**[YOUR COMPANY NAME - OWNER]**

**REQUEST FOR PROPOSALS**

**Voice-Over Internet Protocol (VoIP) Communication System**

Closing Date and Time for Proposals: **[DATE - TIME]**

[YOUR COMPANY NAME]

[ADDRESS]

[CITY],

[STATE / PROVINCE ZIP]

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**1**. **INTRODUCTION**

**Information for Proponents**

**1.1** The [YOUR COMPANY NAME], hereinafter referred to as the "Owner" and/or the “[YOUR COMPANY NAME]”, seeks quotations for an Enterprise Voice-Over Internet Protocol (VoIP) Communication System from a qualified firm.

**1.2** Supply, delivery, installation, configuration to the Delivery Points of VoIP switch equipment, and sets, equipment racks, voice mail servers, software, including components, parts, certified shop drawings, installation instructions and supervision, operation and maintenance manuals and start-up and training services.

**1.3** **Delivery Points:**

[YOUR COMPANY NAME]

[ADDRESS]

[CITY], [STATE / PROVINCE ZIP]

Phone: [PHONE]

Fax: [FAX]

eMail: [EMAIL ADDRESS]

Business Hours:

Monday to Friday 8:30 a.m. – 4:30 p.m.

(Excluding statutory holidays)

**2. INSTRUCTIONS TO PROPONENTS**

**2.1** **Site Visit**

A non-mandatory site visit is scheduled for 10:00 a.m., [DATE] starting at the [PHYSICAL LOCATION OF STARTING POINT] to view the site(s) and ask any questions. It is the responsibility of the proponent to supply their own meeting minutes from the site visit.

**2.2** **Proposal Submissions**:

Four (4) signed and sealed copies of each proposal shall be submitted. Acknowledgement of receipt will be issued upon delivery of the proposal. Each copy shall be complete and unabridged and shall not refer to any of the other copies for additional information, clarification, or details. Sealed proposals clearly marked with the title “Voice-Over Internet Protocol (VoIP) Communications System” shall be delivered to the reception counter, at the [YOUR COMPANY NAME], Attention: [PRIMARY CONTACT, TITLE AND ADDRESS] until 2:00 p.m. Pacific Standard Time on the closing date.

**2.3** **Description of Requirement**

(a) The OWNER invites Proposals for the supply and installation of a VoIP Communications System. The primary purpose of this Proposal is to provide the OWNER with an alternative telephone system to its current PBX system. The goal of the OWNER is the replacement of legacy PBX and analog equipment with a VoIP system using a preferred Proponent as selected through the RFP process.

(b) This RFP identifies an opportunity for the successful Proponent(s) to provide new VoIP hardware and software to form a complete VoIP Communications System.

(c) Replacement of existing telephone equipment is to occur during the hours of 8:30AM to 4:30PM, Monday to Friday. Testing and go live dates may be scheduled for a weekend.

(d) The OWNER will consider innovative design and integration approaches from Proponents which adds value to the OWNER’s telecommunication interests.

**2.4 Delivery/Installation**

(a) The OWNER requires delivery of this equipment and installation of VoIP system within six (6) weeks from receipt of purchase order. Proponents **MUST** confirm that the delivery schedule can be met.

|  |  |
| --- | --- |
| **Event** | **Date** |
| Request for Proposal Issued | [DATE] |
| Non-Mandatory Site Visit | [DATE] [TIME] a.m. |
| Deadline to submit written questions before RFP closing date | [DATE] [TIME] p.m. |
| RFP Closing Date | [DATE] [TIME] |
| Award Date (Tentative) | [DATE] |
| System Delivery Date | [DATE] |
| Target System Cut Over Date | [DATE] |

(b) The delivery and installation of equipment is to be coordinated with the OWNER Contact: [Name] [Title] [Phone].

**2.5 Pricing**

F.O.B. destination to the sites in 1.3 above, with all freight, unloading at destination (includes all transportation expenses to installation locations), import duties, brokerage, royalties, handling, overhead, profit and all other costs included. Prices quoted will be in [Currency], exclusive of all taxes, [Taxes] to be shown as separate item within the Proposal.

**2.6 Inquiries and Clarifications**

(a) It is the responsibility of the Proponent to thoroughly examine these documents and satisfy itself as to the full requirements of this RFP. Inquiries are to be in written form only, faxed or emailed to the contact person shown on the cover page. If required, an addendum will be issued to all Proponents and will form part of this Proposal call.

(b) Any question related to the proposal must be directed to the individuals whose names appear below. The proponents shall not contact or ask questions of the OWNER department(s) for which the contract is being procured, unless directed elsewhere in this document.

Proposal inquires: [PRIMARY CONTACT]

[JOB TITLE]

Phone: [PHONE NUMBER]

Fax: [999-999-9999]

Email: [EMAIL ADDRESS]

Or

[SECONDARY CONTACT]

[TITLE]

Phone: [999-999-9999]

Fax: [999-999-9999]

Email: [EMAIL ADDRESS]

(c) The proponent shall submit in writing any questions regarding the specification, discrepancies, omissions or any apparent ambiguities to the attention of the above.

**Deadline for written questions before the closing date is no later than 4:30pm [DATE].**

(d) The question(s) will be reviewed, and where information sought is not already clearly indicated, the OWNER will issue an addendum to all proponents, which will become part of the proposal documents.

