

UNIVERSITY OF NEBRASKA-LINCOLN
Office of University Services
Purchasing Department
1700 "Y" Street
Lincoln, Nebraska 68588-0645

May 13, 2008

Invitation Number 204218

ADDENDUM NO. 1

Request for Proposals #204218
For
Information Technology Management System

The following questions with the University's responses are provided regarding Information Technology Management System which proposals are scheduled for public opening Friday, May 30, 2008 at 2:30 PM, local time:

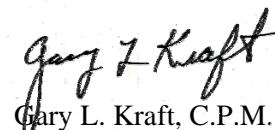
1. Question: How many existing /available lines (stations) does the University have? **Response: 12,600/15,000 on the DMS100.**
2. Question: 4 – Multi-User Site (page 9) a. 50 200 concurrent users, that may total 2000 – who are these users, what kind of access will they have? **Response: The number of users can be categorized by two groups: Internal users who manage data and external users (customers) allowed to viewing existing lines of service and equipment, make requests and view invoices. Internal users will range from 50 to 200 users. In our current system, we have as many as 50 internal users managing data. The upper range estimate of 200 would include other users added for managing additional billing entities. For external or customer users, our estimate is at 2,000 concurrent users at peak times.**
3. Question: 5 – User Access (page 9) c. The preferred system will support The sentence was not completed. **Response: This incomplete section should be deleted and ignored.**
4. Question: 11 – Database Design & Processing (page 15) d. Please describe what you mean by "sub accounts". **Response: The context of "sub account" is as it relates to customer accounts in billing for services and/or equipment. Information Services, currently has a very flexible method of grouping billable services by sub account called "listbill" under a University of Nebraska cost object (account) or other internal generated account number.**
5. Question: 5 – Business Functional Features (page 19) d.3 associate features with equipment types? Are your referring to an actual line feature, is the customer service record electronically available? **Response: The sub section referred to is under the heading of Inventory and Facilities/Asset Management. Whether an asset includes, but not limited to circuits, phone sets, network switches or phone switches to be leased or purchased, Information Services is interested in creating a feature list for the purpose of categorizing the asset for descriptive and searchable means.**
6. Question: Page 8, D. You use the term "turn-key". Please further explain your expectations relative to off-the-shelf solutions and professional services during start-up and on-going operations. **Response: To be more specific, Information Services at the University of Nebraska-Lincoln, is looking for a product and service solution that is as complete as possible in meeting the wide ranging list of feature requirements, full implementation specifications, training needs and ongoing support needs. In addition, the product itself needs to be a proven product. One which has been successfully implemented for other customers and currently in use.**
7. Question: Page 13, 2.4. What tools are currently used to handle DMS100 central office switch programming? **Response: The tool currently being used for interaction with the DMS100 is a stand alone PC based communication terminal application using TCP/IP on a private LAN.**

8. Question: Page 10, b.2. By “point-of-sale” are you referring to a cash register point of sale or a web bases portal that allows the purchase and rental of items? **Response: Information Services at the University of Nebraska-Lincoln, is looking for a product which has a cash register feature integrated, by industry standards, with the product’s accounting module. Information Services is also interested in an on-line (web) portal for service and equipment ordering and purchasing.**
9. Question: Page 13, 2.e.2. Please provide additional information regarding how the University wants to use CRM features in it’s business process. **Response: Although the University of Nebraska does not currently have a university wide CRM system, the proposed vendor solution should provide options and best business practices for integrating to XCRM systems such as SAP’s CRM solution, or other vendor CRM products. Examples may include the integration of telecommunications service offerings with contract information that may exist within a CRM system.**
10. Question: Page 14, 8.b. Will the University allow direct data-base-database connections to SAP, Remedy and Student Information System to facilitate real-time data exchange? **Response: The proposed vendor solutions should provide options for integrating to SAP, and potential Student Information Systems such as Oracle/Peoplesoft or Sungard Banner systems, and help systems such as Remedy. Direct database to database information exchange should only occur through supported business application programming interfaces (BAPI’s) for real time information exchange. These BAPI’s are typically published and documented by these ERP vendors and are the recommended methods to communicate real-time to them. The proposed solution vendor should support and demonstrate such real-time BAPI integration.**
11. Question: Page 18, 4.c. When supporting other campuses such as the University of Nebraska-Kearney, do you want to have the option of operating BOTH Lincoln and Kearney and others from the same shared database or from separate site databases on the same server? Does the pricing need to allow other campuses to have their own on-campus installation of the application? **Response: The proposed vendor solution should provide pricing options that would allow other University of Nebraska campuses the option to either have their own separate installation, or for cost saving purposes, a hosted solution on a common server environment that may be either physically or logically separated databases at UNL or a specific campus location.**

All other specifications remain the same.

For further information, please contact the buyer, Carl E. Hutchison, Purchasing Department, Phone (402) 472-2218.

University of Nebraska-Lincoln
Board of Regents



Gary L. Kraft, C.P.M.
Director of Purchasing & Material Services