## UNIVERSITY CONTACT & SUBMISSION INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Sharon Hunt</th>
<th>Title</th>
<th>Contract Manager</th>
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<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:Sharon.hunt@utoledo.edu">Sharon.hunt@utoledo.edu</a></td>
<td>PH:</td>
<td>419.383.5714</td>
</tr>
<tr>
<td>U.S. Postal Mailing Address</td>
<td>THE UNIVERSITY OF TOLEDO PURCHASING SERVICES MS 1221 Attn: Sharon Hunt RFP# FY18-26 4000 Arlington Ave. TOLEDO, OH 43614</td>
<td>Hand or Courier Delivery Address</td>
<td>THE UNIVERSITY OF TOLEDO PURCHASING SERVICES Ruppert Health Center, Room 0001E Attn: Sharon Hunt RFP# FY18-26 3125 Transverse Dr. TOLEDO, OH 43614</td>
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## RESPONDENTS MUST COMPLETE THE FOLLOWING and RETURN THIS COVER SHEET WITH RFP RESPONSE

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<tr>
<th>Federal I.D. or TIN Number:</th>
<th>Company Legal Name:</th>
<th>Company Website:</th>
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<th>Primary Contact Name:</th>
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<tr>
<th>Authorized Signer’s Printed Name:</th>
<th>Authorized Signer’s Title:</th>
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### State Classifications

- State of Ohio Certified MBE
  - Yes ☐
  - No ☐
- State of Ohio Certified EDGE
  - Yes ☐
  - No ☐

*If box is marked Yes, please supply a copy of each certification checked as part of proposal submission.*

### Federal Classifications

- Woman Business Enterprise
- Small Disadvantaged Business
- Veteran Owned Business
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B. Requirements & Response Questionnaire
C. Hardware/Software/Maintenance Pricing Sheet (Separate Excel Spreadsheet)

SECTION 1: DEFINITIONS

Relative to this Request for Proposal, and any University-issued addenda, the following definitions apply:

1.1 Award: Agreement, Contract or Purchase Order resulting from this RFP.

1.2 Vendor, Supplier, Contractor: Respondent who is officially awarded the business through the RFP process and entered into a contractual agreement with the University.

1.3 Proposal: Respondent’s formally prepared response to this RFP, which was received by the University.

1.4 Due Date/Time: The date and time specified in this RFP by which a Proposal must be received by the University in accordance with this RFP. Proposals received after such date and time will not be considered.

1.5 Respondent: Individual or company submitting a Proposal in response to this RFP.

1.6 RFP: Request for Proposal

1.7 Scope: Scope of Services or Materials identified by University within this RFP that forms basis of Respondent Proposal.

1.8 University: The University of Toledo.

1.9 Addendum: Refers to document issued by the Contract Manager which modifies this Request for Proposal or provides additional information to respondents.

1.10 IUC-PG: Inter-University Council Purchasing Group is comprised of purchasing officers of state funded institutions of higher education in Ohio. The IUC operates under the requirements of the Ohio Revised Code, the by-laws of the Inter-University Council, the policies and procedures of the IUC-PG and the policies of each institution as authorized by each institution’s Board of Trustees.

1.12 May, should: Indicates an item is requested but not mandatory. If the respondent fails to provide requested information, the University, at its sole option, may either request that the respondent provide the information or evaluate the proposal without the information.
1.13 **Shall, must, will:** Indicates a mandatory requirement. Failure to meet mandatory requirements will invalidate the proposal, or result in rejection of the proposal, as non-responsive.

SECTION 2: RFP SCHEDULE OF EVENTS

The University will make every effort to adhere to the schedule detailed below:

- **RFP Issue Date:** March 1, 2018
- **Questions Submitted by:** March 14, 2018 at 12:00 PM (EST)
- **University Response to Questions via website:** March 22, 2018 by 5:00 PM (EST)
- **Proposal Due Date/Time:** April 4, 2018 at 3:00 PM (EST)
- **Vendor Presentations:** To be scheduled if needed in April
- **Anticipated Award Date:** Tentative: April/May

SECTION 3: INSTRUCTIONS FOR PROPOSAL SUBMISSION

Respondents are cautioned to read this entire RFP carefully and to comply with all directives to avoid disqualification from an award.

3.1 **Single Point of Contact:**
From the RFP Issue Date until an Award is made and announced by the University, Respondents are **not** allowed to communicate with any University employee, staff, faculty, student, physician or officials regarding this RFP, except at the direction of the University contact listed on the Cover Sheet of this RFP. **Any unauthorized contact will disqualify the Respondent from further consideration of this RFP and any future RFP events of same nature.**

3.2 **Proposal Preparation:**
- Respondents must develop and submit a complete and accurate Proposal to this RFP. Proposals must adhere to all directives contained herein and must follow the chronology of this RFP as specified. All documents, as checked in Section 3.8, are required to be part of the proposal submission.
- Respondent is to submit one (1) original Proposal which is to be bound into a single document and clearly marked “ORIGINAL”. Should a discrepancy arise between various copies of the RFP, information contained in the “ORIGINAL” will prevail over conflicting information.
- Respondent is to submit two (2) quality Proposal copies, which are to be individually bound and clearly marked “COPY”.
- A digital copy of the Proposal is to be submitted on either a CD or flash drive.
- Proposals should be prepared providing a straight-forward, concise description of Respondents capabilities to satisfy the requirements of the Request for Proposal. Emphasis should be on completeness and clarity of content. Unnecessarily elaborate brochures or other presentations beyond that sufficient to respond to each section and beyond that sufficient to present a complete and effective bid response are neither necessary nor desired.
- Respondent may include any optional data not requested yet considered by the Respondent to be pertinent to this RFP. Any such information should be clearly marked as optional.
• Any Proposal that does not include the express requirements of this RFP and any University issued addenda shall be considered an incomplete Proposal and rejected.

3.3 Site Visit/Pre-Proposal Conference:
A site visit is not being offered for this RFP.

3.4 University Revisions to the RFP:
In the event that it becomes necessary for the University to revise any part of this RFP, revisions will be provided by the University Purchasing Office via an addendum that is posted online at http://www.utoledo.edu/depts/supplychain/. Select the Request for Proposal Link and the specific RFP number to show all documents available. Respondents are responsible for checking the website often for any addenda that may have been added.

3.5 Respondent Questions regarding Scope or Procedure:
Respondents with questions or requiring clarification or interpretation of any section within this RFP must address these questions via e-mail to sharon.hunt@utoledo.edu prior to the submission date stated in Section 2: RFP Schedule of Events. No phone calls will be accepted. The respondent needs to reference each question to the RFP in consecutive order, from beginning to end, following the chronology of the RFP. Each question should begin by referencing the RFP page number and section number to which it relates.

Requests for extension of Due Date/Time will not be granted unless the University determines, at its’ sole discretion, that the original Due Date/Time appears impractical. Notice of any extension will be provided in the form of an Addendum posted electronically to the purchasing website.

All correspondence with RFP contact, for the duration of the RFP timeline, is to be in written format only (no phone calls will be accepted) and respondents are hereby advised that written communication received after the question and answer period will only be responded to as deemed appropriate by the RFP contact.

3.6 Respondent Requests for Exceptions from University Standard Contract Clauses:
• Standard contract clauses listed at the end of this RFP document are those that may typically be found in an executed agreement in which the university is a party to.
• Respondents must submit all exceptions of presented standard contract clause requests in writing.
• Exceptions with an explanation as to why the Respondent cannot accept the University’s provision and what alternative language the Respondent proposes should be included as a separate page in the proposal submission.
• The University will make any final determination of changes to the standard contract clauses.

3.7 Submission Requirements:
• Proposals must be received by The University of Toledo Purchasing Services Office as per the due date/time listed on RFP cover sheet.
• Regardless of cause, any RFP proposal or revision received after the Due Date/time will not be considered.
• Respondents are responsible for selecting the method of delivery (first class certified mail, return-receipt requested, express mail, or hand-delivery) to ensure the proposal is received in the Purchasing Office prior to the due date/time (as determined by the University’s Purchasing date stamp clock). For specific directions to the purchasing office listed on the cover page, refer to the purchasing website. http://www.utoledo.edu/depts/supplychain/
• University Purchasing Department Office hours for receipt of Proposals are Monday through Friday, 8 AM through 5 PM, EST. Refer to cover sheet for address of the Purchasing Services Office.
• Envelope/package must be securely sealed and clearly marked with the RFP number and RFP Title from the Cover Sheet.
3.8 **RFP package requirements checklist:**
The following items (if checked below) must be included in the RFP response package by Proposal Closing Date/Time. Failure to provide information as requested may disqualify the proposal.

- Signed Cover Sheet
- Copy of MBE or EDGE Certification (if Yes was checked on cover sheet)
- Electronic Version of the Proposal
- University Certification Form – **Attachment A**
- BAA (Business Associates Addendum - Contractor will be required to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The University of Toledo master BAA addendum is Attachment - and will become an integral part of any agreement.
- Specification/Requirements - **Attachment B**
- Hardware Pricing Matrix – **Attachment C (Excel Spreadsheet)**
- References
- Bid Bond – in the amount of $ _________
- Proof of Insurance (note: a properly executed insurance certificate will be required prior to issuance of a University contract or purchase order.)

The following MUST be submitted within fifteen (15) days of award of contract

- Performance Bond – in the amount of 0% of the total bid. The Performance Bond shall be the responsibility of the Contractor and failure to submit the bond may result in cancellation of the contract. The Performance Bond must be signed by a surety company authorized to do business in the State of Ohio.

3.9 **Pricing Format:**
- Respondents must clearly outline their fee structure including initial up front costs and any ongoing yearly maintenance, licenses, services and support fees in Attachment B and hardware cost in Attachment C. The documents will be used as the primary representation of each Respondent’s cost/price, and will be used extensively during Proposal evaluations. Additional information should be included as necessary to explain in detail the Respondent’s cost/price.
- Prices quoted in the Proposal must be FIRM and compliant with RFP specifications. Proposals may not be corrected after the Due Date/Time.

3.10 **No Bid Requirement:**
If Respondent is unable or unwilling to submit a Proposal, the Respondent should as a courtesy notify the University Contact identified on the Cover Sheet via email to sharon.hunt@utoledo.edu and provide a brief explanation for the “no-bid” prior to the Due Date/Time.

Failure to extend this courtesy may jeopardize your consideration for receiving future RFP’s.

3.11 **Withdrawal of Proposal:**
Respondents may withdraw Proposals at any time prior to the Due Date/Time with written notification to the University Contact listed on the Cover Sheet.

3.12 **Cancellation of the RFP:**
The University reserves the right to cancel this RFP, in whole or in part, at any time before the opening of the proposals. Should it become evident during the evaluation of the proposals that it is no longer in the best interest of the University to make an award under this solicitation, the University reserves the right to cancel this RFP. The University shall not be responsible for any costs incurred due to the cancellation of the RFP.

3.13 **Respondent Presentations:**
Respondents may be required to make an oral presentation and product/service demonstration to clarify their Proposal or to further define their offer. Respondents should be prepared to send qualified personnel to the University campus, at the Respondent’s sole expense, to discuss technical and contractual aspects of the Proposal.
3.14 **Alternative Proposals:**
Respondent may offer alternative Proposals; in which case each Proposal will be evaluated by the University as a separate option. Alternative proposals must be clearly marked.

