Center Elite Pre 8.1
- Centre Vu Call Management System
- Avaya CMS Supervisor R3vV6
- Expert Agent Selection
- Forecasting R3vV6
- Intuity Audix
- Current Phone Models and Quantities 6408d

CNM Dial Plan

RFP # P-270, Advertised Monday, April 28, 2008
Copyright CNM, 2008. All rights reserved.
Public Trunks

CNM Utilities a four Digit internal dial plain for the entire institute.

CNM has 150 Blocks of 20 sequential DID numbers. The 3000 ea number block from Qwest are 224-3000 thru 224-5999. These numbers are routed by Qwest to CNM’s main G3R Phone Switch in A-106.

CNM has 5 ISDN-PRI lines form Qwest for a total of 140 incoming and out going lines.

CNM also has six business lines used for overflow if all the PRI lines are in use. Some of these Business lines are used as an Analog emergency line for the Campus Directors.

The locations of the Overflow Lines are:
- 6ea SVC (South Valley Campus)
- 6ea WSC (Westside Campus)
- 6ea JMMC (Joseph M Montoya Campus)
- 6ea WTC (Work Force Training Center)
(The switch determines the best route for these calls and will send calls to these lines as needed automatically.)

The WSC (Westside Campus) has been designated the back up site if a disaster occurs. This campus consists of a G3Si Switch with an EPN attached. This is used and operates as an EPN set up in normal operation getting dial tone from the main G3r Processor at main campus A-106. If a disaster occurs a call to Qwest is need to reroute the PRI Trunks from Main campus to WSC (Westside Campus). At this time the WSC would be the main Phone switch for CNM in case of Disaster.

Voice Sustainability Design

CNM has 30 Digital Multi line sets that are Department Receptionist phones located on the South part of Main Campus. These phones must stay as multi-line and multi-feature phones for emergency purposes. These phones are run directly back to the North Side phone switch located in A-106. This design mitigates total voice communication loss in the event the South Campus loses power and ensures that there will be operational phones in each department. This design will allow continued phone functions to each Receptionist in each building in case of a localized power failure. The approximate distance to these phones from the PBX is greater than 2000 feet. All Analog elevator lines are also run back to the North Side phone switch and have similar distance constraints.

The Buildings that these phones are located in are:
- Student Services Building
- Max Salazar Hal
- Ken Chappy Hall
- Physical Plant Department
- South Temporary Buildings
- Jeanette Stromberg Hall

CNM Private Trunks

CNM’s Satellite campuses are connected by Point to Point T-1s. These connect the Main Phone Switch to the EPN’s located at the satellite campuses. The EPN locations are SVC (South Valley Campus), WTC (Work Force Training Campus), JMMC (Joseph M Montoya Campus), and The WSC (Westside Campus).

CNM’s Small Business Development Center has an Avaya Partner 2 connected by a Split Point to Point T-1. The T-1 is programmed for the first twelve channels to be used for the Partner phone switch and the rest to be used for the network service.

The local EPN’s located on the Main campus are connected via CNM dedicated Multi Mode Fiber to the G3r Phone Switch. The locations are Ken Chappy Hall and Smith Brasher Hall.

DID Numbers

- Qwest Communications provides CNM with 150 Blocks of 20 sequential DID numbers. The 3000 number block range is 224-3000 thru 224-5999.
- DID numbers have been assigned in contiguous sub-block ranges to different campus and departments to assist Security to identify and locate callers.
• 224-3000 thru 224-4999 are reserved for Main campus
• The numbers at Main Campus are allotted to Departments and used within their own locations. The assigned numbers usually stay within a single building for security locating purpose.
• 224-5000 thru 224-5199 are reserved for SVC (South Valley Campus)
• 224-5200 thru 224-5299 are reserved for WTC (Workforce Training Center)
• 224-5300 thru 224-5499 are reserved for WSC (Westside Campus)
• 224-5500 thru 224-5999 are reserved for JMMC (Joseph M Montoya Campus)
• The Satellite campus numbers are allotted to the campus coordinator and are issued as needed with in the campus.

Non-DID Numbers

CNM uses Non DID Numbers within its Dial Plan.
Here are some examples of the use of the 6000 & 8000 range:
• Internal extensions
• Emergency lines
  o Code Blue stations
  o ARA( Area Rescue Assistance) phones
  o Elevator phones
  o Alarm panels
  o Panic alarms
• Outward dial Modems
• ACD Agent Login ID’s
• VDN’s
• Announcement Boards
• Hunt groups
• Auto Attendent numbers
• Ring down phones,
• DS1 lines for departments with in CNM.
• Analog bridged to a Digital Set

Feature Access Codes

The 1000, 2000, 9000 number range are used as miscellaneous numbers are usually 2 to 3 digit dial string used for FAC (Feature Access Codes) the # (pound) and * (star) are also feature access codes

Example:
11 Abbreviated Dial list 1 Access Code
12 Abbreviated Dial list 2 Access Code
14 Announcement Access
*2 Call forwarding activation
#2 Call forwarding deactivation
214 Agent log in
212 Agent auto in

CNM Class of Services (COS), Class of Restriction (COR), Facility Restriction Level (FRL)

Each Stations at CNM is Programmed with a COS (Class of Service), COR (Class of Restriction) and a FRL (Facility Restriction Level) These tables are built by selecting features and issued a Code number.