(e) Addenda are the only means of verifying, clarifying, or changing any of the information contained in this request for proposal. Other than a member of the Information Technology department, no employee or agent of the OWNER is authorized to change the content of this proposal and/or any addenda.

(f) Receipt of all addenda should be acknowledged in the space provide on the proposal submission form.

(g) The OWNER is not obliged to grant requests for individual meetings in person with proponents to answer any question before the closing deadline and before contract award.

**2.7 Evaluation of Proposals**

(a) Proposals will be evaluated on the basis of the overall best value to the OWNER based on quality, service, price and any other criteria set out in Section 5 including, but not limited to:

(i) The Proponent’s ability to meet the requirements, qualifications, and competencies set out herein.

(ii) Financial offer including but not limited to prices, operating and maintenance costs, warranty, and any life cycle considerations.

(iii) Optional and separate breakout unit pricing.

(iv) The Proponent’s business and technical reputation and capabilities; experience and where applicable, the experience of its personnel; financial stability; track record; and references of current and former customers.

(v) Proponent’s plan for replacement of existing telephone equipment within the OWNER’s owned facilities.

(vi) Proponent’s plan for reducing telephone line costs and maximizing VoIP functionality within the OWNER.

**2.8 The Proponents will also be judged on the following requirements, but not limited to**:

(a) The attached scoring criteria sheet will be initially reviewed independently by both the OWNER and a Consultant. See attached Scoring Criteria Sheet.

(b) Established Business and Services in [your region]

(c) Repair Shop.

(d) Must be a registered installer of the proposed product.

(e) Must hold local inventory of the proposed product.

(f) Any other criteria set out in the Proposal or otherwise reasonably considered relevant.

(g) Compliance with the above requirements in 2.8 (b), (c), (d) and (e) must be explicitly stated within the Proposal documents. Failure to do so may result in disqualification.

**2.9 Negotiation privilege**

It is the intent of the OWNER to ensure it has the flexibility it needs to arrive at a mutually agreeable final contract. Negotiations may be held with proponents including, but not limited to matter such as:

* Price adjustments
* Changes to scope of work
* Contract details
* Contract payment details
* Service requirements & contract terms / conditions

If a written contract cannot be negotiated with the proponent with the highest ranked evaluation score, the OWNER may terminate negotiations with that proponent and negotiate with another proponent selected as the next highest ranked proponent according to the evaluation procedure, or may choose to terminate the RFP process and not enter into a contract with any of the proponents.

The OWNER shall not be obligated to any proponent in any manner until a written contract has been duly executed.

**2.10 Processing of Proposals**

Subject to further discretion provided to the Owner in this RFP, the following sets forth in summary form the procedures for processing Proposals:

1. Proposals may be opened immediately after the Closing Time. There will not be a public opening;
2. Proposals received after the Closing Time will not be considered and will be returned unopened;
3. Proposals will be reviewed in comparison to the requirements of the RFP;
4. The Owner may elect not to consider Proposals that do not meet the requirements of this RFP;
5. The Owner may request one or more Proponents to provide written clarification of their Proposal or supplementary information;
6. The Owner may request one or more Proponents to attend a personal or conference call interview for clarification of their Proposal but the Owner is not required to have such a meeting or call with any or all of the Proponents; and
7. Once the Owner selects a Preferred Proponent, they will attempt to negotiate an Agreement with that Preferred Proponent.

**2.11 Evaluation Committee**

Proposals will be reviewed by the Evaluation Committee who will report to the Owner from time to time as required. Any decision on selection of a Preferred Proponent, approval of an Agreement, discontinuance of the RFP or otherwise may be made by the Owner in their sole, arbitrary and unfettered discretion.

**2.12 Negotiation with Preferred Proponent**

(a) The Owner will select the Preferred Proponent after evaluation of the Proposals and may identify one or more backup Proponents.

(b) The Owner will attempt to negotiate an Agreement for the Project with the Preferred Proponent.

(c) The terms and conditions of any Agreement reached with the Preferred Proponent (subject to negotiated change to the terms and conditions) as negotiated between the two parties should contain substantially the terms, conditions and phrasing contained within the form of Agreement attached as to this RFP.

(d) The Owner expects to enter into an Agreement for the Project within 28 days of advising a Proponent that it has been selected as the Preferred Proponent. The Owner may in its sole discretion discontinue negotiations with the Preferred Proponent if negotiations with that Proponent reach an impasse or if the Owner determines that it is unlikely that a satisfactory Agreement for the Project will be entered into within the 28 days or such other period acceptable to the Owner and thereafter the Owner may enter into negotiations with one or more backup Proponents.

(e) During negotiations with the Preferred Proponent, the Preferred Proponent should provide the following information to the Owner prior to the execution of the Agreement:

(i) a copy of the Preferred Proponent’s current WorkSafeBC Clearance Letter;

(ii) a copy of the Preferred Proponent’s business licence if operating within the boundaries of a Local Government;

(iii) a copy of the Preferred Proponent’s insurance acceptable to the Owner; and

(iv) an up-to-date copy of the Preferred Proponent’s Occupational Health and Safety Program acceptable to the Owner.