3.15 **Supplier Diversity Initiatives:**
The University of Toledo has goals consistent with the State of Ohio legislative mandate to procure a percentage of its goods and services from State Certified Minority Business Enterprises (MBE) and/or Encouraging Diversity Growth and Equity (EDGE) vendors. Pursuant to this mandate, Respondents are encouraged to work in conjunction with certified diverse suppliers to submit a joint quotation. Any such joint proposal must be signed by all Respondents and must clearly indicate the specific portion (and pricing) of the total scope of work that each joint Respondent is to perform. The University of Toledo reserves the right to award a MBE or EDGE vendor, at its sole discretion, in order to meet said goal.


3.16 **Sustainability and Biobased Products:**
The University of Toledo is committed to preserving the environment and being responsible stewards of university resources. There are many benefits to environmentally preferred purchasing: reduced energy consumption, recycled content, extended product life, decreased maintenance or reduced life cycle costs. Suppliers are encouraged to identify products, services or processes that promote environmental stewardship and offer these goods or services as alternates to what has been requested. Any exceptions or deviations from the original specifications must be clearly defined.

As part of ORC 123:5-1-14, the university also supports the purchase of biobased products as defined by the United States Department of Agriculture and as maintained by the Department of Administrative Services. The university may give preference to biobased alternatives if they meet the functionality requirements as deemed by the university.

3.17 **Accessibility:**
The University of Toledo is committed to creating and maintaining an accessible environment in which products or services are available to as many individuals as possible. Assistive and adaptive technology options should be provided in your response to demonstrate the accessibility features of the goods or service being requested.

3.18 **Supplier access at the University of Toledo Medical Center:**
University of Toledo Medical Center requires its suppliers and their representatives to participate in its Supplier compliance and credentialing program. Supplier agrees to participate, register, become compliant and pay the appropriate fees (nominal) annually to cover all staff per tax ID. Registration and maintaining compliance enables representatives of Supplier to have access to UTMC and its affiliates, and provides credentialing to be used for any visits to our campus. Failure to register or non-compliance may impact vendor ability to receive payment. Upon implementation of the electronic sign-in process, representatives will be required to sign in electronically for each site visit to receive a single use identification badge.

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SECTION 4: GENERAL INFORMATION AND NOTICE TO RESPONDENTS

The Respondent whose Proposal, in the sole opinion of the University, represents the best overall value to the University will be selected. Factors which determine the selection include but are not limited to: the Proposal’s compliance with the RFP; quality of the Respondent’s products or services; ability to perform the Scope; and general responsibility as evidenced by past performance. Price/Discounts, although a factor, will not be the sole determining factor in the award of an agreement.

4.1 Rights Reserved:
The University, at its sole discretion and upon its determination that such actions would be in its best interest, reserves the right to:
- Accept or reject any or all Proposals, or any part thereof, or to withhold the award and to waive, or decline to waive, irregularities, informalities, and technicalities in any Proposal when determined that it is in its best interest to do so;
- Contact any respondent for clarification of information submitted;
- Hold all Proposals for a period of up to one hundred-twenty (120) days after the Due Date/Time and to accept a Proposal not withdrawn before the scheduled Due Date/Time;
- Cancel and/or reissue this RFP at any time;
- Invite some, all, or none of the Respondents for interviews, demonstrations, presentations, and further discussion;
- Negotiate a possible contract and may solicit best and final offers from some or all Respondents prior to or during this negotiation process;
- Choose to not evaluate, shall deem non-responsive, and/or shall disqualify from further consideration any Proposals that do not follow the RFP directives, are difficult to understand, are difficult to read, or are missing any requested information;
- Make an Award by items, groups of items, or as a whole, whichever is deemed most advantageous to the University. The University also reserves the right to make multiple awards when it is deemed in the best interest of the University.

4.2 Right to Investigate and Reject:
The University may make such investigations as deemed necessary to determine the ability of the Respondent to provide the supplies and/or perform the services specified. The University reserves the right to reject any Proposal if the evidence submitted by, or investigation of, the Respondent fails to satisfy the University that the Respondent is properly qualified. This includes the University’s ability to reject the Proposal based on negative references.

4.3 Incurred Expenses:
The Respondent, by submitting a Proposal, agrees that any cost incurred by responding to this RFP, or in support of activities associated with this RFP, will be born by the Respondent and shall not be billed to the University. The University will incur no obligation or liability whatsoever to anyone resulting from issuance of, or activities pertaining to, this RFP, including samples. Respondents submit Proposals at their own risk and expense.

4.4 Resulting Contract(s):
This RFP, any addenda, the Respondent’s Proposal, any addenda or exhibits, best and final offer, and any clarification question responses may be included in any resulting contract(s).

If awarded an agreement, please indicate if you will extend all negotiated price structures and terms to members of the following consortia in the State of Ohio:

Inter-University Council (IUC): [ ] Yes [ ] No
Ohio College Association (OCA): [ ] Yes [ ] No

4.5 Evaluation Process and Contract Term:
All proposals submitted by the due date/time deadline will be evaluated by a committee designated by the University, who will be responsible for the selection of a firm (or firms) to which a contract may be awarded.
If an award of contract is made, the respondent whose proposal, in the sole opinion of the University, represents the best overall value to the University will be selected.

Evaluation Criteria for this RFP include, but not limited to:

- Technical Proposal, Requirements and Functionality
- Integration, Installation and Implementation
- Project management approach and experience
- Total investments required by University (Total cost, initially, annually, 5 year/10 year total cost of ownership)
- Reference checks
- Comprehensiveness of proposal relative to various facets of the project
- Innovativeness of solutions and approach
- Call Center Experience in both Academic and Clinical Operations
- Development, scripting, programming, and automation experience relative to project implementation
- Qualifications and experience of proposed personnel and evidence of successful performance with similar accounts or operations
- Financial Stability of vendor
- Ability to execute the contract in a timely manner
- Fulfilling the request for information per each section of this RFP.

The members of the evaluation committee may deem it necessary to make a site visit to a facility similar in scope and demographics to The University of Toledo.
SECTION 5: SCOPE OF SERVICES

5.1 Background information:

The University of Toledo, established in 1872, is one of 13 state universities in Ohio. The University is recognized as a major force in contributing to the new discovery of knowledge and technology. UT offers a vast array of resources for undergraduate, graduate and faculty-led research opportunities with 125 patents and $60 million in research and grants.

UT’s Main Campus is ranked among one of the top 100 most beautiful campuses in the U.S. and features eight modern residence halls, a gothic bell tower, a student recreation center, state-of-the-art classrooms, a football stadium, new athletic complex, and a student- and community-centered development called the Gateway project.

In July 2006, The University of Toledo and the Medical University of Ohio merged to form the third-largest public university-operating budget in the state.

The University of Toledo Health Science Campus is home to the UT Medical Center hospitals and clinics. UTMC, a Level I Trauma Center, offers innovative treatments for stroke and cancer found nowhere else in the state. It also features the region’s first multiple patient hyperbaric chamber through the new Wound Care & Hyperbaric Center. Through UTMC’s health-science research and education programs, they are not only attracting the best and brightest medical and health-professions students, but also the best care providers, nurses, technologists, physicians and surgeons. To continue enhancing the quality of education provided at UTMC, construction began on the $36 million Interprofessional Immersive Simulation Center, a facility dedicated to medical and health education.

The University of Toledo’s mission: The mission of The University of Toledo is to improve the human condition; to advance knowledge through excellence in learning, discovery and engagement; and to serve as a diverse, student-centered public metropolitan research university. For more information, visit: www.utoledo.edu/ Campus Map

A University of Toledo Map of all locations can be found on the University’s website via the following link: http://www.utoledo.edu/campus/virtualtour/

5.2 Project Overview:

The UNIVERSITY OF TOLEDO (UT) located in Toledo, Ohio, is accepting competitive sealed proposals from qualified companies for a Next Generation Unified Communication System. The University of Toledo is a State of Ohio funded public academic institution.

This Request for Proposal (RFP) document outlines requirements necessary for the assistance and implementation of an on premise voice communication solution with a hybrid web and video conferencing capabilities. This implementation is to specifically utilize the Cisco Unified Communications platform. The proposed solutions and implementation approach must be able to support all the required call processing, voice messaging, unified communications, management, high availability, and administrative features of this RFP. In addition, the proposed solution must be capable of meeting anticipated growth without major system cost increases for a period of five years.

This Request for Proposal is intended to provide a standard base from which to evaluate implementation partners that are highly skilled and have extensive experience in deploying the Cisco Unified Communications System within complex University and Medical campus environments. The acceptance of this RFP does not obligate The University of Toledo to purchase a system or services from any vendor.

The information provided herein is intended to assist suppliers to respond properly to this Request for Proposal. The University believes this RFP provides interested vendors with sufficient information to submit proposals that meet the requirements. It is not intended to limit a proposal’s content or to exclude
any relevant or essential data. Suppliers are encouraged to include additional information that will substantiate their product quality and service capabilities.

5.3 **Scope of Bid:**
Upon award, the vendor will supply a hardware and software, implementation, service and support for the Unified Communications Center.

See Attachment B for Requirements and Vendor Response

See Attachment C for Hardware Price Sheet (Excel Spreadsheet)
SECTION 6: THE UNIVERSITY OF TOLEDO STANDARD CONTRACT CLAUSES

The following is the list of standard contract clauses that will govern the contractual obligations of each party either from the issuance of a purchase order or completion of an executed agreement.

6.1 Absence of Sanctions:
Contractor represents that neither it nor any of its owners, officers or employees have been sanctioned by or excluded from participation in any federal or state health care program, including Medicare and Medicaid. Contractor agrees that if it or any such individual associated with it should become the subject of an investigation relating to health care fraud, abuse or misconduct, or should be sanctioned by or excluded from participating in any federal or state health care program, including Medicare and Medicaid, it will immediately notify the University of such event and the University will have the right to immediately terminate this Agreement without penalty or cost.

6.2 Acceptance:
Acknowledgment of Purchase Order, shipment of any goods or commencement of work pursuant to the Purchase Order or agreement shall be deemed an acceptance of these Terms and Conditions. No modification of or release from this Purchase Order shall be binding unless agreed to in writing by the University and Contractor and specifically labels as a modification or release. Unless specifically agreed to otherwise by University and Contractor, these Terms and Conditions supersede any others submitted by Contractor in any proposal or acknowledgment.

6.3 Access to Records:
In the event that it is determined that Section 952 of the Omnibus Reconciliation Act of 1980 (P.L. 96-499) and regulations adopted pursuant thereto apply to this agreement, the parties agree, for a period of four (4) years after performance hereby, to make available to the Secretary of Health and Human Services or the Comptroller General of the United States, or any of their duly authorized representatives, upon written request therefore, this agreement and its or their books and records necessary to certify the nature and extent of the costs thereof. If any portion of this agreement is to be performed through a sub-contract with a related organization at a cost in excess of Ten Thousand Dollars ($10,000.00) over a twelve (12) month period, such sub-contract will contain this requirement.

6.4 Advertising:
Contractor will not appropriate or make use of the University’s name or other identifying marks or property in its advertising without prior written consent of the University’s Office of Marketing and Communications.

6.5 Assignment:
Neither party may assign this Agreement or any rights, duties or obligations under this Agreement without the prior written consent of the other party.