CNM has:
  95 usable COR (Class of Restriction) Tables,
  15 COS (Class of Service) Tables,
  7 FRL (Facility Restriction Levels)

Class of Service (COS)
The 15 Classes of Service are Built and Issued to Individual users or groups by a Class.
The Class of Services are built from the Features below:
• Auto Callback
• Call Forward All Calls
- Data Privacy
- Priority Calling
- Console Permissions
- Off-Hook Alert
- Client Room
- Restrict Call Forwarding-Off Net
- Call Forwarding Busy/DA
- Personal Station Access (PSA)
- Extended Forwarding
- Extended Forwarding B/DA
- Trunk-To-Trunk Transfer Override
- QSIG Call Offer Originations

Class of Restriction (COR)
Classes of Restriction are built and Issued to Individual users or groups by a Class.
The Class of Restriction are:
- 0 - CNM Attendant console
- 1 - Internal, & 911 (Inter-Switch)
- 2 - USA
- 3 - USA + 1411
- 4 - Toll Restricted
- 5 - Inward Restricted / Campus & 911 only
- 6 - Inward Restricted / Toll Allowed
- 7 - Inward Restricted / Local Allowed
- 8 - International / Caribbean
- 9 - Voice Mail Restricted
- 10 - Facility Test -USA + 411
- 11 - Audix Outcall
- 13 - Outward Restricted/ Inward Allowed
- 14 - Call Center Manager Toll Restricted
- 15 - Call Center Agents Toll Restricted
- 16 - Call Center Manager USA
- 17 - Call Center Agents USA
- 40 - Announcements
- 45 - VDN Outward Restricted
- 50 - Loudspeaker Paging
- 51 - Video
- 55 - Data/Switch
- 75 - BIT Telephone Etiquette Training (Private)
- 90 - Tie Trunks No Dial Access
- 92 - JMMC Overflow
- 95 - Trunk Groups No Dial Access

Facility Restriction Level (FLR)
FRL determines the Calling Privileges of the user. FRL’s are ranked from 0-7. Starting at 0 been the lowest privileges and 7 been the highest Privileges.
Example:
FRL 0 = Internal 911 or Operator
FRL 1 = Toll Restricted
FRL 2 = Reserved
FRL 3 = USA Toll Calls
FRL 4 = USA + 1411 Information
FRL 5 = USA Toll Calls
FRL 6 = International Call
FRL 7 = Reserved

**Auxiliary Components & Services**

Billing & Reporting - Microtel

Music on hold service - Musik
Long Distance service - Verizon

PRI Trunks & Trunking Services - Qwest Communications

Point-to-Point T1s - Qwest Communications

OGO 1FB lines - Qwest Communications
# EXHIBIT D

## CNM’s Cable Plant Limitations and Scheduled Upgrades

## IT INFRASTRUCTURE CABLE PLANT MAINTENANCE

<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>CAMPUS</th>
<th>BUILDING</th>
<th>NOTES</th>
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<td>MAIN</td>
<td>Campus fiber distribution lacks redundant paths with adequate separation to ensure business continuity.</td>
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<td>Partial upgrade completed 2002 - Cat. 3 &amp; 5, building lacks cable distribution system.</td>
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<td>Data Center &amp; labs are Cat. 5. Building lacks cable distribution system &amp; centralized comm. room.</td>
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<td>New facility completed 1995?</td>
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Priority Codes:

1 = Critical - existing cable plant limitations severely impact instructional & administrative services. High maintenance to support.
2 = Does not meet current bandwidth requirements & number of connected devices. Expansion & increased bandwidth not possible.
3 = Meets current bandwidth utilization & number of connected devices. Expansion & increased bandwidth severely limited.
4 = Exceeds current bandwidth utilization & meets needs of existing connected devices. Expansion & increased bandwidth limited.
5 = Exceeds current and 10 year anticipated utilization & growth requirements. Modern cable distributing system allows expansion.
# Inside Cable Plant Condition & Recable Priority

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**RFP # P-270, Advertised Monday, April 28, 2008**

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# TELECOMM & EQUIPMENT ROOM DEFICIENCIES AND POTENTIAL IMPACT

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<th>USAGE</th>
<th>AREAS of DEFICIENCY</th>
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### Telecom & Equipment Room Deficiencies and Potential Impact