**2.13 Owner Discretion**

In addition to any other discretion set forth in this RFP, the Proponent gives the Owner permission to the right, without limitation, in its sole and unfettered discretion, to:

* not consider any Proposal from a Proponent who appears not to have the requisite experience or financial capability;
* contact for reference purposes any party to verify the Proponent’s financial capability or relevant expertise or other information contained in its Proposal;
* not consider any Proposal that lacks required information or is otherwise incomplete;
* accept items in a Proposal that are non-compliant or in variance with the specific RFP requirements;
* require clarification or additional information where a Proposal is unclear, or allow rectification of defects;
* not consider any Proposal without discussion with the Proponent;
* not consider any Proposal that in the Owner’s opinion does not warrant detailed evaluation or is not in the best interests of the Owner;
* select the Preferred Proponent and any backup Proponents and communicate with them;
* negotiate with the Preferred Proponent or any backup Proponents on any matter including Price and at any time;
* raise new issues in negotiation that were not mentioned in the RFP or in a Proposal;
* not consider the lowest total cost Proposal, even though financial cost is an important criteria, if, for example, a combination of other factors makes another Proposal more attractive;
* discontinue negotiations with the Preferred Proponent or any backup Proponent at any time if the Owner concludes that it is unlikely that an Agreement for the Project will be entered into within 28 days of the selection of the Preferred Proponent or such other period acceptable to the Owner, or that such Proponent is not working diligently to achieve an Agreement or otherwise;
* not consider any or all Proposals without any obligation or any compensation or reimbursement to the Proponents, and the Owner is under no obligation to select a Proponent. This may occur because no Proponent has submitted a Proposal on acceptable terms, including price, or for any other reason;
* extend, abridge, modify or discontinue the process contemplated by this RFP;
* determine, at any time, to withdraw some or all of the Owner’s Requirements from the process described in this RFP; and
* discontinue this RFP for any reason whatsoever.

**2.14 RFP is not a Tender**

This is a request for proposals and is not a tender call. This RFP is an invitation to treat. It is not an offer. The Owner does not intend for this RFP to create any obligations between the Owner and any Proponent and no contractual, tort or other legal obligation of any kind is created or imposed on the Owner by this RFP or by the submission of any proposal or by consideration of, or failure or refusal to consider, any proposal by the Owner. No contractual or other legal obligations will be created between the Owner and any Proponent until and unless a written contract is executed between the Owner and a Proponent for the development of the Project. Without limiting the foregoing, the use of mandatory or prescriptive language in this RFP in relation to future acts of the Owner is intended only to describe the Owner’s present intention, is not intended to express contractual intention, and if relied upon by a Proponent is relied upon at that Proponent’s own risk. If there is anything in this RFP that is inconsistent with this paragraph, this paragraph prevails.

**2.15 Contractor’s Responsibility**

The Contractor will, except to the extent otherwise specified in the Agreement, be responsible for all aspects of the Project and for acquiring all necessary land use, building, operating, development permits, business permits, and licences, for compliance with all applicable laws and jurisdictions. Depending upon the particular Proposal, some or all of these functions may be specified under the Agreement.

**2.16 Proponents’ Investigations**

Any party responding to this RFP is solely responsible for investigating and satisfying itself on every aspect of the Project, including without limitation, site conditions, title, encumbrances, zoning and land use, environmental matters, geotechnical matters, setback matters, servicing requirements and design feasibility and requirements. By submitting a Proposal a Proponent will be deemed to have satisfied itself on all such matters.

**2.17 Proponents’ Costs**

Any Proponent, or other party responding to this RFP is solely responsible for its own expenses and bears the sole risk and liability for any expense, damage, loss or liability incurred by it, including loss of opportunity and loss of profits or potential profits, in connection with its consideration of and response to this RFP.

**2.18 No Liability of Owner**

Except as expressly and specifically permitted in these instructions to Proponents, the Owner will not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by Proponents by reason of their participation in this RFP, the consideration or non-consideration by the Owner of any Proposal, or for any other reason related to this RFP, whether for costs, expenses, losses, damages, loss of anticipated profits or any other matter. The receipt by the Owner of any information (including any submissions, ideas, plans, drawings, models, or other materials communicated or exhibited by any intended Proponent, or on its behalf) shall not impose any obligations on the Owner and shall not confer any rights on the Proponent.

**2.19 Waiver of Proponent’s Rights**

No Proponent shall have any claim for any compensation of any kind whatsoever; as a result of participating in this RFP and by submitting a Proposal each Proponent shall be deemed to have agreed that it has no claim.

By submitting a Proposal, the Proponent acknowledges the Owner’s rights under this RFP and absolutely waives any right, or cause of action against the Owner, its officers, directors, employees or agents by reason of the Owner’s failure to accept the Proposal submitted by the Proponent, whether such right or cause of action arises in contract, negligence, bad faith or otherwise.

**2.20 Good Business Clause**

Contractors, consultants, and suppliers wishing to do business with the Owner agree to resolve any differences through the Owner’s dispute resolution procedure. Contractors, consultants, and suppliers who choose to use a public forum to air any differences may be prevented from doing future business with the Owner.