6.6 Audits:
During performance of this Agreement and for a period of seven years after its completion, Contractor will maintain auditable records of all charges pertaining to this Agreement and will make such records available to University as University may reasonably require. All audits of Contractor by the University will be conducted in a manner that does not unreasonably interfere with the conduct of a Contractor’s business. If any such audit discloses a deficiency, Contractor will promptly pay to the University any deficiency and, if the deficiency is material, the cost of the audit.

6.7 Authority to Contract:
Each party represents that it has the full power and authority to enter into this Agreement and to convey the rights herein conveyed.

6.8 Changes:
No substitutions, alterations or additions are authorized to this Purchase Order without the written consent of the University. The University reserves the right to return goods at Contractor’s expense if the order is billed at a higher price than specified or the goods are non-conforming, unless prior written approval for the
modification has been obtained by Contractor from the University.

6.9 Charges/increases:
Charges to the University identified in this Agreement are complete and no additional charges or price increases of any type will be added without the University’s express written consent.

6.10 Compliance with Law and University Policies
- Contractor hereby covenants and agrees that in the course of Contractor’s performance of its duties hereunder, Contractor will comply with all applicable federal, state and local government laws, statutes, ordinances and regulations, and University policies and procedures.
- If professional licensing or certification constitutes a qualification for Contractor’s performance under this Agreement, Contractor will make immediately available, at the University’s request, a copy of said certification or licensure.
- The Contractor warrants that it has complied with all federal, state and local laws regarding business permits and licenses of any kind.
- The Contractor agrees to comply with all applicable state and federal laws regarding drug-free workplace and ensure that all its employees, while working on state property, will not purchase, transfer, use or possess illegal drugs or alcohol or abuse prescription drugs in any way.

6.11 Confidentiality
Pricing information in this Agreement or information provided by Supplier marked confidential will be maintained by the University as confidential information, except that this information may be subject to disclosure under the Ohio Public Records Law, See Ohio Revised Code §149.43. The University will have the right to disclose all pricing or information marked confidential relating to this Agreement to any University attorneys, accountants, consultants, group purchasing organizations, or other third parties retained by the University with respect to the University’s business purposes under this Agreement. If the University receives a public records request for any information related to the pricing in this Agreement or information marked by Supplier as confidential, the University will notify Supplier and Supplier will have fifteen (15) calendar days from the date of the notice to obtain an order to prevent said disclosure. Supplier waives any claim it may have against the University for release of said information after the fifteen (15) calendar day notice period has passed.

6.12 Conflict of Interest:
No personnel of Contractor or member of the governing body of any locality or other public official or employee of any such locality in which, or relating to which, the work under this Agreement is being carried out, and who exercise any functions or responsibilities in connection with the review or approval of this Agreement or carrying out any of such work, will, prior to the completion of said work, voluntarily acquire any personal interest, direct or indirect, which is incompatible or in conflict with the discharge and fulfillment of his or her functions and responsibilities with respect to the carrying out of said work.

Any such person who acquires an incompatible or conflicting personal interest, on or after the effective date of this Agreement, or who involuntarily acquires any such incompatible or conflicting personal interest, will immediately disclose his or her interest to Agency in writing. Thereafter, he or she will not participate in any action affecting the work under this Agreement, unless Agency will determine in its sole discretion that, in the light of the personal interest disclosed, his or her participation in any such action would not be contrary to the public interest.

Contractor represents, warrants, and certifies that it and its employees engaged in the administration or performance of this Agreement are knowledgeable of and understand the Ohio Ethics and Conflicts of Interest laws. Contractor further represents, warrants, and certifies that neither Contractor nor any of its employees will do any act that is inconsistent with such laws and Executive Order

6.13 Contingent upon Appropriation:
It is understood that any and all expenditures of State funds are contingent on the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails at any time to continue funding for the payments and/or other obligations that may be due hereunder, then the State of Ohio’s obligations under this Agreement are terminated as of the date that the funding expires without further obligation of the State.
6.14 Customer Service:
- It is expected that all Contractors working with University associates maintain a professional and courteous nature and that phone calls and order confirmations be promptly returned.
- It is the desire of the University that a dedicated Customer Service Representative, or team thereof, be placed on the University account during regular business hours with e-mail capabilities.
- It is the Contractor’s responsibility to communicate changes in representatives and coordinate introductions to key personnel at the University. This includes sales and internal customer service reps.

6.15 Defense/Authority to Defend or Settle a Claim:
To the extent University is named party in such claim, University will have the right to approval all legal counsel used in the defense of such claim and the right to approve any settlement regarding the claim.

6.16 Entire Agreement:
This Agreement supersedes any and all agreements, both oral and written between the parties, and contains all of the covenants and agreements between the parties. Any modification of this Agreement will be effective only if it is in writing signed by the party to be charged.

6.17 Ethical Conduct:
It is expected once an agreement or Purchase Order is issued, Contractors (awarded or not awarded) will not undertake any actions that might interfer with, or be detrimental to, the contractual obligations of The University of Toledo. The University reserves the right to take any and all actions deemed appropriate in response to unethical conduct by a Contractor. Such actions include, but are not limited to: establishing guidelines for campus visits by Contractor, and/or removal of a Contractor from University’s supplier list.

6.18 Force Majeure:
Neither party will be liable or deemed in default for any delay or failure in performance under this Agreement or interruption of service resulting directly or indirectly from acts of God, civil or military authority, acts of the public enemy, war, riots, civil disturbances, insurrections, accidents, fires, explosions, earthquakes, floods, the elements or any other cause beyond the reasonable control of such party.

6.19 Freight Terms:
All goods will be shipped to the University’s designated destinations as F.O.B. Destination. No charge for packing or cartage will be allowed except as approved in writing by the University’s Purchasing Department prior to shipment. International INCOTERMS, if applicable, are DDP (delivered duty paid). As such, Contractor should include all applicable storage, labor, packing, freight/cartage/delivery, insurance, duty, taxes and custom related documentation charges necessary, as the University will not be responsible for any additional fees or activities associated with goods or commencement of work listed on University Purchase Order. All packages, shipping units, bills of lading or shipping memorandums must clearly be marked with University Purchase Order number.

6.20 Governing Law:
All questions relating to the validity, interpretation, performance or enforcement of this Agreement, and any claims arising from or related to this Agreement, will be governed by and construed in accordance with the laws of the State of Ohio, without regard to the principle of conflict of laws. Any litigation arising from or related to this Agreement may be brought only in the federal or state courts of Ohio with appropriate jurisdiction, and the parties irrevocably consent to the jurisdiction and venue of such courts.

6.21 HB694 Campaign Contributions:
The Supplier hereby certifies that all applicable parties listed in Division (I)(3) or (J)(3) of ORC Section 3517.13 are in full compliance with Divisions (I)(1) and (J)(1) of ORC Section 3517.13.

6.22 Indemnification:
Supplier agrees to indemnify the University, its governing board, officers, employees, agents, students and the State of Ohio from and against any and all costs, losses, damages, liabilities, expenses, demands, and judgments, including court costs, and attorney’s fees, which may arise out of Supplier’s performance of this Agreement, or suffered by failure to perform this Agreement according to its provisions and in accordance with the Statement of Services.
6.23 **Intellectual Property Indemnification:** (for agreements including software)
Supplier at its own expense will defend and hold harmless University from (i) any judgment against University to the extent that such judgment is based on a claim that software used within the scope of this Agreement infringes any patents, copyrights, license or other property rights of a third party. University will promptly notify Supplier in writing of any such claims. To the extent University is named party in such claim, University will have the right to approve all legal counsel used in the defense of such claim and the right to approve any settlement regarding the claim.

6.24 **Independent Contractor:**
1. The Contractor agrees that it is an independent contractor, and not an agent, partner or employee of the University. The Contractor understands that it does not have the authority to sign agreements, notes or obligations or to make purchases or dispose of property for or on behalf of the University.
2. The Contractor’s personnel are not employees or agents of the University at any time or for any purpose. This includes application of the Fair Labor Standards Act, Security Act, the Federal Unemployment Tax Act, the provisions of the Internal Revenue Code and for state revenue and tax laws, state worker’s compensation laws and state unemployment insurance laws.
3. The Contractor accepts full responsibility for payment of all taxes including without limitation, unemployment compensation insurance premiums, all income tax deductions, social security deductions, and any and all other taxes or payroll deductions required for all employees engaged by the Contractor in the performance of the Services authorized by this Agreement.

6.25 **Insurance:**
Contractor (“Contractor”) shall purchase and maintain liability insurance which will protect the Contractor from claims which may arise out of or result from the Contractor’s performance or obligations under the contract, whether due to action or inaction by the Contractor, or any person for whom the Contractor is responsible.
Refer to the following website for information:
http://www.utoledo.edu/depts/risk/rm/policies/Exhibit_1_Contractors.html

6.26 **Invoicing:**
Hard copy invoices are to be mailed to The University of Toledo, Accounts Payable, MS 451, 2801 W. Bancroft St. Toledo, OH 43606. Invoices may also be sent electronically to APInvoices@utoledo.edu referencing ‘email processing’ in the subject line with name of Contractor and invoice number. Invoices must reference Purchase Order number and match Purchase Order on a line by line basis to ensure prompt payment. University shall have the option of using any method of payment including credit card, ACH, or check. Any cash discounts offered will be accepted.

6.27 **Limitation of Liability:**
- The University’s liability for damages, whether in contract or in tort, will not exceed the total amount of compensation payable to Contractor under this Agreement.
- **IN NO EVENT WILL THE UNIVERSITY BE LIABLE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF PROFITS, EVEN IF THE UNIVERSITY IS ADVISED, KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.**
- **NOTWITHSTANDING ANY LANGUAGE TO THE CONTRARY, THE CONTRACTOR WILL BE LIABLE FOR ANY PERSONAL INJURY OR DAMAGE TO THE UNIVERSITY IN PERFORMING THE SERVICES, INCLUDING DAMAGE TO REAL PROPERTY OR TANGIBLE PERSONAL PROPERTY, CAUSED BY ITS FAULT OR NEGLIGENCE.**

6.28 **Meetings:**
The Contractor is required to meet with the University to resolve technical or contractual problems that may occur during the term of the contract or to discuss the progress made by Contractor and the University in the performance of their respective obligations, at no additional cost to the University.

6.29 **Non-Discrimination:**
Contractor acknowledges and agrees that Contractor does not discriminate in employment or educational programs on the basis of race, color, religion, sex, age, ancestry, national origin, sexual orientation, gender
identity and expression, military or veteran status, disability, familial status, political affiliation, or participation in protected activity.

6.30 Non-Waiver:
The delay or failure of either party to exercise any of its rights under this Agreement for a breach thereof will not be deemed to be a waiver of such rights, nor will the same be deemed to be a waiver of any subsequent breach, either of the same provision or otherwise.

6.31 Notices:
Any notice to either party hereunder must be in writing signed by the party giving it, and will be served personally or by registered or certified mail addressed as follows:

To the University:
The University of Toledo
Attn: _______________
Mail Stop # _______
2801 W. Bancroft St.
Toledo, OH  43606

To Contractor:
(fill in address)
or to such other addressee as may be hereafter designated by written notice. All such notices will be effective only when received by the addressee.

6.32 Paragraph Headings:
The paragraph headings in this Agreement are inserted only as a matter of convenience as a reference, and in no way define, limit or describe the scope or intent of this Agreement.

6.33 Payment Terms:
University standard payment terms are NET30 days and will be calculated by the date goods are received; the date the invoice is received; or the date of installation or acceptance, whichever is later.