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<td>History of under voltage</td>
</tr>
<tr>
<td>SSC (106)</td>
<td>E</td>
<td>One of the following:</td>
</tr>
<tr>
<td>SSC (206A)</td>
<td>W</td>
<td>Two or more of the following:</td>
</tr>
<tr>
<td>SB 39</td>
<td>1</td>
<td>History of localized unplanned outages</td>
</tr>
<tr>
<td>SSC (106)</td>
<td>E</td>
<td>One of the following:</td>
</tr>
<tr>
<td>SSC (206A)</td>
<td>W</td>
<td>Two or more of the following:</td>
</tr>
<tr>
<td>SB 41</td>
<td>1</td>
<td>History of under voltage</td>
</tr>
<tr>
<td>SSC (106)</td>
<td>E</td>
<td>One of the following:</td>
</tr>
<tr>
<td>SSC (206A)</td>
<td>W</td>
<td>Two or more of the following:</td>
</tr>
<tr>
<td>SB 43</td>
<td>1</td>
<td>History of localized unplanned outages</td>
</tr>
<tr>
<td>SSC (106)</td>
<td>E</td>
<td>One of the following:</td>
</tr>
<tr>
<td>SSC (206A)</td>
<td>W</td>
<td>Two or more of the following:</td>
</tr>
</tbody>
</table>
CNM is a rapidly growing commuter college with an enrollment of approximately 26,000 students that is primarily focused on quality instruction. As such CNM does not have dormitories, research facilities or sports facilities. CNM is comprised of five major campuses in the Albuquerque metropolitan area: Main Campus (MAIN), Joseph M. Montoya Campus (JMMC), South Valley Campus (SVC), Workforce Training Center (WTC), and the West Side Instructional Facility (WS). Planning is underway to establish additional instructional facilities located at Albuquerque’s Double Eagle Airport Facility, Southwest Albuquerque, and Rio Rancho. (See Exhibit C: CNM WAN Topology.) Each existing location supports a 100Mbps switched network that is connected to the Main Campus Gigabit backbone. Remote campus connectivity is provided with 100Mbps Fiber via Qwest Metro Optical Ethernet Network. CNM has a 100mbps Ethernet connection to the Internet provided by Time Warner Telecom. CNM also supports the Small Business Development Center (SBDC) which is connected via a point-to-point T-1. CNM has secured the network using internal and external Cisco PIX firewalls as well as the firewall features of our core Cisco switches. The primary network protocol suite supported by CNM is TCP/IP. iSCSI storage protocol is also used on our storage networks. CNM has developed a private and public network, as well as multiple VLANS for security and traffic aggregation purposes. Cisco PIX 515 and FWSMs are used as one layer of CNM’s security posture. All campuses use multiple private sub-netted IP schemes. CNM has the ability to statically assign IP addresses to those devices requiring direct assignment. CNM also has 2 DSL lines providing Internet access, client server access, and email access for individual departments.

CNM has two primary authentication domains, MS Active Directory, and LDAP. Both of these databases are populated from SCT/SunGard Banner. Password consistency is maintained with APR, an in house application. The Active Directory is serviced by a minimum of two domain controllers and one global catalog server on each campus, with additional servers including root domain controllers on Main Campus. LDAP authentication is provided by a combination of OpenLDAP and Luminis LDAP. Applications are run locally as well as from servers. In addition, there are several Win2K servers providing file, print, database and email services. The Institute runs 2 email systems: Exchange Server 2003 and Luminis, based on the SunONE message server. The desktop operating systems are primarily Microsoft Windows XP. Plans are underway to upgrade to Microsoft Windows Vista. The Sun/Solaris environment supports the Institute’s primary business and academic support application (SCT Banner) as well as the Institute’s primary web support application (SCT Luminis). Luminis includes a Content Management System (CMS) based on Documentum, portal software based on uPortal, and SunONE email and calendar services. The SCT/SunGard environment uses the Oracle Relational Database Management System and Internet Application Server (IAS). CNM also has existing Intel based Linux systems supporting web, email, and DNS. Currently CNM’s Intel Linux systems run Red Hat Enterprise Linux Advanced Server, versions 2.1 through 4.0. Internal DNS/DHCP services are provided via a Microsoft Active Directory solution. External DNS is provided via BIND.

**Hardware Environment:**

**Cable Plant**

- CNM has developed a comprehensive Communications Infrastructure Standards Manual based on BiCSi best practices following CSI’s division 27 format. This document will define all future cabling standards for the college. *(Exhibit I).*
- Several buildings are scheduled for cable upgrades over the next three years.
- Various generations of UTP cabling provide for both data and voice connectivity.
- Separate cable plants are currently maintained for both voice and data networks.
- In many areas building cable has been upgraded to Category 5 & 5e UTP.
- Inside cable plants range in age from over 15 years to two years old.
- Inside cable plants are comprised of mixed manufacture’s components both within any given building and institutionally.
- Newer buildings are provisioned for centralized distribution and lend themselves to structured cabling methodology.
- Older buildings tend toward de-centralized distribution.
- Fiber and bundled copper is utilized for riser cabling and outside plant connectivity.
Network
• The primary vendor of network equipment is Cisco.
• Most network hardware is at least 100Mbps.
• Gigabit connectivity using both fiber and copper is used predominantly in the data centers.
• All primary WAN connectivity is a minimum 100Mbps fiber Ethernet.
• SBDC is connected via a T1 line that is split for both voice and data.
• A Cisco 802.11b/g wireless network was recently deployed that covers about 25% of CNM’s instructional facilities. The wireless environment is undergoing continual expansion with the goal of coverage for all buildings and student gathering spaces.
• The existing Cisco environment is capable of QOS although QOS capability has not been deployed at this time.