**2.21 Freedom of Information and Protection of Privacy**

The Owner is subject to the provisions of the *Freedom of Information and Protection of Privacy Act*. As a result, while the Act offers some protection for third party business interest, the Owner cannot guarantee that any information provided to the Owner can be held in confidence. All Proposals, including any related documents, submitted to the Owner, become the property of the Owner. They will be received and held by the Owner, subject to the provisions of the *Freedom of Information and Protect of Privacy Act*.

**2.22 Confidentiality of Information**

All Proponents and any other person who through this RFP process gains access to confidential financial information of the Owner are required to keep strictly confidential all information which in any way reveals confidential business, financial or investment details, programs, strategies or plans, learned through this RFP process. This requirement will continue with respect to such information learned by the successful proponent, if any, over the course of any Agreement which may arise out of this RFP process. Information pertaining to the Owner obtained by the Proponent as a result of participation in this process is confidential and must not be disclosed without written authorization from the Owner.

**2.23 Laws, Permits and Regulations**

1. The laws of [JURISDICTION] shall govern the Contract.
2. All provisions of the International Sale of Goods Act are specifically excluded from application of this Contract.
3. In carrying out its obligations hereunder, the Proponent shall familiarize itself with and comply with all applicable laws, bylaws, regulations, ordinances, codes specifications and requirements of all regulatory authorities, and shall obtain all necessary licenses, permits and registrations as may be required by law.

**2.24 Product Standards**

1. All electrical items shall comply with the relevant sections, latest editions, of versions the [Standards Association], [Electrical Code], Electrical Safety Branch and Bulletins, the City’s Electrical Bylaw, and the National Building Code.
2. The telecommunications equipment should also comply with provisions of the [LIST COMMISSION], and the supplier should be in possession of the relevant Compliance certificate. Proponents are to state the Industry type approval number in tender.

**2.25 Inspection**

1. All equipment supplied in this contract is subject to inspection and approval upon delivery. The OWNER has the right to refuse acceptance of equipment that is not in accordance with the Specifications, Requirements or the Proponent’s warranty (expressed or implied).
2. Equipment not accepted will be returned to the Proponent at the Proponent’s expense.
3. The OWNER will not be deemed to have accepted the equipment by virtue of a partial or full payment for them.

**2.26 Warranty**

1. The Proponent warrants that the goods supplied by the Proponent to the OWNER will be in full conformity with the Specifications description within the meaning of the Sale of Goods Act (BC).
2. The Proponent further warrants that the goods are of merchantable quality, and fit for the intended use and will perform according to the requirements set out in the “Specifications”.
3. Equipment and materials shall be new, free and clear or all liens, charges and encumbrances, the latest model, and shall be complete with all necessary accessories for operation. All equipment and materials shall be at the risk of the Proponent until delivered to and accepted by the OWNER.
4. At a minimum provide a one (1) year, complete parts and labour warranty shall be provided on all goods and/or services provided under the Contract.
5. The warranty period shall commence at the time the OWNER begins normal independent operation with the VoIP Communications System serving as the primary telecommunications system and all identified deficiencies have been remedied to the satisfaction of the OWNER, as documented in writing.
6. The OWNER will notify the Proponent the date that the VoIP Communication System goes into full service, according to the work as outlined in each phase of this proposal.
7. The Proponent warrants that its employees have the qualifications, experience, knowledge, skills and abilities necessary for the fulfillment of the Contract.

**2.27 Payment**

1. The Proponent shall submit invoicing terms as part of their proposal.
2. The Proponent must provide site-by-site demonstrations of fully functioning VoIP communications systems and the OWNER must provide acceptance, prior to receiving payment for installation services rendered.
3. Payment will be limited to 85 percent (85%) of the contract value until the complete system has been tested and verified, all identified deficiencies remedied and all documentation (O&M Manuals, Test Sheets) have been submitted.

**2.28 Site Visit**

In addition to the examination of the Proposal documents, it is the responsibility of the potential proponents to be familiar with the site to determine the existing conditions, layouts and limitations. In submitting a Proposal, the Proponent confirms that he/she has viewed the site and that their submission will provide any additional equipment or material found to be necessary for this project. The Proponent will rely entirely upon his/her own judgment in submitting a Proposal and include a sum sufficient to cover all items required for the contract.

**3. SPECIFICATIONS**

**3.1 General Overview**

The OWNER is [BASIC DESCRIPTION OF SERVICES or DETAILS ABOUT COMPANY].

**3.2 Current Voice System Configuration**

[YOUR COMPANY NAME]:

The current Building voice phone system is composed of:

* [Nortel Norstar MCIS PBX
* Nortel Call Pilot 150 Voice Mail system
* Digital handsets are a mixture of Norstar T7208, M7208 and M7310 units
* 2 Reception switch boards
* 2 Norstar analog terminal adapter units
* 20 channel ISDN PRI
* 7 PSTN lines (fax, debit POS and modems)] [**Your Equipment Detail HERE**]

The OWNER’s Wide Area Network configuration consists of HP Procurve switches. The OWNER’S Building and the Yard are currently connected directly with fibre optic cable links.