6.34 Public Records:
The parties acknowledge that the University, as an instrumentality of the State of Ohio, is required to disclose public records. When the University receives a request involving Contractors information, including this Agreement, the University will notify Contractor immediately of the request. Contractor will have 15 days to obtain an order prohibiting the disclosure or a protective order to protect the disclosure of any information. Contractor’s failure to obtain an order prohibiting the disclosure within the 15 day period constitutes a waiver of any claim Contractor may have against the University for disclosure of the information.

6.35 Record Keeping Requirements:
1. The Contractor will keep all financial records in a manner consistent with generally accepted accounting procedures. The Contractor will file all documentation to support each action in a manner allowing it to be readily located.
2. The Contractor will keep separate business records for this project, including records of disbursements made and obligations incurred in the performance of this Agreement. The Contractor will support these records with contracts, invoices, vouchers and other data as appropriate.
3. The Contractor agrees to provide the University, its duly authorized representatives or any person, agency or instrumentality providing financial support to the Services undertaken under this Agreement, with access to and the right to examine any books, documents, papers and records of the Contractor involving transactions related to this Agreement. This right will continue during the term of this Agreement plus 3 years after termination or expiration of this Agreement.
6.36 Rights in Data, Patents and Copyrights, Public Use:
1. If applicable, the Contractor will deliver and assign to the University all rights, title and interest to:
documents, data, materials, information, processes, studies; reports, surveys, proposals, plans, codes;
scientific information, technology information, regulations; maps, equipment, charts, schedules,
photographs, exhibits; software, software source code, documentation and other materials and
property prepared or developed or created or discovered under or in connection with this Agreement
(the “Deliverables”).
2. If applicable, the Deliverables provided by the Contractor in rendering the Services will become the
property of the University. The University, and any person, agency or instrumentality providing
financial assistance for the Services performed under Article 1 will have the unrestricted right to
reproduce, distribute, modify, maintain and use the Deliverables.
3. The Contractor will not obtain copyright, patent or other proprietary protection for the Deliverables,
provided, however, that the Contractor will reserve its rights in all methods, pre-existing work,
software and data used to prepare such Deliverables.
4. The Contractor will not include in any Deliverable any copyrighted matter, unless the copyright owner
and any person, agency or instrumentality providing financial assistance to the Services under this
Agreement gives prior written approval to use such copyrighted matter in the manner provided herein.
5. Neither the Contractor nor any of its employees, agents, subcontractors or assigns will make a
disclosure for securing a patent in the United States or any other country for any of the Deliverables
unless the University approves this disclosure in writing prior to application for the patent.
6. In the event that the Contractor does obtain this patent, the Contractor will, at the request of the
University, provide the University written authorizations for the University and any other person,
agency or instrumentality contributing financial support to the Services contemplated under this
Agreement to make use of the subject of the said patent disclosure without any payment.
7. The Contractor agrees that all Deliverables will be freely available to the public to the extent required
by law.

6.37 Right of Inspection/Rejection:
All goods shall be received subject to University’s right of inspection and rejection on non-conforming or
defective goods. Those goods rejected as a result of inspection will be held for Contractor’s inspection at
Contractor’s risk and, if Contractor directs, will be returned at Contractor’s expense. Freight to and from
original destination for excess goods, except for customary quantity variations recognized by trade practice,
will be paid by Contractor. Payment for goods on an order prior to inspection shall not constitute
acceptance.

6.38 Rights of Person, not Parties
Nothing contained in this Agreement will be deemed to create rights in persons not parties to actual
Agreement.

6.39 Rules of Construction:
The parties have participated jointly in the negotiation and drafting of this Agreement. If any ambiguity or
question of intent or interpretation arises, this Agreement will be construed as if drafted jointly by the
parties and no presumption or burden of proof will arise favoring any party by virtue of authorship of any
specific provisions of this Agreement.

6.40 Severability of Terms:
The provisions of this Agreement are divisible. If any such provision will be deemed invalid, illegal, or
unenforceable in any respect, by a court of competent jurisdiction, such invalidity, illegality, or
unenforceability will not affect any other provision, and this Agreement will be construed as if the invalid,
illegal, or unenforceable provision had never been contained herein, unless such severance would cause this
Agreement to fail of its essential purpose.

6.41 Suspension or Debarment:
Contractor certifies that Contractor is not currently now and during the term of this Agreement suspended
or debarred by the Federal Government or State of Ohio from participating in Federal or State funded
projects.
6.42 Termination:
- The University reserves the right to terminate this Agreement for any reason and at any time upon 10 days written notice to Contractor. In the event of termination prior to completion of all Services described in this RFP, the amount of the total fee to be paid the Contractor will be determined by the University on the basis of the portion of the total Services actually completed up to the time of such termination.
- If either party fails to perform any of the requirements of this Agreement, or is in violation of a specific provision of this Agreement, then the non-breaching party may suspend or terminate this Agreement if the breaching party fails to cure such non-performance or violation within ten (10) business days following delivery of written notice of the breach.
- The Contractor, upon receipt of suspension or termination, will comply with the following: cease work on the suspended or terminated activities; suspend or terminate all subcontracts relating to the suspended or terminated activities; take all necessary or appropriate steps to limit disbursements and minimize costs; and, if requested by the University, furnish a report, as of the date of receipt of notice of suspension or termination describing the status of all Services under this Agreement including without limitation, results accomplished, conclusions resulting from its Services to date plus all other matters as the University may require.
- The University will not be liable for any further claims, and the claims submitted by the Contractor will not exceed the total amount of consideration stated in this Agreement. In the event of suspension or termination, Contractor will return to the University within 15 days any payments made by the University where the Contractor has not rendered Services.

6.43 Taxes:
The University, as an instrumentality of the State of Ohio, is exempt from Ohio sales tax and Federal excise tax, including Federal transportation tax. An exemption certificate is available, upon request, from the University Purchasing office.

6.44 Unresolved Findings:
Contractor warrants that it is not subject to an “unresolved” finding for recovery under Ohio Revised Code Section 9.24. If the warranty is deemed to be false, the Agreement is void ab initio and the Contractor must immediately repay to the State any funds paid under this Agreement.

6.45 Warranty:
Contractor warrants that the work performed and equipment supplied hereunder will be of first quality, in full compliance with the requirements of the Agreement, and free from defects in material, workmanship and design for one year from initial operations. If any aspect of the above warranty will be breached, Contractor shall, upon receipt of notice thereof from University and at Contractor’s sole cost and expense, promptly repair or replace the defective materials, workmanship, or design or pay the University the costs and expenses incurred by University in conducting such repair and replacement.

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ATTACHMENT A – UNIVERSITY CERTIFICATION FORM
RFP FY18-26

Please read and complete the information requested below. Failure to complete this form may result in the disqualification of your proposal submittal. The University, at its discretion, may disqualify your proposal if any such representations are deemed untrue, inaccurate or if any such employment/affiliation creates a potential conflict of interest.

1. **Domestic Preference/Ohio Preference**: ORC 125.11 states that preference be given to products produced or mined in the United States and in the state of Ohio.

   **Buy America:**
   The goods are produced or mined in the United States of America, its' possessions, or Puerto Rico.

   - Yes
   - No

   **Buy Ohio:**
   Economic presence shall be awarded to Ohio Suppliers and Suppliers from ‘Border’ states (Indiana, Kentucky, Michigan, New York, Pennsylvania), provided those states do not impose economic restraints on products produced or mined in Ohio. An ‘Ohio Supplier’ describes one who offers Ohio products (defined to mean products which are mined, excavated, produced, manufactured, raised, or grown in the state by a person where the input of Ohio products, labor, skill or other services constitutes no less than 25 percent of the manufactured cost) or a Supplier who demonstrates significant Ohio economic presence (defined to mean business organization that: have sales offices, divisions, sales outlets or manufacturing facilities in Ohio or facilities demonstrate a significant capital investment in Ohio; pay required taxes to the state of Ohio; and are registered and licensed to do business in the State of Ohio with the office of Secretary of State). The Supplier is considered a Supplier from a ‘Border State’ or an ‘Ohio Supplier’, as described above.

   - Yes
   - No

2. **No Findings for Recovery**

   The Respondent warrants that it is not subject to an ‘unresolved’ finding for recovery under Ohio Revised Code 9.24.

3. **Conflict of Interest**:

   - The respondent certifies that none of the company’s directors or principal officers are employed by or affiliated with The University of Toledo.
   - Should any of the Respondent’s directors or principal officers be employed or affiliated with The University of Toledo, the Respondent will so certify by listing their name(s) and title(s) below:

     | Name (print) | Title (print) |
     |-------------|--------------|
     |             |              |
     |             |              |

By signing this document I am agreeing, on behalf of my firm, to the specifications of this RFP and accepting, without exception or amendment the University of Toledo’s RFP Project Overview, General Information, Scope of Project, and Agreement Terms and Conditions. Any contract resulting from this RFP shall be subject to these instructions, terms, and requirements incorporated herein.

Respondent hereby certifies: (a) that this proposal is genuine and is not made in the interest or on behalf of any undisclosed person, firm, or corporation; (b) that proposer has not directly or indirectly included or solicited any other firm to put in a false or sham proposal; (c) that firm has not solicited or induced any person, firm, or corporation to refrain from sending a proposal and (d) this proposal is in all respects fair and in good faith without collusion or fraud.

---

Name (print) ___________________________ Signature ___________________________
Title ___________________________ Date ___________________________
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Attachment B – Requirements & Response Questionnaire

1  Key System Requirements

**IP-based and Video Voice Capabilities:** Integration of voice applications within a converged Internet Protocol (IP) solution. Ability to provide highly reliable and available systems, a wide variety of interfaces to the PSTN (including SIP) legacy TDM equipment, and choice of analog, digital or IP phones for endpoints including end user devices (laptop, tablet, smart phone), modems, fax machines, conference rooms, etc. With the exception of video endpoints all phones should utilize inline power over Ethernet (POE) as a power source.

**Reliability:** System must not have a single point of failure, leverage geographic diversity, allow outbound and inbound calls if the data network is in a degraded state or unavailable for remote sites, and achieve five-9’s of annual reliability. Vendors must supply phone sets with inline power (not local wall outlet) for power failure and dial tone availability. Phones in remote locations must maintain basic features in the event of WAN outage.

**Voice Quality:** Must be toll quality voice. The amount of latency to be expected must be documented. QoS deployment assistance including actual implementation assistance will be needed across all UT network hardware platforms (edge, distribution, core, firewall, datacenter).

**Implementation Partner Experience, Vision, and Implementation Approach:** Evaluation of the said partner’s experience in building industry leading IP based voice systems for academic, healthcare, and hospitality verticals. Particular emphasis will be placed on overall approach such that minimal impact to current operations is incurred while maintaining consistent progress toward an on schedule completion date.

**Class of Service Options:** The proposed configuration and engagement will provide for various class of service options such that appropriate dialing restrictions, caller ID screening on outbound, and Long distance limiting functions operate per University requirements.

**Voice Messaging:** Unified Messaging/Unified Communications integration and migration approach to Cisco Unity from existing legacy systems should be included in your response. This should include voice directory option and implementation utilizing Cisco Unity for the entire enterprise. Finally, a speech to text option should be included and implemented utilizing “Speech View” for voicemail delivery into email.