Phone System
• CNM currently supports about 2400 analog and digital phone sets including ARA, Code Blue and alarms located at all campuses.
• An Avaya G3R v.8 processor housed at the main campus provides central call processing for all branch locations.
• Avaya EPN units are located at all branches with the exception of WS.
• WS utilizes an Avaya G3S v.7 that is configured to operate as a slave to the main campus G3R.
• Three additional EPN units are distributed throughout the main campus.
• Point to Point T1 trunks, provided by Qwest Communications, provide connectivity between the branch campuses and the main campus G3R.
• External connectivity is established via five PRI trunks provided by Qwest Communications.
• The Main Campus G3R Processor is connected to campus EPNs via campus fiber.
• Multi-pair copper bundles provide inter-building connectivity to EPNs.
• Internal building connectivity is provided via inside cable plants dedicated to voice communications primarily using Category 3 UTP copper cabling.
• Traditional backboard mounted 110 and 66 blocks comprise the typical distribution frame generally centrally located within each building.
• Avaya Intuity Audix Map/40P r.4.4 provides voice mail, VDN and Auto Attendant Messaging.
• Main and Branch Campus utilize Definity Call Center Release 8 with the exception of the Westside Campus which does not have call center capability.
• MicroTel v.2.8 provides call accounting capabilities.

Server Hardware
• There are approximately 200, x86 or Intel based servers that provide file, print, web, and database services.
• SUN servers host the Luminis environment.
• The existing hardware for file and print servers is predominantly Dell and Gateway.
• There are multiple resource domain servers.

Storage
• CNM utilizes a NetApps centralized storage environment. Primary storage requirements are provided by a redundant 980 filer that is backed up by a NS200 filer in a separate building. NS250 filers are installed at each branch campus to support remote server farms.
• CNM is completing the process of migrating all server based storage for its SUN, Microsoft and LINUX platforms to the NetApps storage environment.
• CNM’s storage environment communicates using Ethernet, iSCSI and fiber channel protocols.

Backup & Recovery
• CNM’s primary backup storage device is the NetApps NS200 filer.
• A Spectra Logic tape robotic library is used to archive data directly from the NS200 using Bakbone software. NetVault is also used to facilitate tape archival of server configuration data from the servers.
• DAT and DLT tape devices are also remain in use to support the migration to central storage and to provide custom backups as needed.
• Critical tape archives are rotated to an offsite facility by Iron Mountain.
• The NetApp filers serve as CNM’s primary recovery mechanism. Tapes stored offsite will be used for recovery in the event multiple NetApps devices fail.

Printers
• There are approximately 400 network print devices.
• The existing hardware for printers is predominantly Hewlett Packard.
• Print strategy is based on network printers. Network printers are served from network print servers running Microsoft® Windows™ Server 2003. SCT Banner printers are co-served from Sun Solaris Operating System.

Desktop Workstations
• There are approximately 3,500 workstations.
• The workstations are predominantly Gateway and Dell.
• The minimum configuration is: PIV/1.8 Ghz, 512MB RAM, 40GB hard drive.
• Microsoft® Windows XP operating system is predominantly used.

Firewall
• Cisco PIX 515 Redundant Bundle
• Redundant Cisco FWSMs
• Cisco Works SIMS Management Software
• Cisco Works VMS Management Software
• ACL’s are used in distribution layers.

Software Environment:

Server OS’s:
• Windows 2000 and 2003
• Solaris 9.
• Red Hat Enterprise Linux Advanced Server versions 2.1 through 4.0

Typical Desktop Applications:
• Microsoft® Office 2003
• Communications – Internet Explorer 6, Netscape 7, and Mozilla
• Graphics – Visio 2003, Photoshop 7, Freehand
• Outlook Client
• Web based Email
• Utilities - WinZIP, Adobe Acrobat, Symantec Anti-Virus, SnagIt and Camtasia Studio
• JAVA Run-time 1.5.0.4.2
• Windows Media Player 10, RealPlayer 10, QuickTime 6.52
• All departments use a multitude of desktop-based applications.

Server-Based Applications: Including but not limited to the following:
• SunGard HE Banner
• SunGard HE Luminis
- Oracle Database and IAS (Internet Application Server)
- WebCT
- T2 Parking Management System
- IIS
- SQL Server
- Exchange 2003
- Bakbone Netvault
- Symantec Antivirus
- Diskeeper
- Cisco ACS and VMS
- Apache web server
- Postgres SQL server
- Postfix mail server
- Bind DNS server

Software Distribution Utilities
- Faronics Deep Freeze
- Symantec Ghost Solution Suite
- SMS (under development)
- Astra Schedule
- Evisions FormFusion
- Evisions Argos

Addressing Scheme
- DNS/DHCP/WINS servers exist on each campus.
- Static DHCP reservations are assigned to servers and printers.
- Dynamic addresses are issued to workstations via DHCP.
- (MAC registration is required by Central IT in order to issue static IP address.)
- Multiple TCP/IP Private CIDR subnets
- Workstation and private server public Internet access is obtained via NAT
- DNS using Microsoft and Linux.