[SERVICE YARD]:

The current Yard voice phone system is composed of:

* [**Your Equipment Detail HERE**]
  1. **Requirements for New VoIP Communications System**

1. Sufficient number of analog device ports in/out to each call processor at the Building and the Yard.
2. Ability to connect call processor to external PA system at the Yard
3. Configuration of paging zone for telephone sets at Building and Yard
4. Attendant requirements. After hours, busy, utilities emergency, building permits hotline and emergency operations centre after hours messages.
5. Unified messaging extended absence feature. Ability for users to define status to reception call manager. (e.g. holidays, out of office, etc).
6. Conference phone capabilities for meeting rooms.
7. Remote worker/teleworker capabilities
8. The proponent shall provide the OWNER with options for mobile integration with Blackberry and other smart phone devices. E.g. applications to manage UM options from smartphones.

**3.4 Capabilities and System Uptime**

The networking equipment must be able to set priorities for voice, data and video as needed. QoS (Quality of Service) tagging shall be implemented on a site-by-site basis to maintain voice quality over the LAN and WAN. The Communication System must be certified at a 99.999% uptime by the equipment manufacturer.

The required performance conditions of VoIP products will be summarized as follows:

1. One-way latency (mouth to ear) should be < 150 ms
2. Average one-way jitter should be < 30ms
3. Voice traffic should be marked to Differentiated Services Code Points (DSCP) EF as per QoS Baseline and Request For Comments (RFC) 3246
4. A range of 21 to 320 kbps of guaranteed priority bandwidth is required per call (depending on the sampling rate, voice codec and Layer 2/3 media overhead)
5. Where these conditions cannot be met, Proponents must make note in their Proposal. If each item is not specifically documented in the submitted Proposal this will be taken criteria as the measure of Substantial Completion for the system.

**3.5 Independent Survivability for Each Site**

1. It is required that the system has the ability to process internal site dialing when a data line such as a network equipment has failed or a call processor has failed between the OWNER Building and the Yard.
2. It is required that each site have full ability to dial Emergency 911 (E-911) services during data line failures. Each site shall relay the proper location to the 911 operator.
3. It is required that each site have the fully ability to fail over to PSTN line(s) during a data line failure.

**3.6 Hardware Configuration**

1. The VoIP call processor hardware and operating system platform must be a pure-IP based telephone system. VoIP Communication Systems are to be based on a SIP and MGCP architecture.
2. Hybrid telephone systems will not be considered for this bid.
3. There must be a reliable connection between each telephone device and the network telephony system. The connection between any telephone device and the network telephony system will be deemed reliable by the OWNER and/or their representatives during the installation process.

**3.7 Communication System Software**

The system must support Auto Attendant and Hunt Groups without the need for additional software.

**3.8 New IP Telephone Hardware**

1. All telephone devices must have the ability to accommodate a corded or cordless headset.

2. New IP handsets must have the following features:

1. Audio Volume Adjust
2. Auto Echo Cancellation
3. Call Forward Busy
4. Call Forward No Answer
5. Call Forward All Calls
6. Call Hold / Release
7. Call Park / Pickup
8. Call Transfer
9. Call Waiting
10. Calling Line ID Line and Name
11. Caller Line Identifier Restrict
12. Class of Service Override
13. Conference
14. Do Not Disturb
15. Hands Free Mode
16. Last Number Redial
17. Multiple Calls per Line Appearance
18. Multiple Line Appearances
19. Off-Site Notification (call, email, pager)
20. Online Directory via Display
21. Online Directory via Web
22. Ringer Tone Options
23. Ringer Volume Adjust
24. Shared Extensions on Multiple Phones\*
25. Single Button Voice Mail Retrieve\*
26. Multiple Message Waiting Indicators per Telephone Device\*
27. Full Duplex Speakerphone with Mute Option
28. System Speed Dials
29. Personal Speed Dials
30. Telephone Label Printer Capabilities
31. Single Number Reach
32. Transfer to Voice Mail

\* It is not expected that this feature extend beyond a single call processor unit.

**3.9 System Administration Requirements**

1. System must be accessible from any workstation on the LAN/WAN via password based authentication.
2. System administration must be accessible through a standard web browser.
3. Moves and changes must be able to be “batched”; that is, block copy changes must be able to be made to members of a class of service or telephone group simultaneously.
4. System administration of multiple remote sites must be able to be done through a standard web browser with remote access.
5. The system must allow at least two (2) administrators to be logged on to the system concurrently.
6. Administrative application system must have an alternate form of access if the primary access is unavailable.
7. Administrative application must have on-line help files.
8. System end users must have sufficient access to self administer basic personal settings without compromising overall system performance. Software based access control methods shall be fully configurable by system administrators to grant/deny access to all end-user setting modifications.

**3.10 System Monitoring and Diagnostics**

1. The system must have the following features for managing performance of the overall communications System:
2. Status Trunking
3. Real-time Traffic Monitoring
4. Status of Network Devices
5. Status of All VoIP Components
6. Network Capacity Reports
7. Network Inventory Reports
8. Network Trace Route Capability
9. Location/Name/Extension of Phone
10. Network QoS Management
11. Real Time Alerts

(b) System Reporting and Call Detail Reporting

1. Call Detail Reporting is a required component for each call processor unit and must be exportable to applications via ODBC standards.
2. This must include usage reports:

* By Date
* By Source telephone number

1. Integration into the OWNER’s existing call detail reporting software Genesis Systems Corporation.

**3.11 Other System Requirements**

1. The data network architecture must be able to provide power to the telephone devices over copper Ethernet at all locations. Proposed soft-phones and USB phones will be excluded from these power requirements.
2. Each call processor unit must be able to automatically detect new telephone devices connected to the network, assign an extension number, user account and default Class of Service.
3. Each call processor unit must be able to provide dynamic IP addressing of the telephone devices.
4. All IP telephone devices must have a switch port for connecting an additional network device.
5. The OWNER’s plan for Ethernet connectivity involves a migration to gigabit (1000Mb) Ethernet switching technology. VoIP system hardware that supports gigabit communications bandwidth is preferred where available.