**Presence/IM:** In conjunction with Unified Communications capabilities, the proposed solution should allow for all users (faculty, staff, students) to utilize a presence and instant messaging interface (Cisco Jabber/Spark) with federation capability to UT’s centralized directory. This should also include integration with MS Exchange in an Office 365 environment. Please describe how the proposed solution provides these features for all users and how end users would utilize, and migrate this function keeping in mind we currently have an older installation of Microsoft Lync in place today.
Collaboration and Mobility: Voice and video integration of mobile devices (i.e. smart phones) is a requirement of the proposed solution. Please describe how your solution integrates Fixed Mobile Convergence (FMC) and wireless users (laptops/smart phone/etc.). The ability for seamless connectivity between fixed and wireless telecommunications networks (cellular and university LAN/WAN) is key. These features should be compatible with industry leading smart phone devices such as Android and Apple IOS devices. Assistance with collaboration tools rollout, expansion, and training of end users using a combination of Jabber, Web-Ex, and Spark should be highlighted and explained in your response to this RFP.

Voice over Wireless: The proposed assistance approach should include the ability for the university to perform voice calls (toll quality) via their respective 802.11 wireless network infrastructure and applicable devices. Please describe the needed infrastructure/requirements for this feature to be effective, including E911 location services. In the event a third party service provider is needed please indicate any costs associated with doing so and propose a said vendor.

Customer Service Call/Contact Centers: The proposed implementation assistance approach should include the full utilization of Cisco Call Center Express for all UT Call Centers including ACD queuing, web interface application screen pop’s, IVR, call back queuing, “click to talk web interface”, and instant messaging for prospective UT callers or remote customers.

Application Integration: The implementation approach should include detailed information regarding call center integration into core UT applications such as Athena Health EMR, Banner ERP, and other yet to be determined applications including the said partner’s programming experience in this space. The anticipated integration level is expected include screen pop’s when calls are arriving inbound and potentially require integrated application workflow buttons to increase agent productivity.

Fax to Email: The proposed implementation approach should include how the said partner will integrate and migrate the existing university fax to email service that is in place today. This is currently accomplished using the RightFax product with traditional PRI’s to our NEC PBX. Please include all diagrams of your proposed integrated solution and migration approach.

Emergency - Event Notification: The proposed implementation approach should include how the said vendor will implement and allow the university to broadcast messages easily to all users of the system – simultaneously using SingleWire for purposes of emergency event notification or other business use case functions. Said vendor experience in deployments of this type should be noted.

Web Conferencing: The proposed implementation approach should include how the said vendor will assist in the expansion of the existing UT enterprise deployment, and end user training of the Cisco Web-Ex web conferencing suite of products to faculty, staff, and students. This should also include a vetting and modification if necessary of the current deployment to ensure high availability and proper configuration has been done. The expectation is that all video conferencing will be scheduled via Web-Ex and that ad-hoc video conferencing meetings between endpoints will be accomplished with on premise multipoint call unit infrastructure. Any bill of material items needed to do this should be included in all responses. We want to ensure that the organization at a minimum can support 75-100 concurrent on premise video conferencing events between various endpoints located throughout the enterprise at a 720p resolution. Further requirements include the
above mentioned functionality for end users utilizing workstations, tablets, and other mobile devices such as smartphones.

**E-911:** Emergency response capabilities are very important to the University. Please note that a detailed plan should accompany your RFP response in detailing E-911 services. This plan should address the needs of both wired and wireless network users using the Cisco Emergency Responder application or a superior product. This should include detection of device moves ensuring that E-911 data is kept current at all times within pre-determined zones and or buildings. Please note that any pending or future legislation for the state of Ohio or Federal level should be considered in your design and recommendation. The University of Toledo utilizes the Lucas County PSAP and does not currently route 911 calls to our own campus police department at this time.

**Vendor Support/Service Capabilities:** Complete documentation regarding the ability to service the system should be described including a proposed SLA schedule, current customer references, support staff credentials, and geographic proximity to the University of Toledo relative to onsite work when required.

**Training and Usage:** All vendors are required to provide information regarding training programs available and any costs associated with participating in them. This should be a combination of onsite training for call center staff, learning credits for system administrators, and cloud based training tools for end users for items such as Web-Ex/Spark (see BOM). Any other suggested options that might prove to be more cost effective and or beneficial will be considered.

**Integration with Existing Local Toll Providers in the area:**
While this project does not encompass carrier pricing or technology transitioning (PRI to SIP) we do ask that architectural considerations be included in all responses. We also requiring that the project management component of this engagement supplement the liason function between UT and any existing carriers that are utilized for the purpose of an expeditious migration should the scope of the project ultimately include this component.

**Subcontractor Usage and Experience**
All vendors are to itemize any subcontractors, their credentials, and or costs associated with the use of third party services that will be used during this project.
2 Overview of Current Environment
Locations and Users

This section describes The University of Toledo’s current environment including the site name, number of locations, and the number of users at each. Values may increase or decrease after this RFP is written due to normal activity within the environment.

<table>
<thead>
<tr>
<th>Site #</th>
<th>Site</th>
<th>Address</th>
<th>Type of PBX</th>
<th>Analog User (A) Digital Users (D)</th>
<th># VM Users</th>
<th># ACD Groups</th>
<th># Agents</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>UT – Health Science Campus (Mulford, Glendale, Health Education, Tech Park)</td>
<td>3000 Arlington Avenue, Toledo, Ohio 43614</td>
<td>Rolm 9751 (4)</td>
<td>A – 1390 D – 3464</td>
<td>1500</td>
<td>27</td>
<td>~140</td>
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<tr>
<td>2</td>
<td>UT – Main Campus / University Hall</td>
<td>2801 West Bancroft Street, Toledo, Ohio 43606</td>
<td>NEC 2400</td>
<td>A – 1756 D – 905</td>
<td>2250</td>
<td>15</td>
<td>~100</td>
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<tr>
<td>3</td>
<td>UT - Scott Park Campus</td>
<td>2155 East Scott Park Drive, Toledo, Ohio 43607</td>
<td>NEC 2400</td>
<td>A – 155 D – 140</td>
<td>Inc. above</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>4</td>
<td>UT – Lake Erie Research Center</td>
<td>6200 Bayshore Road, Oregon, Ohio 43616</td>
<td>NEC 2400</td>
<td>A – 35 D – 4</td>
<td>Inc. above</td>
<td>–</td>
<td>–</td>
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<tr>
<td>5</td>
<td>UT – Center for Visual Arts</td>
<td>620 Grove Place, Toledo, Ohio 43620</td>
<td>NEC 2400</td>
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<td>Inc. above</td>
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<td>6</td>
<td>UT - Early Learning Center</td>
<td>1932 Birchwood, Toledo, Ohio 43614</td>
<td>NEC 2000</td>
<td>A – 11 D – 20</td>
<td>Inc. above</td>
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<td>UT – Main Campus / Wolfe Hall</td>
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<td>Inc. above</td>
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<td>–</td>
</tr>
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<td>8</td>
<td>UT – Main Campus / Computing Center</td>
<td>2750 East Rocket Drive, Toledo, Ohio 43606</td>
<td>NEC 2400</td>
<td>A – 791 D – 383</td>
<td>Inc. above</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>9</td>
<td>UT – Main Campus / Rocket Hall</td>
<td>1625 West Rocket Drive, Toledo, Ohio 43606</td>
<td>NEC 2400</td>
<td>A – 461 D – 321</td>
<td>Inc. above</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>10</td>
<td>UT – Fallen Timbers Family Practice</td>
<td>2000 Elm Street, Maumee, Ohio 43537</td>
<td>N/A</td>
<td>A – 8 D – 0</td>
<td>1</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>11</td>
<td>UT – Regency Park (Physical Therapy)</td>
<td>1000 Regency Ct Suite 200 Toledo, Ohio 43623</td>
<td>Buckeye Hosted Stations</td>
<td>A – 2 D – 5</td>
<td>10</td>
<td>–</td>
<td>–</td>
</tr>
</tbody>
</table>
Trunk Information

This section describes current trunk topology including the types and number of trunks at each location.

<table>
<thead>
<tr>
<th>Location / Switch</th>
<th>Type of Trunk</th>
<th># of Circuits</th>
<th># Concurrent Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>UT – Main Campus – Rocket Hall</td>
<td>Local PRI</td>
<td>4</td>
<td>92</td>
</tr>
<tr>
<td>UT – Main Campus – University Computer Center</td>
<td>T1</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>UT – Main Campus – University Computer Ctr. Sonus</td>
<td>SIP Trunk</td>
<td>1</td>
<td>61</td>
</tr>
<tr>
<td>UT – Main Campus – University Hall</td>
<td>Local PRI</td>
<td>3</td>
<td>69</td>
</tr>
<tr>
<td>UT - Main Campus – Wolfe Hall</td>
<td>Local PRI</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>UT - Scott Park Campus – Basic Science Building</td>
<td>Local PRI</td>
<td>1</td>
<td>23</td>
</tr>
<tr>
<td>UT – HSC Campus – Glendale Medical Center</td>
<td>Local PRI</td>
<td>1</td>
<td>23</td>
</tr>
<tr>
<td>UT – HSC Campus – Health Education Building</td>
<td>Local PRI</td>
<td>4</td>
<td>92</td>
</tr>
<tr>
<td>UT – HSC Campus – Northwest Technology Building</td>
<td>Local PRI</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>UT – HSC Campus – Mulford Library</td>
<td>Local PRI</td>
<td>4</td>
<td>92</td>
</tr>
<tr>
<td>ASCOM Wireless</td>
<td>HSC to MC T1</td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>UT – HSC Campus – Health Education</td>
<td>Nurse Call T1</td>
<td>2</td>
<td>24</td>
</tr>
<tr>
<td>HSC Centrex Nursing Unit Emergency Phones</td>
<td>Provided by local carrier</td>
<td>24</td>
<td>24</td>
</tr>
</tbody>
</table>

Voicemail and Unified Messaging

The University of Toledo is currently migrating from an on premise Microsoft Exchange 2010 to Office 365 email system, has Cisco Unity voicemail (limited deployment), and a AVST Call-Xpress 8.x voicemail deployment integrated with Office 365 on the Health Science Campus. On premise Microsoft Unified Messaging is currently in use for all faculty and staff members on the Main Campus and AVST is in use for HSC campus staff. This is needed currently to allow for Rolm to UM 2016 and Office 365 voicemail integration. All students utilize Office 365 for email purposes and voicemail for those that are also employees of the University. The Universities intent is to migrate all faculty, staff, and student
employees to Cisco Unity which is in scope for this project as the migration occurs. The assumed backend mail store will be either on premise Exchange 2016 (limited use) or cloud based Office 365 for most end users. For voicemail retention, it is the Universities intent to proceed with a long term exchange only store with limited onsite policies in effect to minimize local Unity voicemail storage requirements.

3 Unified Communications System Requirements

The University of Toledo seeks assistance in implementing and expanding upon the Cisco Unified Communications solution. All existing telephones should be replaced with IP based phones as specified in the supplied bill of materials that support all basic and advanced telephony features. Some TDM support will be needed for clinical patient rooms, elevators, simplex fire control support, and security alarms. We are seeking a recommendation on how to best practice approach this with regards to local voice gateways and or Centrex/cellular services. VoIP softphones and unified communications applications are an expected to be part of the proposed system including assistance with the implementation thereof.