Authentication
- For desktop applications a combination of Microsoft and Luminis systems are used for authentication.
  In the future CNM plans to implement a single LDAP sign on.

Email
- Two email and calendar systems are in use: (1) staff and faculty on Exchange and, (2) staff, faculty and students on Luminis. Email and calendar services software are centrally administered and managed using Microsoft Exchange 2

Internet Environment
- CNM utilizes a combination of Microsoft Internet Explorer 6.0 or higher, Netscape Navigator or Mozilla for browsing.
- Primary web content is published using SCT Luminis’ CMS (Content Management System) that back ends to an Oracle database.
- Additional web content is published via Planet which uses Apache, and Microsoft® IIS™.
- SCT Luminis also provides portal, email, and calendaring systems.
- CNM’s focus will be to continue evolving and growing its web based applications.
# EXHIBIT F

CNM’s Voice System Support Staff and User Classifications

<table>
<thead>
<tr>
<th>TYPE</th>
<th>DESCRIPTION</th>
<th>QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Office Technician</td>
<td>Administers CNM’s Voice Services Applications.</td>
<td>1</td>
</tr>
<tr>
<td>Telecommunications Technician</td>
<td>Installs, configures tests and troubleshoots phones and phone cabling, serves as backup administrator for Voice Services Applications</td>
<td>3</td>
</tr>
<tr>
<td>Switchboard Operator</td>
<td>Operates CNM’s switchboard for, provides general information and transfers callers to appropriate departments.</td>
<td>4</td>
</tr>
<tr>
<td>Security/Dispatch Operator</td>
<td>Provides 24 x 7 coverage for Security and all emergency calls. All 911 calls are currently directed through and monitored by the Security/Dispatch Operator.</td>
<td>4</td>
</tr>
<tr>
<td>Departmental Phone Coordinator</td>
<td>Coordinates departmental phone number assignments with departmental staff and the Central Office Technician.</td>
<td>25</td>
</tr>
<tr>
<td>Receptionist</td>
<td>Provides coverage at the departmental and unit levels for primary departmental numbers and call groups.</td>
<td>50</td>
</tr>
<tr>
<td>Call Center Supervisor</td>
<td>Coordinates Call Center programming and reporting with Central Office Technician. Provides analysis of call flow effectiveness and makes recommendations for improvements.</td>
<td>2</td>
</tr>
<tr>
<td>Call Center Agent</td>
<td>Provides specialized call center support for Student Services and the ITS Service Desk.</td>
<td>100</td>
</tr>
<tr>
<td>Advanced Features User</td>
<td>Typically consists of administrative coordinators, managers and department heads that require programmable multi-line phones with display capabilities.</td>
<td>250</td>
</tr>
<tr>
<td>General User</td>
<td>Comprises the majority of phone users, requiring basic phone service and voice mail.</td>
<td>3000</td>
</tr>
<tr>
<td>Special Needs User</td>
<td>Consists of users with specific ADA requirements.</td>
<td>12</td>
</tr>
</tbody>
</table>

**TOTAL:** 3451

(Numbers indicate approximate number of users within each classification.)
EXHIBIT H
CNM’s Change Management Process

Change is needed

Assess Risk/Assign Category (Use Assigning Risk to a Change)

Change category?

Emergency
One person takes lead and pulls in anyone else needed
Team assesses situation
Once assessed, someone from team communicates nature of emergency to SC and Management
Team obtains management involvement if necessary
Support Center enters change into Change Calendar
Carry out change ASAP or during scheduled off hours if appropriate
Tech. Emails detail info to SC for comm. to users & Change Calendar
Perform post mortem

High Risk
Eater change into Change Calendar ASAP, but at least prior to 2 TAG meetings (Use Invite Attendee Option)
TAG Process
CMM Process
Work with Support Center for communications to users
Carry out change within window
Perform post mortem and document as appropriate

Medium Risk
Communication to users required?
Yes
Eater change into Change Calendar prior to 2 TAG meetings (Use invite attendee option)
TAG Process
CMM Process
Work with Support Center for communications to users
Carry out change within window
Perform post mortem and document as appropriate

No
Eater Change into Change Calendar before Mon. Noon prior to F/CMM (Invite Attendee option not needed)
TAG Process
CMM Process
Work with Support Center for communications to users
Carry out change within window
Perform post mortem and document as appropriate

Low Risk
Communicate with People and Those Being Affected By Change
Carry Out Change at Appropriate Time
Perform Post Mortem and Documentation as appropriate

Legend
CMM — Change Management Meeting
TAG — Technical Advisory Group
SC — Support Center
TAG and CMM Process Flow

TAG PROCESS

Review Task List at TAG meeting

Conflict identified?