**3.12 Voice Mail and Unified Messaging System Requirements**

1. The new system must provide Voice Mail for a minimum of one hundred (100) employees. In addition, there must be twenty (20) guest mailboxes included with the proposed system. The system should be scalable for twenty-five percent growth (25%) with no need to purchase proprietary hardware.
2. The Voice Mail system must allow for Off-Site Notification to at least two (2) different destinations. There must be at least two methods of communications including verbal and email notification.

**3.13 Voice Mail System Specifications**

1. The Voice Mail System must support a minimum of fifteen (15) simultaneous voicemail system connections.
2. The minimum amount of Voice Mail storage must be at least thirty (30) minutes of storage per mailbox.
3. Voice Mail system must integrate into the same management interface as the call processor unit.
4. Voice Mail users must have the capability to forward messages to any other voice mailbox(s) in the system and have the ability to append additional comments.
5. Voice Mail System – User Features

System must have capability for subscribers to conduct the following actions:

1. Pause and replay messages.
2. Record messages, send and mark “urgent”, “private”, etc.
3. Transfer messages to other users and append them with their own comments.
4. Create personalized distribution lists.
5. Edit / Modify their own distribution lists.
6. Dial internally by name / company directory.
7. Obtain user instruction through system prompts.
8. Record personal greetings.
9. Modify their own passwords.

**3.14 Voice Mail System – System Administration**

1. System administration must be done through a standard web-enabled GUI.
2. The system administrator must be able to perform the following actions:
3. Add or modify a class of service. State what user permissions or characteristics within a class of service can be created or modified.
4. Set the maximum length of voice messages.
5. Assign default passwords for users, and reset passwords for users that have been locked out of their mailboxes.
6. Add, delete, or modify a user.

**3.15 Communications Infrastructure Requirements**

All equipment must be mounted in the racks (existing or new). Final placement will be under the direction of the OWNER’s Information Services Division.

**3.16 Network Equipment Requirements**

The OWNER currently doesn’t have POE (Power over Ethernet) switches. The vendor may or may not choose to quote on supplying POE switches. POE switch cost will be taken into consideration when evaluating the price component of the evaluation criteria. Should the proponent quote the OWNER will require the following number of ports plus 25% growth:

|  |  |
| --- | --- |
| [YOUR COMPANY NAME] Building - 3 wiring closets | 75 ports 4th floor  30 ports 3rd floor  24 ports Library (1st & 2nd floor)  16 ports Emergency Operations Centre (EOC) |

|  |  |
| --- | --- |
| Yard – 2 wiring closets | 24 ports |

**3.17 Power Requirements**

1. Where IP handsets are provided, they must be 802.11af compliant (Power over Ethernet). Proponent must allow for AC adapters for all handsets in the event the POE is not available for select locations. This hardware requirement does not apply to soft-phones or USB based devices.
2. The OWNER will supply the UPS hardware. The proponent must supply power requirements for all equipment provided.

**3.18 Implementation**

1. Project Management

1. Project Plan: Proponents are required to supply a complete description of the key activities required for the installation of the proposed system. Proponents are required to supply a timeline of all activities required for a complete installation to the OWNER.
2. Transparency: There must be no telephone service interruptions other than those approved by the OWNER in writing, no interim changes in dialling procedures, and no perceived degradation in the quality of service.

2. Installation Schedule:

1. The successful Proponent shall propose a detailed installation timeline. Exact schedule will be determined after contract is awarded.

3. Documentation:

1. The selected Proponent is required to record device information such as serial numbers, MAC address, IP address, location of device and etc.
2. The selected Proponent is required to provide a site-by-site final extension listing with User Voice Mailbox numbers in Microsoft Excel format. In addition, the Proponent is required to provide a master listing for all extension and voice mailbox numbers to the OWNER in Microsoft Excel format.
3. All configurations for the new equipment must be documented and provided in electronic format to the OWNER within sixty (60) days of completion of the project. This includes but is not limited to IP addresses and Administrative Passwords.
4. All documentation provided to the OWNER will be Electronic Format, using Microsoft products, i.e.: Word, Excel, and Visio, or other industry standard formats.

**3.19 Training**

Requirements:

1. The successful Proponent is required to conduct end-user training on the OWNER premises.
2. Training class sizes will not exceed more than twelve (12) station users at a time.
3. At least one seventy five (75) users will require training on the new telephone system.
4. At least three (3) users will require telephone system Administration training.
5. At least six (6) users will require ‘switchboard’ functionality training.
6. Allow for 20 hours of total training divided up into various sessions as listed above.