All remote locations should be connected to either the Main Campus or HSC locations via TCP/IP utilizing existing University Dark Fiber or provider based metro Ethernet circuits. Each location should be able to access the basic features and functionality available at the main site. System directories, class of service for telephony capabilities, trunk group access should apply to all locations and is expected to be a part of any proposed deployment assistance plan. Remote sites should also maintain basic phone features and be capable of surviving WAN failures.

All phone numbers should be centrally managed and seen by the system in the same manner regardless of the location. The University would like to see a phased approach that would consider existing PBX node locations, campuses, or buildings. Dial plan considerations and recommendations should be included in all proposals taking into account that the university has 530, 383, and partial 676 exchanges in the 419 area code.

All implementation assistance plans should take into account the pre-existing Cisco Call Manager pilot environment which consists of the following:

- Cisco Call Manager 10.5 servers in each data center on UCS blade / san hardware
- Integration of entire Cisco UC environment with commodity UT storage area network
- Cisco Unity Servers which are already integrated into MS UM 2016 and Office 365
- Sonus SBC 2000 voice gateways (4) integrated into current UT PBX and PSTN/PRI environment
- Cisco Expressway Core and Edge deployments
- Telepresence CMR Hybrid Setup / Webex / TMS with Outlook integration
- 150+ end user Web-Ex licenses (utoledo.webex.com) federated to UT Active Directory
- Deployment of various Cisco Video Endpoints and Conference Rooms
• Cisco Jabber deployed (< 50 users) using on premise IM and Presence servers in each data center

• Cisco Capture / Transform / Share (CXS) deployed

4 System Design OVERVIEW

4.1 Proposed System Implementation

a. Provide a detailed description of the proposed system at time of completion including an actual implementation approach. Please include diagrams and any other technical data relative to your solution.

4.2 System Architecture

a. Provide a brief description and discussion of your proposed system architecture. Describe your philosophy on redundancy architectures and your ability to support other vendors’ equipment during the migration process from our legacy environment to Cisco.

b. Describe your experience in building and delivering voice over IP (VoIP) solutions and include 5 site references which demonstrate comparable size and industry specific implementations of our type.

c. Describe the proposed installation method that would be utilized and provide references on the installation process.

d. Explain the network requirements for supporting the proposed system to deliver high quality voice to both local and remote sites.

e. Describe the required or recommended training for system administrators and end users for the system including time and costs.

4.3 Network Infrastructure

University of Toledo – Main Campus/Scott Park/Remote Locations

All locations on Main Campus incorporate a variety of Cisco stackable and chassis based switches with approximately 85% of that being Cisco 3750X or 3850 POE models. A refresh project is currently underway to address the remaining 15% of the environment and should be completed by March of 2018. From a layer three distribution standpoint Cisco 4500X VSS units exist in all major buildings with some smaller facilities being collapsed into nearby facilities. The core network infrastructure is located within the data center and five satellite locations throughout the Main and Scott Park campuses which consist of Cisco Catalyst 6800’s. Data center switch infrastructure is comprised of Cisco 6800’s running HSRP and a combination of Cisco Nexus 5k and 2k Fabric extender top of rack switching solutions. The wireless network utilizes Aruba AP-225 access points (802.11a/b/g/n) that provide coverage for all indoor spaces. The primary topology for this location is a mesh configuration between backbone nodes (10gig) with distribution layer switches multi-homed to two backbone cores achieving equal cost multi-
path routing (10gig) for each building. Remote academic locations are attached to the Main Campus network via a metro Ethernet wan.

Any proposed system should include a VoIP network readiness assessment. This assessment will detail any network readiness that would be required for a successful deployment, including but not limited to bandwidth, QoS configuration recommendations on a platform specific basis, network equipment software versions, etc.

**University of Toledo – Health Science Campus / Remote Clinic Locations**

All locations listed on Health Sciences Campus incorporate the use of Cisco 3850 POE switches. From a layer three distribution standpoint Cisco 4500X VSS units exist in all major buildings with some smaller facilities being collapsed into nearby buildings. The core network infrastructure is located within the Dowling Hall data center, Ruppert Health Center, and UTMC facilities which consist of Cisco Catalyst 6800’s and 6500’s. Data center switch infrastructure is comprised of Cisco 6800’s running HSRP and a combination of Cisco Nexus 5k and 2k Fabric extender top of rack switching solutions. The wireless network utilizes Aruba AP-225 access points (802.11a/b/g/n) that provide coverage for all indoor spaces with the exception of some mechanical spaces. The primary topology for this location is currently a mesh configuration between backbone nodes (10gig) with distribution layer switches multi-homed to two backbone cores achieving equal cost multi-path routing (10gig) or each building. Clinical locations are attached to the HSC network via the Metro Ethernet Wan.

Any proposed system should include a VoIP network readiness assessment. This assessment will detail any network readiness that would be required for a successful deployment, including but not limited to bandwidth, QoS configuration recommendations on a platform specific basis, network equipment software versions, etc.

### 4.4 PSTN, Legacy System, and SIP Integration

a. Please explain how you would approach the addressing of the IP phones without having to change the addressing scheme of the existing IP data network? Do you propose an overlay to our existing address space and should this utilize private or routable address space?

b. Please describe how the proposed implementation solution integrates with the existing telephony infrastructure and how an incremental transition would be approached. Dial plan approach and recommendations should be identified and illustrated including required architecture and any/all design elements.

c. Please describe how your proposed migration solution would integrate with future SIP trunking and include required architecture and any/all design elements. Also detail how the solution ensures toll quality voice paths via SIP and how troubleshooting and monitoring will be accomplished. A suggested approach to achieve maximum redundancy should be clearly documented and included.

### 4.5 Proposed System Cabling

The University acknowledges that new category 6 data cabling will be necessary for some areas in order to support VOIP handsets (see Bill of Materials) and that modification to some existing cat3 wiring for analog voice/gateway interfaces will need to take place. Please outline how you would approach this from a project management, sub-contractor, and implementation/cutover perspective.
4.6 **Fiber Optic Data Center Connectivity – Campus to Campus (Main to Health Sciences)**

The University wishes to pursue RFP pricing associated with the creation of a new dark fiber ring between the two data centers that it operates. This ring would consist of no less than 24 single mode fibers, fusion spliced from end to end between our two locations, that would provide two unique non-overlapping fiber paths. This would extend from the Main Campus address of the University Computer Center, 2750 East Rocket Drive, Toledo, Ohio 43606 to the Health Science Campus (Dowling Hall), 3000 Arlington Avenue, Toledo, Ohio 43614 location. The University is open to exploring “shared sheath” options and or IRU structured agreements to accomplish this. The overall light budget for each side of this ring is not exceed 3db of loss. Additionally, each side of the proposed ring is to terminate in the University data center associated with the addresses listed above. All strands must be available for the exclusive use of the University, and must include 24x7x365 support and response for the ongoing maintenance of the ring. Please include any annual or operating expenses associated with this service. We are requesting that this not be a lit or multiplexed offering and only be a dark fiber option.

4.7 **Station Hardware**

a. The University will be deploying a number of different handset models while standardizing as much as possible. The bill of materials should be followed when responding to this RFP however we are requesting that unit pricing be supplied in some instances which we have noted in the BOM.

b. We are requesting that VG202 voice gateways be utilized for end user station analog needs with the exception of the hospital patient room area’s which will employ the use of larger VG’s as noted in the BOM. VG202 deployments are being done to eliminate typical add or move activities in the future.

4.8 **System Reliability and Security**

a. Please explain your implementation and any suggested modifications to the existing implementation would be necessary in order achieve high availability and maximum system security. The Universities intent is to operate a robust voice / video environment from either the Main or Health Science Campus data centers in the event of a critical system failure without intervention or customer impact. How does your proposed implementation approach provide a high degree of reliability for voice and video services to achieve this intent? Explain how your approach would avoid any single point of failure. For services in which this is not possible for please note them accordingly. The following traits from a security and reliability perspective are required for this engagement and implementation. Some items are already accomplished for which we are requesting technical review and recommendations for where necessary while others may require specific design and implementation assistance.

- Quality of Service Measures (QOS) – ensures voice/video network traffic is prioritized against other network anomalies, attacks, or high utilization situations. Assistance in template review and implementation for all Cisco 2k, 3k, 5k, 6k, switching and ASASM/9300 firewall platforms.
• UC Server and Resource Firewalling – Only devices that need to communicate with UC are permitted to do so on specific ports we allow. (phones, video endpoints, common services). Requesting review of this configuration with recommendations as necessary.

• Session Border Controllers (Telephony SIP Firewall) – Protects us from carrier IP network, toll fraud potential, provides automated carrier failover and load balancing. Requesting technical design review and implementation assistance for equipment being proposed.

• Redundant DMZ based video conferencing proxies to internet – Protects UC environment from outside video conferencing and web-ex cloud service vulnerabilities. Review of current environment requested with recommendations and possible assistance needed depending on suggestions proposed.

• Private Endpoint Addressing (RFC 1918) - nothing from outside our firewall can communicate with our voice or video endpoints given this is non-routable address space. Internal access restrictions will also be placed on this environment disallowing or normal administrative UT network to communicate with endpoint devices directly. Review and recommendations requested.

• Network Equipment Device Hardening – Techniques implemented to ensure LAN level hardware resources continue to provide services during network storm, scans, or direct attacks on the equipment itself. Assistance and recommendations requested.

• Cisco Call Manager host and endpoint hardening techniques – Documented best practices implementation assistance will be required.

• Regular established patching schedules – minimize vulnerabilities and system instability issues. Recommendations and assistance options requested including any associated costs.

• Call and Video Encryption where necessary – Clinical call centers, PCI related call centers, or other critical area’s where in call or video encryption is necessary. Please indicate what impact this will have on the overall design from a backend server compute perspective and make recommendation’s as needed.

4.9 System/Station/User features

End user handset template design should incorporate but is not limited to the following features dependent on handset model. This should be in the form of multiple templates in CUCM.

• One button voice mail retrieval
• UT Logo on phone LED displays where applicable
• Programming of all functional buttons per model capabilities
• Soft key programming where use case and department workflows require
5 Call Center – Overview

The University of Toledo currently has approximately 42 ACD groups defined within our telephony environment which are staffed by approximately 240 agents. The Main Campus environment utilizes a combination NEC Navigator ACD, Microsoft UM auto attendant, and NEC Queue Works applications. The HSC Campus utilizes “in switch” Rolm ACD functionality, AVST auto attendant/voicemail options, and SMSI ACD reporting. Call center volumes for our largest call centers range from 6000-50000+ calls per month. Our vision for the call center function is to have an Omni channel customer experience (voice, video, text messaging, email, IM), that our agents have complete geographic flexibility, that this function is highly available for DR purposes, that the system provide flexible configuration capabilities such that it conforms to UT’s various business verticals, and that complete data analysis of the customer experience is made available in real time for managers of these centers.