Yes

Resolve outside of TAG with appropriate parties

Conflict resolved?

Yes

Continue to next step

No

Reschedule and review as appropriate

CMM PROCESS

Review proposed change at CMM

Conflict identified?

Yes

Resolve outside of CMM with appropriate parties

Conflict resolved?

Yes

Continue to next step

No

Reschedule and review as appropriate

Last Update: 11/11/02
Procedure: Change Implementation

A change is needed:

1. The risk is assessed using the Procedure: Assigning Risk to a Change.
2. Determine the Change Category.
3. Proceed as follows:

EMERGENCY

1. One Person takes the lead and pulls in anyone else needed for the emergency.
2. The team will assess the situation.
3. Once assessed, someone from the team communicates the nature of the emergency to the Support Center and Management.
4. The team obtains management involvement if it is necessary.
5. The Emergency change is carried out as soon as possible or during scheduled OFF hours if possible.
6. The team makes a follow-up communication to the Support Center.
7. The Support Center enters the Emergency change into the Change Calendar.
8. A post mortem is performed by the team.
9. Exit

HIGH Risk

1. The high risk change is entered into the change calendar as soon as possible, but at least prior to 2 TAG meetings.
2. Begin TAG Process
3. Review “Task List” with TAG.
4. Has a conflict been identified at the TAG meeting?
5. If YES, a conflict has been identified at the TAG meeting, resolve outside of TAG with appropriate parties.
6. If the conflict IS resolved with the appropriate parties, move on to CMM process.
7. If the conflict IS NOT resolved with the appropriate parties, the change must be rescheduled and reviewed again at the TAG meeting.
8. If a conflict has NOT been identified at the TAG meeting, move on to CMM process.
10. Has a conflict been identified at the CMM meeting?
11. If yes, a conflict has been identified at the CMM meeting, resolve outside of CMM with appropriate parties.
12. If the conflict IS resolved with the appropriate parties, go to step 15.
13. If the conflict IS NOT resolved, the change must be rescheduled and reviewed again at the CMM meeting.
14. If a conflict HAS NOT been identified at the CMM meeting, move on to next step.
15. Relay information to Support Center for communication to users.
16. Carry out change within Change Window (Saturday 6 pm to Sunday 12 noon).
17. Perform Post Mortem and Documentation as appropriate.
18. Exit

MEDIUM Risk

1. First determine if communication is required to users in advance.
2. If communication is required, enter change into Change Calendar as soon as possible, but at least prior to 2 TAG meetings then begin TAG PROCESS.
3. If communication is NOT required, enter change into Change Calendar prior to 1 Change Management Meeting then begin CMM PROCESS.
4. Begin TAG Process
5. Review “Task List” with TAG.
6. Has a conflict been identified at the TAG meeting?
7. If YES, a conflict has been identified at the TAG meeting, resolve outside of TAG with appropriate parties.
8. If the conflict IS resolved with the appropriate parties, move on to CMM process.
9. If the conflict IS NOT resolved with the appropriate parties, the change must be rescheduled and reviewed again at the TAG meeting.
10. If a conflict has NOT been identified at the TAG meeting, move on to CMM process.
12. Has a conflict been identified at the CMM meeting?
13. If yes, a conflict has been identified at the CMM meeting, resolve outside of CMM with appropriate parties.
14. If the conflict IS resolved with the appropriate parties, go to step 17.
15. If the conflict IS NOT resolved, the change must be rescheduled and reviewed again at the CMM meeting.
16. If a conflict HAS NOT been identified at the CMM meeting, move on to next step.
17. Relay information to Support Center for communication to users.
18. Carry out change within Change Window (Saturday 6 pm to Sunday 12 noon).
19. Perform Post Mortem and Documentation as appropriate.
20. Exit.

LOW Risk

1. Communicate to Peer and with those being affected by the low level change.
2. Carry out change at the appropriate time.
3. Perform Post Mortem and Documentation as appropriate.
4. Exit.
### Change Management Categories Chart (Assigning Risk to a Change)

(Last Update: 12/10/02)

<table>
<thead>
<tr>
<th>E – EMERGENCY</th>
<th>1 – HIGH Risk</th>
<th>2 – MEDIUM Risk (with or without comm.)</th>
<th>3 – LOW Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Impact</strong></td>
<td>-Major</td>
<td>-Major</td>
<td>-None</td>
</tr>
<tr>
<td><strong>Visibility</strong></td>
<td>-Many users <a href="#">or</a> Safety issue <a href="#">or</a> Security issue</td>
<td>-Potentially visible to many users</td>
<td>-Potentially visible to few users or no users</td>
</tr>
<tr>
<td>(ability to back out)</td>
<td>-Backout is not an option</td>
<td>-Difficult or impossible to back out</td>
<td>-Involved backout</td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td>-Unanticipated</td>
<td>-Planned Major Project</td>
<td>-Planned</td>
</tr>
<tr>
<td></td>
<td>-Not a project</td>
<td>-Lengthy Install</td>
<td>-Not necessarily a project</td>
</tr>
<tr>
<td><strong>Severity</strong></td>
<td>-Production down <a href="#">or</a> Critical resources at risk</td>
<td>-Effects a mission critical service (i.e., Payroll….)</td>
<td>-Not a mission critical service, backout is involved</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Examples</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>-Router down</td>
</tr>
<tr>
<td>-Service Offline</td>
</tr>
</tbody>
</table>
### Change Management Categories Chart (Assigning Risk to a Change)