**3.20 Service**

1. Maintenance and Warranty: A complete maintenance and warranty agreement must be included as part of the Proponent’s Proposal, including all options available for extended coverage and full pricing details for each level of coverage.
2. Warranty: The VoIP communication system and all associated equipment in the Proponent’s Proposal must be warranted by the Proponent and by the manufacturer to be free of defects in equipment, software and workmanship for a period of one (1) year following the beginning of normal system operation.
3. Defective Parts: During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost to the OWNER, whichever is quickest to return the system to operating condition.
4. Response Time: OWNER is guaranteed a response time of no more than four (4) hours for all major system problems and a maximum of eight (8) hours response to other system problems.
5. Two (2) Response: During the warranty period, the Proponent must supply a two (2) response guarantee to major problems, 24 hours a day, 7 days a week.
6. Spare Parts Availability: Describe the availability of spare parts maintained in the area for the critical hardware and software.

Please provide preventative maintenance and service level agreement(s) details for all systems proposed. Include options available for extended coverage and full pricing details for each level of coverage.

1. Details of maintenance and SLA agreement
2. Type of maintenance required.
3. Major/Minor Problems – Bidders must describe their definitions of major and minor problems.

**Value added components:**

1. Additional services/supplies
2. Ability to connect (Toshiba CIX 100 IP PBX) to IP PBX at the OWNER Building
3. Early payment terms
4. Efficiency
5. Fax messaging integration

**Payment Options / Schedule:**

1. Indicate varying methods of payment.
2. Proponent must itemize all charges for individually identifiable components of the proposed IP Communication system, including all associated installation, programming, and cabling.
3. Proponent must include charges for all components required to connect all applications, all design charges, Telco interface charges, and training charges.
4. The proponent must itemize every on-going (occurs more than once) licensing charge within the proposed system. Any licensing charges that are not disclosed in this section shall not be applicable after the OWNER purchases equipment from the proponent.

**4. QUANTITIES & BREAKOUT**

**4.1 RFP Quantities**

### The following table indicates the quantities of telephones for replacement within this RFP. Also indicated are the numbers of existing analog telephones that will be retained by the OWNER which will require connection to the new VoIP Communications System by the Contractor within the scope of this RFP.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| SITE | Basic Phone | Full Feature Phone | Multi-line Advanced Phone (Administrative Phone/ Switchboard) | PC  Console Phone | Analog Device Support (Fax, etc.) | Voicemail Server | Conference Phones |
| [YOUR COMPANY NAME] building | **15 \*** | **100 \*\*** | **3** | **2** | **7** | **1** | **2** |
| WORKS YARD | **4 \*** | **12 \*\*** | **1** | **0** | **3** | **0** | **0** |
| RFP  TOTALs | **19** | **112** | **4** | **2** | **10** | **1** | **2** |

\*\* Full Feature Phones must support gigabit (1000Mb) Ethernet connectivity.

\* Basic Phones can be 10/100 Mb or gigabit (1000Mb) Ethernet connectivity.

## 4.2 RFP Schedule of Quantities and Prices

### The Contractor provides the following Schedules of Prices to be used as a basis for progress payments. Payment will be made on actual measured quantities of completed work units. Unit prices tendered shall be used for the purpose comparison of RFP packages, for calculating progress payments or for authorized additional work and shall include the supply of all materials, labour, equipment, operating configurations and all incidental work for complete installation or construction of items specified below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. GENERAL REQUIREMENTS | **Unit Cost** | **Total Cost Exc. Taxes** | **HST** | **Total** |
| 1.1 Mobilization, Demobilization & COORDINATION | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 2. NETWORK INFRASTRUCTURE |  |  |  |  |
| 2.1 ACTIVE AND PASSIVE NETWORK TESTING | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 2.2 provide VoIP CALL PROCESSORS | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 2.3 ETHERNET SWITCHES | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 2.4 Installation & Cabling | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 2.5 Miscellaneous  (Specify here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 3. VOICEMAIL SYSTEM |  |  |  |  |
| 3.1 Voice Mail server | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 3.2 SERVER APPLICATION SOFTWARE | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 3.3 EXTENSIONS AND MAILBOX LICENCES | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 3.4 Miscellaneous  (Specify here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 4. TELEPHONE SETS |  |  |  |  |
| 4.1 BASIC PHONE UNITS LISTED IN TABLE ABOVE | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 4.2 FULL FEATURE PHONE UNITS LISTED IN TABLE ABOVE | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 4.3 ANALOG DEVICE SUPPORT AS LISTED IN TABLE ABOVE | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| 4.4 ADVANCED PHONE UNITS AS LISTED IN TABLE ABOVE | $\_\_\_\_\_\_ | $\_\_\_\_\_\_ | $\_\_\_\_\_\_ | $\_\_\_\_\_\_ |
| 4.5 Miscellaneous  (Specify here: (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| **TOTAL AMOUNT OF RFP ($CAD )** | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ | $ \_\_\_\_\_\_ |
| CONTRACTOR NAME AND SIGNATURE OF COMPANY OFFICER |  | | | |

## 4.3 Separate Break Out Prices

### The following is a list of Separate Prices and forms a part of this Contract, upon the acceptance of any or all of the Separate Prices. The separate Prices stated below may be used in determining the value of a change and as such are a deduction from or addition to the RFP Price and do not include HST. Do NOT state a revised Total Amount of Tender.

