

Project Summary

DAS Enterprise Technology Services (DAS/ETS), has completed their solicitation effort to acquire an IP Telephony Services Solution vendor for the State of Oregon.

The State of Oregon is required to plan and implement a transition to a single vendor-managed state-wide telephony system that provides advanced unified communications capabilities to all agencies in an outsourced services model.

The State of Oregon will leverage one Enterprise IP Voice Services contract, which will replace and expand existing services that current agency customers use today, eliminating the need to continue voice services under existing statewide contracts.

Business Opportunity

The State of Oregon's current collection of telephone system assets includes many aging systems that lack some features and functionality available from the IP Voice Services market today. Many state agencies are utilizing telephone assets from manufacturers that have discontinued development. In addition, the support costs for both centralized resources (DAS/ETS) and at the agency level will continue to increase, impact operational budgets and overall productivity.

This project will provide the State of Oregon with an industry standard unified communications platform. These services include:

- Statewide telephone service
- Desktop video conferencing
- Mobile integration
- Desktop presence
- Instant messaging
- Call center functionality

Project Objectives

IBM will provide the State of Oregon with IBM IP Telephony Services and Telecom Expense Management (TEM) and Billing Services ("Managed Services")

- Which will provide the State of Oregon with the ability to utilize IBM IP Telephony to support its future communications and collaboration needs.
- The IP Telephony Services will give the State of Oregon flexible, security and mobility-rich unified communications and collaboration features.

Scope Summary

The State has approximately 612 Agency locations of varying size.

- Each site currently supports users from one or more of State Agencies.
The State of Oregon and IBM have identified four (4) sample Sites which are identified as Small, Medium, Large and X-large.
- All sites will utilize Unify IP Phones, Unify Analog FXS VoIP Gateways as required and SIP signaling protocol support.

IBM will complete the migration and deployment of:

- Up to 1,000 End User Pilot group at ten (10) Sites within 7 months
- IBM will complete migration and deployment of the remaining minimum 26,000 End Users at the remaining 602 Sites within 24 months

The IBM IP Telephony solution will support approximately 30,500 Voice over IP (VoIP) users within a two-year implementation and migration period.

- The solution is designed to scale to approximately 50,000 users.
- Up to 612 State Agency Sites located within the state of Oregon
- Host the core servers and services at three (3) Tier II or higher class Data Centers in a load-sharing, fault-tolerant design where the:
 - Primary Data Center is located in Hillsboro, OR
 - Secondary Data Center is located in Las Vegas, Nevada
 - Survivable Authority (SA) Data Center located in Hillsboro, OR