<table>
<thead>
<tr>
<th>-Service Pack</th>
<th>-Banner Upgrade</th>
<th>-Upgrade of a Server to a new level</th>
<th>-Writing a Banner script/report</th>
</tr>
</thead>
<tbody>
<tr>
<td>-IIS server hacked</td>
<td>-Deactivating a server</td>
<td>-Moving a printer</td>
<td>-Stopping/Starting a NT service</td>
</tr>
<tr>
<td>-Email Server infected with a virus</td>
<td>-Windows Service Pack for an OS; Service Release for an application</td>
<td>-Moving data from one server to another</td>
<td>-Windows security patch (when an immediate threat is not present)</td>
</tr>
<tr>
<td>-Replacing a broken machine in part or in whole</td>
<td>-Upgrading to a new version of an application or OS</td>
<td>-Downing a server, for PM</td>
<td>-Ghosting a computer lab machine</td>
</tr>
<tr>
<td>-Carrier on phone switch burned out or bad</td>
<td>-Relocating or moving a riser cable in building</td>
<td>-Running new CAT5/Fiber tie lines to switches &amp; hubs</td>
<td>-Unlocking audix box</td>
</tr>
<tr>
<td>-Cut voice tie line</td>
<td>-Relocating or moving a Tie Line</td>
<td></td>
<td>-Bad jack on the wall</td>
</tr>
<tr>
<td>-Cut or broken fiber</td>
<td>-Hardware Tie links to other campus go down</td>
<td></td>
<td>-Bad patch cord/line cord/hand set cord</td>
</tr>
<tr>
<td>-T1 down</td>
<td></td>
<td></td>
<td>-Malfunctioning phone</td>
</tr>
<tr>
<td></td>
<td>1 – HIGH Risk</td>
<td>2 – MEDIUM Risk</td>
<td>3 – LOW Risk</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------</td>
<td>-----------------</td>
<td>--------------</td>
</tr>
<tr>
<td><strong>Impact</strong></td>
<td>-Major</td>
<td>-Significant</td>
<td>-None</td>
</tr>
<tr>
<td><strong>Visibility</strong></td>
<td>-Many users or</td>
<td>-Potentially</td>
<td>-Potentially</td>
</tr>
<tr>
<td>(# users affected)</td>
<td>-Safety issue or</td>
<td>visible to many</td>
<td>visible to few</td>
</tr>
<tr>
<td></td>
<td>-Security issue</td>
<td>users</td>
<td>users</td>
</tr>
<tr>
<td><strong>Backout</strong></td>
<td>-Backout is not an option</td>
<td>-Involved backout</td>
<td>-Quick and easy backout</td>
</tr>
<tr>
<td>(ability to back out)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Planning</strong></td>
<td>-Unanticipated</td>
<td>-Planned</td>
<td>-General system administration</td>
</tr>
<tr>
<td></td>
<td>-Not a project</td>
<td>-Major Project</td>
<td>-Not necessarily a project</td>
</tr>
<tr>
<td></td>
<td></td>
<td>-Lengthy Install</td>
<td></td>
</tr>
<tr>
<td><strong>Severity</strong></td>
<td>-Effects a mission critical service (i.e., Payroll…)</td>
<td>-Not a mission critical service - Backout is involved</td>
<td></td>
</tr>
<tr>
<td></td>
<td>-Critical resources at risk</td>
<td>-A mission critical service, backout is trivial</td>
<td></td>
</tr>
</tbody>
</table>

**Examples**

<table>
<thead>
<tr>
<th></th>
<th>-Router down</th>
<th>-Network Upgrade</th>
<th>-Change IP’s on RAS</th>
<th>-Activating or deactivating a port</th>
</tr>
</thead>
<tbody>
<tr>
<td>-Service Offline</td>
<td>-IPX to IP Cutover</td>
<td>-Replace a perimeter server i.e., server in 1 classroom (not serving a core function)</td>
<td>-Adding a Web Page or changing it’s content</td>
<td></td>
</tr>
<tr>
<td>-Service Pack</td>
<td>-Banner Upgrade</td>
<td>-Upgrade of a server to a new Level</td>
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<td>-Malfunctioning phone</td>
<td></td>
</tr>
<tr>
<td>-TI down</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Procedure: Assigning Risk to a Change Procedure
(Determining the Change Category)

What constitutes an **EMERGENCY** change?

1. **Impact:** Major

2. **Visibility:**
   - Many users will be affected by the change.
   - There is a **safety issue** involved.
   - There is a **security issue** involved.