5.1 Call Center – Functional Detail

The University will require professional services assistance for all call centers utilizing many if not all of the features listed below:

<table>
<thead>
<tr>
<th></th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Intelligent PC Console</td>
</tr>
<tr>
<td>2</td>
<td>Enterprise Directory Integration</td>
</tr>
<tr>
<td>4</td>
<td>Automated Agent Greetings</td>
</tr>
<tr>
<td>5</td>
<td>Intelligent Paging</td>
</tr>
<tr>
<td>6</td>
<td>Park &amp; Page</td>
</tr>
<tr>
<td>7</td>
<td>Overhead Paging Integration</td>
</tr>
<tr>
<td>8</td>
<td>Programmable Keyboard</td>
</tr>
<tr>
<td>9</td>
<td>Color Coded Keyboard / Templates</td>
</tr>
<tr>
<td>10</td>
<td>Operator Statistics</td>
</tr>
<tr>
<td>11</td>
<td>On-Call Scheduling</td>
</tr>
<tr>
<td>12</td>
<td>Patient Information HL7/ADT Integration</td>
</tr>
<tr>
<td>14</td>
<td>Alarms For Call Center SLA Adherence</td>
</tr>
<tr>
<td>15</td>
<td>Voice Assisted Transfer</td>
</tr>
<tr>
<td>16</td>
<td>Call Recording</td>
</tr>
<tr>
<td>18</td>
<td>Physician Registry – Intellidesk Application</td>
</tr>
<tr>
<td>21</td>
<td>Web On-Call Calendars</td>
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<tr>
<td>23</td>
<td>Paging</td>
</tr>
<tr>
<td>24</td>
<td>Standard Reporting Package</td>
</tr>
<tr>
<td>25</td>
<td>Enhanced ACD Statistics Reporting and Customization Capabilities</td>
</tr>
<tr>
<td>26</td>
<td>Admin Management Software</td>
</tr>
<tr>
<td>27</td>
<td>Speech Recognition</td>
</tr>
<tr>
<td>28</td>
<td>Automated Emergency Notification &amp; Response</td>
</tr>
</tbody>
</table>
a. Please indicated how you will approach “music on hold” during the proposed migration and ongoing operations. This is extensively utilized throughout the institution.

b. How long have you been conducting Call Center migrations, what are your largest deployments, and whom are your academic and clinical customers that utilize this functionality? Please include customers from 3 years ago and customers which you have managed projects of this scale for in the last 6-12 months.

c. Please describe your application integration programming capabilities relative to UT’s use of Athena Health EMR, Banner ERP, or other major business related application sets. Do you employ the use of third parties/subcontractors or would this be done in house? Does your “Integration” option extend beyond simple screen pop’s such as real application modification to include telephony workflow options? Please include any costs associated with this aspect of the project.

d. Describe your proposed implementation of IVR functionality and your level of experience with this function. The University utilizes IVR primarily for Pharmacy applications but is open to utilizing it to improve workflow in other area’s as well.

e. Please indicate how you will approach training for the call center staff members in your proposal? Onsite, offsite, block of hours, etc. Please include any costs associated with this aspect of the project.

5.2 Call Center – System Analysis

a. Explain your proposal as it relates to custom report writing or the use of “canned” reporting.

b. Explain the proposed architectural requirements as it relates to the databases utilized (ie. MS SQL or Oracle).

c. Please indicate how you will utilize ANI, DNIS, or unique customer provided information for application integration and “screen pop” capabilities.

d. Do you have call center configuration experience in allowing for designation of callers such that special handling or prioritization of calls can take place based on who is calling (ie. Student, patient, or other groups)? If so please expand on how you would you would accomplish this.

e. Describe how you would approach handle centralized environments (i.e. agents handling calls for multiple facilities).

f. Describe how you would approach handling of a decentralized virtual call center both technically and from a functional application perspective.

g. Describe how you accomplish skill based routing?

h. Please explain how callers can schedule a call back / remain in queue without being on the phone and receive an automated follow up call once their place in the queue can be serviced by the next available agent? What facilities exist or additional software would be needed to accomplish this? Please note this in your proposal.
i. Please provide references and examples for your largest academic and health care related call centers that you have deployed in the past 3 years and last 6-12 months.

j. State how you would integrate or co-exist with our Rolm Siemens 9751 Siemens or NEC 2400 phone switch environments during our migration relative to the call center functionality.

k. State what experience you have with Rolm Siemens 9751 or NEC 2400 PBX environments.

l. Can you utilize caller ID data to supply application screen pops for our centralized scheduling system Athena or patient registration system (Mckesson Star)? Please identify provide any application integration costs necessary to accomplish this.

5.3 Call Center – Agent Console (Greetings, Statistics, Reports, Voice Assisted Transfer)

a. Describe your design and architectural approach to the operator/attendant workstation solution and platform. Address areas including agent pc operating system and hardware requirements, multiple database sources, hierarchical directory capabilities, and support for multiple and evolving operator/enhanced services/contact center applications and capabilities.

b. Describe your implementation approach for work-at-home and remote agents, as well as support for disaster/continuity of operations sites operating in standby or load-sharing modes.

c. What value do you see your firm specifically offering with regards to making the agent experience less complicated, improving workflow (show statistical data), less hectic, and making strides toward reducing long term burnout? How much experience and what specific references can you offer up that exhibits this being accomplished?

d. Describe your approach to Computer-Telephony Integration with our switching system. Include a complete summary of all communications features supported, your certification and partnership status with the switch vendor and your product plan in this area.

e. Please explain how you would approach the implementation of time in queue alerting and escalation mechanisms via email, text, pager, etc.? 

f. Please explain what mechanisms you would put in place to guarantee the integrity of ACD related statistics? (ie. auto logoff of agents, alerts when “work mode” thresholds exceeded etc).

g. Explain what mechanism you would employ to recover an abandoned call and what data would we be presented with to make this determination?

h. Please explain how you would differentiate between an internal caller and an outside caller such that handling of call types can be handled differently by agents or the system itself?

i. Please explain what level of experience and approach you would employ for web site based click to dial functionality between customers and agents?

j. Please describe what methods you would suggest for actually reaching a call center agent, voice, video, IM/Chat, and where each means would make the most sense for the University.
k. Describe how you would employee the various features that can be used by an operator or attendant with either a mouse or keyboard command as well as any efficiency mechanisms such as the ability to store macro commands to screen icons/buttons and keyboard controls.

l. Describe your architectural, product and application approach for operator/attendant centralization and operation within a network of organizational locations.

m. Please describe what technical applications and solutions that you would deploy that would provide for caller greetings, MOH, and auto attendant functionality. What Cisco components or third party applications would comprise the overall solution?

n. Please describe your suggested approach for reporting and or dash boarding of agent statistics?

o. Would your proposed agent reporting approach occur in real-time in an application or web based dashboard or compiled daily and emailed?

p. Does your proposed real-time monitoring approach include the ability to view group and individual agent performance?

q. Can individual agents receive statistics on their daily productivity levels? If so how is this accomplished?

r. How many custom reports per call center does your proposed solution include and does it include training of UT staff to develop further custom reports. If not we are asking that this be specifically included and appropriately articulated in any response.

s. Does your implementation approach allow for transfer to outside numbers without caller disconnection?

t. Can you prevent selective numbers or call from being transferred to off premise numbers? If so please explain the method in which this would be accomplished.

5.4 Call Center – Clinical Directory Integration

a. The University of Toledo Medical Center “hospital operators” currently utilizes the Intellidesk application (Spok) for the purposes of looking up patient rooms and numbers for outside callers, paging of physicians or other urgent patient response teams, and routing of general calls based on directory information within it for the clinical environment. This system is integrated into the HSC PBX ACD environment today and will need to be migrated to the new UC environment. Please explain your level of experience with this application if any and include all applicable costs associated with this integration during the migration process.

5.5 Call Center - Paging / Messaging Integration

a. Describe how your implementation of Cisco Call Center Express would/can performs paging and messaging functions, including protocols supported, error checking, receipt acknowledgement, status, etc. Please explain your level of expertise in this function and what possibilities might be employed to accomplish this.
5.6 Call Center – Call Recording / Retention

a. The main HSC call center which is used for centralized scheduling and patient billing functions requires that the audio and screen data be captured during agent/customer interactions that need to be stored for a period of 10 years per ORC. Further utilizing the bill of materials provided we are asking that professional services assistance be included in your proposal and including in any RFP response for this project. Configuration of storage area network components outlined in the BOM is required.

b. Do you offer immediate call recording for emergency situations with advanced notification features to supervisors, campus police, etc.?

c. Does the system have the capability of performing a malicious call trace or ability to do call marking that would trigger automatic recording?

d. Do you have an option to record all calls? If so, how are they stored and managed?

e. For PCI/HIPPA/FERPA compliance purposes are voice recordings encrypted and properly secured within the system?

f. Do you offer options for both continuous recording of phone calls as well as the ability to record calls on-demand?

g. Once call recordings are stored, please describe the search capabilities available to locate a specific audio file.

h. Does the call recording system include tools for agent evaluation, such as call scoring?

i. Do you offer real-time agent monitoring for quality control purposes, with the ability to listen to agent calls remotely?

j. What type of reporting tools are available with your call recording application?

6 Nurse-Call Functionality and Integration

The Health Science Campus currently utilizes a nurse call system that integrates the use of ASCOM IP DECT wireless phones with our current PBX environment. This integration is accomplished using T1 connections to our Mulford Library PBX node and has support for 48 analog ports. This system allows for on and off campus inbound or outbound direct calling and our patients a direct voice communication capability to their nurse or immediate care provider. The intent to is migrate the integration of this system which has it’s own redundant ASCOM gateways to CUCM or upstream VG’s utilizing SIP trunks therefore negating the need for the HSC PBX integration. Please indicate how your proposed migration approach will integrate this into the overall plan and any associated costs to do so including third party assistance from the manufacturer.
7  E-911 Services

Please describe how your proposed implementation strategy will provide E-911 functionality for the University of Toledo including offsite locations. A detailed design and list of implementation recommendations should accompany your RFP response. It is a requirement of this project that regional ALI data be automatically updated for specific emergency response locations in the shortest time technically possible when moves or location information changes.

The University of Toledo currently utilizes the Pinnacle (Calero) system for billing and work order management. Our intent is to ultimately track location information for E-911 purposes in this system and have it aid where possible in this effort. Please describe how your solution could integrate with Pinnacle and maintain station location information including any necessary interfaces and applicable workflows. In addition, please explain how your implementation will track the location of users and ensure E-911 database accuracy for all (wired network, wireless network, nomadic users, remote office locations, remote users, and traditional TDM wired phones where applicable). In the event that use of the Pinnacle system is not the most efficient or best practice for doing this please outline how this would instead be accomplished.

a. The University is specifically interested in providing accurate building/address information for any person whom calls a 911 operators. We however want to deploy a system that has the future capability of providing additional detailed information (room, floor, suite, zone, etc #) should we be able to more accurately provide that data in the future. Please indicate how specific your implementation would provide this functionality and outline how your solution could accommodate our future needs. What are our options relevant to pending or enacted legislation within our region (Ohio, Michigan, Indiana, Federal, etc.)?

b. How many emergency onsite notification locations would your implementation contact in the event that a 911 call is placed? i.e. campus dispatch, neighboring law enforcement agencies, others?

c. Please indicate what specific notification options are available for 911 calls as they are being placed and will be configured for this engagement. (ie. local UTPD dispatch console screen pop, sms, txt messaging, paging, etc.)

d. Our implementation goal is to provide accurate real time information about a devices physical location when a 911 call is placed. How will your implementation track a wireless transient user, wired desk phone user, or remote home user?

e. Would your implementation allow for the use of passive or active monitoring/bridging of an active 911 call?

f. Describe how your implementation would assist the University of Toledo in meeting current or future E911 compliance legislation, including TDM, VoIP, and ANI and ALI updates.

g. Please describe how you would implement a call recording element into your solution?

h. From a post deployment or ongoing operations perspective can a testing mechanism be built into the system for this to be periodically checked during normal moves, adds, or changes? We would like this specific functionality to be included in all proposals (dial 922 etc.).
i. What E911 service provider are you proposing in your solution and what if any special trunking arrangements would be required? Please include any costs associated with this service for a period of 1 and 5 years.

j. For any E911 service providers being proposed please include detailed technical information regarding the specific implementation that will be required. Please note that the University is an Internet 2 participant.

k. What if any additional provisions would the University need to employ to ensure proper operation of E911 functionality that are not already accounted for in this project?