3. **Backout:**
   - Back out of the change is not an option.

4. **Planning:**
   - The change was **unanticipated**.
   - The change is **not** a project.

5. **Severity:**
   - Production is down and needs to be brought back up.
   - Critical Resources are at risk.

What constitutes a **HIGH Risk** change?

1. **Impact:** Major

2. **Visibility:**
   - Potentially many users could be affected.

3. **Backout:**
   - It may **Difficult** or **Impossible** to back out.

4. **Planning:**
   - The change is **planned**.
   - The change is a **Major Project**
   - The change could be a Lengthy Install.

5. **Severity:**
   - The change affects a mission critical service.
What constitutes a **MEDIUM Risk** change?

1. **Impact:** Significant

2. **Visibility:**
   - Potentially a few users could be affected.

3. **Backout:**
   - Could be either involved or trivial (look at Severity).

4. **Planning:**
   - The change is **planned**
   - The change is **not** necessarily a project.

5. **Severity:**
   - Not a mission critical service; however backout is involved.
   - Is a mission critical service; however, backout is trivial.

What constitutes a **LOW Risk** change?

1. **Impact:** None

2. **Visibility:**
   - Potentially a few or no users could be affected.

3. **Backout:**
   - Back out is quick and easy.

4. **Planning:**
   - Usually general system administration.
   - Not a project.

5. **Severity:**
   - Not mission critical.
Scheduling a Change

H  – High Risk
M  – Medium Risk
M/C – Medium requiring communication to users

H      – High Risk
M/C  – Medium Risk
M

TAG – Technical Advisory Group
CMM – Change Management Meeting

Each Thursday, 9:30am-9:50am
Each Thursday, 10:00am-12:00

Last Update: 10/12/2006
Change Calendar Entry Format

Monday, February 4
7:30am 8:00am-MED-nfs1
reboot (Rich Black)

Type of Change: (Maint., Upgrade…)
Server or System: (Zappa, EMAIL…)
Database Instance: (PRO1)
Services Affected: (Printers, EMAIL…)
Customers Impacted: (Students, Faculty,
A Building, JMMC…)
Communications Required: (Y/N)
Reason for Change: (Students inability to access Web )
Notes:

Last Update: 11/11/02
<table>
<thead>
<tr>
<th>Change Calendar</th>
<th>Tech. Review</th>
<th>Communications</th>
<th>Management Review</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EMERGENCY</strong></td>
<td>-N/A</td>
<td>-One person takes the lead and pulls in anyone else needed</td>
<td>-Support Center before &amp; after the change</td>
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<td>-Management responsible to get information &amp; communicate to users</td>
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<td>-Technical Lead delegates communications</td>
<td>-ASAP</td>
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<td></td>
<td>-Management approval (if not available, contact Support Center)</td>
<td>-Anytime or scheduled off hours</td>
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<td></td>
<td>-Not necessarily during the window</td>
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<tr>
<td><strong>HIGH</strong></td>
<td>-2 weeks or more</td>
<td>-Core Group</td>
<td>-Advanced notices to those effected</td>
<td>-Change window or Scheduled</td>
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<tr>
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<td>-Other appropriate staff</td>
<td>-Project Manager is responsible for communication inside &amp; outside group</td>
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<td>-Appropriate vendors</td>
<td>-Change Meeting</td>
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<tr>
<td><strong>MEDIUM</strong></td>
<td>-1 week or more</td>
<td>-At least peer</td>
<td>-Lead Technician communicates with all parties involved</td>
<td>-Change window</td>
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<td></td>
<td>-Maybe vendor</td>
<td>-Change Meeting</td>
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<tr>
<td><strong>LOW</strong></td>
<td>-N/A</td>
<td>-Maybe Peer if appropriate</td>
<td>-Person making change to whoever necessary if applicable</td>
<td>-N/A</td>
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<td></td>
<td></td>
<td>-Appropriate time</td>
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<tr>
<td>Test Plan</td>
<td>Documentation</td>
<td>Post Review</td>
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<tr>
<td><strong>EMERGENCY</strong></td>
<td>-N/A</td>
<td>-Post mortem -Appropriate process improvements -Communicate with management and peers -Monitor results of change</td>
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<tr>
<td><strong>HIGH</strong></td>
<td>-Document test procedure and present to all -Dry run offline if possible -Post docs on test results -Repeat if necessary</td>
<td>-Project Manager develops &amp; collects all documentation at central location -Project Manager will determine documentation requirements: layout, content… -Tie up loose ends/post mortem -Appropriate process improvements -Communicate with management and peers -Formally monitor change results</td>
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<tr>
<td><strong>MEDIUM</strong></td>
<td>-Devis a test procedure &amp; share with peers -Implement test &amp; analyze results</td>
<td>-Determined by &amp; kept in area of the Team -Audience is peers -Appropriate process improvements -Technician monitors results of change</td>
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<tr>
<td><strong>LOW</strong></td>
<td>-N/A</td>
<td>-N/A -Monitor or test change as appropriate</td>
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