8 Call Accounting and Billing

The University of Toledo currently utilizes the Pinnacle (Calero) system for billing and telephony work order management. Today, this is a real-time no touch interface between our PBX switch(s) and the Pinnacle environment for CDR delivery. Please outline how your implementation would provide this data including ingress, egress, disparate system to system, and station to station calling including how this is technically accomplished. Please indicate what format this data can be provided in and whether or not any interface modifications to the Pinnacle application will need to occur including any costs associated with doing so.

9 System Maintenance and Upgrades

a. The University is requesting that current system backup procedures be verified and that any additional recommendations regarding this topic be documented for all components of the UC environment.

b. How often do software updates need to occur in order to maintain support compliance by your or Cisco’s technical assistance centers? What method is used to determine or ensure compliance?

c. What level of ongoing assistance would your team be prepared to provide to facilitate ongoing application level software upgrades and at what interval would you suggest they be done? Please indicate what annual expenses would be associated with this effort.

d. During a system software upgrade, explain how your team would approach this including a time estimate for the upgrade itself and what this would look like from an end user perspective?

e. For any proposed system software updates how much notice in days would be given to the university prior to them being implemented? Please differentiate in your response minor software upgrade timeframes vs. major software upgrades. We are requesting a 60 day notice for major and a 30 day notice for minor software upgrades all within the Universities off hours change control windows. All upgrades and timelines once agreed upon should include appropriate time to back out any proposed updates should unforeseen circumstance arise.
10 System Monitoring and Diagnostics

a. The University is currently monitoring the CUCM environment with an NMS however we would like to expand upon this to include additional vital statistics necessary to pre-emptively address problems. We are requesting in scope assistance with SNMP level monitoring and alerting of all servers, services, gateway components, and functions itemized below:

<table>
<thead>
<tr>
<th>Feature</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Status of all trunking</td>
<td></td>
</tr>
<tr>
<td>Status of all call routing components</td>
<td></td>
</tr>
<tr>
<td>Integrated status of all locations</td>
<td></td>
</tr>
<tr>
<td>Call completion trouble warnings and alerting</td>
<td></td>
</tr>
<tr>
<td>Status of individual stations (IP / Analog)</td>
<td></td>
</tr>
<tr>
<td>Call usage reporting</td>
<td></td>
</tr>
<tr>
<td>WAN usage reporting</td>
<td></td>
</tr>
<tr>
<td>IP quality statistics reporting</td>
<td></td>
</tr>
<tr>
<td>Diagnostic events listing or reporting</td>
<td></td>
</tr>
<tr>
<td>Real-time traffic status</td>
<td></td>
</tr>
<tr>
<td>Status of all gateway ports including detailed activity statistics</td>
<td></td>
</tr>
</tbody>
</table>

In addition to the items noted above we would like the system configured for automated reporting or alerting on call completion/failure statistics, full call debugging capabilities, full sip messaging information (ladder diagram), call quality metrics, and mean opinion score information.

11 Implementation and project management

a. Project Plan and Timeline - Bidders are required to supply a complete description of the key activities required for the expansion and installation of the proposed system based on the information provided. Upon successful award of this bid a detailed project plan is to be developed in MS Project format and managed by the winning bidders project manager(s) throughout the duration of the engagement. Any and all costs associated with this activity should be noted in your proposal. It is the intent of the University of Toledo to complete all phases of this project within a 24 month period of time or less.

b. Implementation Transparency - It is essential that the installation of the new system be as transparent and non-disruptive as possible to our end users. There should be minimal telephone service interruptions, and no perceived degradation in the quality of service. Cutover and deployment work will need to be off hours in some cases and or during designated scheduled dates and times to minimize negative impact to our operation. Please take this into account when quoting your proposal.
12 Installation Requirements

a. Responsibility - The selected vendor is solely responsible for the complete turn-key engineering of the new voice communications system and all interconnecting facilities. Please describe the design and implementation services recommended for implementing the proposed solution.

b. Initial Work – Winning Bidders will perform station reviews and surveys in all UT departments, conduct meetings with departmental key contacts prior to migrations with UT staff present, assess cabling needs for IP handset deployments, and gather all data elements necessary to ensure a successful cutover for each business unit. The outcome of this exercise should be a detailed cutover plan and punch list for each UT department that will be reviewed by the UT Telecommunications team and departmental key contacts prior to any migration occurring.

13 Facilities Requirements

a. Bidders will be required to collaborate with UT Facilities and Construction project managers for all facilities related items of this project. This will include any data cabling or power work that may need to occur. All subcontractors must meet UT Facilities and Construction standards for certification or other applicable requirements.

b. All onsite contractors are required to attend UT safety training at Main Campus Plant Operations and poses a UT ID badge at all times while onsite.

14 TRAINING and Solution Documentation

a. Requirements - The successful bidder is required to conduct administrative level training for all aspects of the system being proposed to the University of Toledo Telecommunications and Network Engineering teams. Please outline what options are available, a proposed curriculum, and any and all costs associated with providing this training. In addition, UT has included a number of Cisco Learning Credits in the bill of materials such that third party training can occur for all pertinent IT admin staff members.

b. Requirements - The successful bidder is required to conduct end-user training on all premises listed in this RFP, tailored specifically to the university’s particular requirements (e.g., console operators, call-contact center agents, administrative assistants, and professionals).

c. Training Plan - Vendor will also provide a training program and training materials for designated personnel who will train future employees. Any information such as handouts, “cheet sheets” or other application documentation with UT branding should be identified in your proposal. While the University has included end user training for items such as web-ex “Meet Me In The Cloud” we are open to other suggested means of accomplishing the same outcome. All costs associated with this training plan should be included in your proposal with a detailed breakdown based on constituent type.

d. System Documentation and Conventions – During design development phases of the project naming conventions are to be developed for all components of the environment. This should consider easily recognizable characteristics to assist in troubleshooting and documenting the
system overall. At the conclusion of the project a detailed complete set of read only and read write “as built” documents should be supplied to the University. This should include but is not limited to all architectural drawings, configuration files, system passwords, licensing information, product keys, etc.

15 VENDOR SERVICE

15.1 Maintenance and Warranty

a. A complete maintenance and warranty agreement must be included as part of the bidder’s proposal to support the business 24 hours a day, 7 days a week. Please provide 1 and 5 year models with your response.

b. Defective Parts - During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the University for a period of 5 years.

c. Maintenance Personnel - All system maintenance during the warranty period and under any maintenance agreements shall be performed by the successful bidding organization and at no additional cost other than those charges stipulated to maintain the warranty. Please include in your proposal a 5 year support option covering all hardware, software, and phone support. This support agreement needs to additionally include troubleshooting, diagnostics, and configuration support of any and all aspects of this system. It is our desire that this activity be performed either onsite or remotely depending on the particular situation.
15.2 Logistical Support

a. Bidder should identify the address of the vendor's local service centers and the number of service personnel trained on the proposed system.

15.3 Repair Response

a. Repair Commitment - The bidder must include a description of the bidder’s repair commitment from time of trouble discovery through the time the trouble is cleared.

b. Response Time - All responses to priority one tickets must result in the maximum of a 30 minute response that includes the actual start of remote issue diagnostics. In these situations, it is expected that full system functionality will be restored within a maximum of a 4 hour time period.

c. Major/Minor Problems - Bidders must describe their definitions of a major and minor problem. It is our expectation that major priority one tickets would consist of an outage that impacts core call control and voice functionality for more than 20% of our install base.

d. Replacement Time - Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components. Please detail in hours how long this would typically take to occur.

e. Emergency Installation - How long would it take your team to install and load operating system software and call control software if a major disaster destroys the call processing component of the system?

16 CONFIGURATION / PRICING

Respondents must itemize all charges for individually identifiable components of the proposed communications system, including all associated installation, licensing, programming, and cabling. Bidders must include charges for all components required to connect all applications, such as, all design charges, telco interface charges, and training charges and project management fees. In addition, a 5 and 10 year total cost of ownership schedule is to be included with each proposal being submitted. Please see Attachment C (Excel Spreadsheet) for the hardware, software and maintenance items that we are requesting pricing on. If additional items such as software or hardware are needed based on the scope of what we have outlined please include them in your proposal.

17 Vendor REFERENCES and qualifications

Each vendor must submit ten reference sites that we have the permission to contact. This information should include company name, contact, telephone number and size of system currently deployed. References should be institutes of higher education of similar size to the University of Toledo and the University of Toledo Medical Center in both FTE, enrollment figures, number of beds, and have similar clinical modalities. Half of the references provided should include contacts from similar previous engagements consisting of more than three to five years ago. The remaining balance of references should include contacts where projects of similar size were accomplished in the past one to three years.
17.1 **Certifications and Qualifications**

a. Must be a Cisco authorized ELA reseller

b. Must be a Cisco Gold Certified Partner or Higher status

c. Project participants depending on project role must have Cisco Certified Specialist designations of Master Unified Communications, Advanced Routing and Switching, Advanced Data Center Network Infrastructure, and Digital Media.

d. Project participants depending on project role must have Cisco Advanced Technology Partnership status in Unified Contact Center Enterprise and Emergency Notification Interoperability.

e. Project participants depending on project role must have Cisco CCIE, CCDP, CCNA, CCNP certifications. Please note which levels of certification exist within your firm and quantities of each.

f. Must have be a NetApp Gold Partner or Higher status

g. Project participants depending on project role must have NetApp certifications in virtualization specialization, flexpod, support services, NCDA, NCIE, and Architect status

h. Must be VMware Enterprise Solution Provider status

i. Must have on staff PMP certified project managers that will be solely dedicated to this engagement.

j. Project staffed with personnel within 50 miles of the University of Toledo

k. SSAE 16 SOC2 certification is suggested

18 **General**

18.1 **Shortlist**

The University of Toledo reserves the right to shortlist the bidders on all of the stated criteria.

18.2 **Interviews**

The University of Toledo reserves the right to conduct interviews with all or some of the bidders at any point during the evaluation process. However, the University of Toledo may determine that interviews are not necessary. In the event interviews are conducted, information provided during the interview process shall be taken into consideration when evaluating the stated criteria.

18.3 **Background**

The University of Toledo reserves the right to make such additional investigations as it deems necessary to establish the competence and financial stability of any firm submitting a proposal.
19 Network and Telecommunication Diagrams

19.1 Main Campus Telecommunications Network
19.2 Health Science Campus Telecommunications Network
19.3 UT Data Network High Level Overview
19.4 UT Network Backbone and Building Connectivity – Main Campus
20 current University of Toledo Cisco UC Environment

Note: This is a basic Visio diagram outlining the topology of the UC Server installation from an Application level. It illustrates the clustering via dotted line boxes and the integrations between the systems with solid lines.
## 20.1 Existing Cisco UC Server Listing:

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