### Break Out Pricing for Equipment:

#### New Basic Phone (Includes Licenses) as listed in 4.1

##### *Unit Price Supply$ Install$\_\_\_\_\_\_\_\_\_*

#### New Executive Phone (Includes Licenses) as listed in 4.1

##### Unit Price *Supply$ Install$ \_\_\_\_\_\_\_\_\_*

#### New Multi Line Advanced Phone (Includes Licenses) as listed in 4.1

##### Unit Price *Supply$ Install$ \_\_\_\_\_\_\_\_\_*

#### New PC Console Phone (Includes Licenses) as listed in 4.1

##### Unit Price *Supply$ Install$\_\_\_\_\_\_\_\_\_\_*

#### Analog Device Support connection per device:

##### Unit Price *Supply$ Install$\_\_\_\_\_\_\_\_\_\_*

#### Voicemail User License per User

##### Unit Price *Basic$\_\_\_\_\_\_\_\_\_\_\_\_\_ Advanced$\_\_\_\_\_\_\_\_*

#### Personal Call Manager License

##### Unit Price *Basic$ \_\_\_\_\_\_\_\_\_\_\_\_Advanced$ \_\_\_\_*

CONTRACTORS NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### NOTE: This sheet must be completed and included with RFP Schedule of Quantities and Prices.

**5. EVALUATION / SCORING CRITERA**

**5.1 RFP SCORING CRITERIA**

### RFP submissions will be judged on the following criteria. At the OWNER’s discretion, failure in any one category could mean elimination from proposal process. Proposals must be structured to indicate thoroughly explain each category while noting the technical specifications detailed in Section 3 and how the products proposed fit the requirements outlined within.

### Key System Requirements:

#### **(a) IP-based Voice capabilities and Intelligent Network Infrastructure:**

#### Integration of voice applications with a converged Internet Protocol (IP) solution. Ability to provide highly reliable and available switching systems, a wide variety of interfaces to the PSTN, and IP phonesfor endpoints including users, fax machines, conference rooms, etc.

#### Out of 15 points

#### 

#### **(b) Reliability:**

#### Vendor’s system must not have a single point of failure; allow outbound and inbound calls if the data network is down and better than five-9’s reliability. Vendor must supply phone sets with inline power (not local wall outlet) for power fail dial tone availability. Phones in remote locations must maintain all features in the event of WAN outage.

#### Out of 10 points

#### 

#### **(c) Voice Quality:**

#### Must be toll quality voice or better.

#### Out of 5 points

**(d) Vendor Experience and Vision:**

Evaluation of the vendor's experience in building intelligent network infrastructures and implementing VoIP technologies in government environments over a WAN infrastructure. Please provide 3 references of recent projects for customers where the size and scope is similar to the proposed system here.

Out of 5 points

**(e) Vendor support for Open System Standards:**

The vendor should be committed to supporting open system industry standards, such as G.729, 802.1p and 802.1q, MGCP, RTP, TAPI, JTAPI, etc. IP handsets must use a standard signalling protocol (i.e. MGCP). System must support and be certifiable with any switch or router from any vendor.

Out of 5 points

#### **(f) Voice Messaging:**

#### Scalable, cost-effective voice messaging solution that supports industry both telephone and desktop access that also supports unified messaging with standard desktop email solutions such as Microsoft Outlook and multi-system voice mail networking.

#### Out of 5 points

#### 

#### **(g) System Administration:**

#### Single point of management from any point on the network for all components including the PBX, voicemail, auto attendant, ACD and unified messaging system. Maximum flexibility for rapid, efficient, and cost-effective configuration changes to user profiles and IP telephone equipment through a standard browser-based interface.

#### Out of 5 points

#### **(h) Vendor Support/Service Capabilities:**

#### Remote serviceability, technical support of the entire PBX system and applications. Include description of technical support services, terms & conditions, service contracts and local technician availability.

#### Out of 15 points

#### **(i) Scalability:**

#### Modular, cost-effective growth in both phones and applications over the next five years. Fork-lift upgrade scenario’s will not be acceptable.

#### Out of 5 points

#### **(j) Training and Usage**:

#### System must be easy to use and easy to learn and to administer.

#### Out of 5 points

#### 

#### **(k) Pricing**:

#### As submitted by proponent.

#### Out of 20 points

**(l) Innovation and Demonstration**:

Proponents are encouraged to submit innovative design and integration approaches to this project as a value added option to the proposal. Proponents may be asked to make a brief presentation to demonstrate the proposed innovative approaches to this project.

Out of 5 points

#### **5.2 Optional Interview**:

#### Following evaluation of written proposals, short listed proponents may be invited to attend an interview. Alternatively, the OWNER reserves the right to determine at this point that it has sufficient information to proceed with the award of contract and may choose to bypass the interview process. If the interviews are held, the Proponent will be asked to make a brief presentation to outline the proposed approach to this project.

**6. SUBMISSION FORM**

**Proposal submission form**

**Failure of the proponent to provide signatures below will result in immediate rejection of this submission.**

The person signing this RFP declares that he/she is a duly authorized signing authority with the capacity to commit their firm/company to the conditions of the RFP.

**Addenda**

Acknowledgement is herby made of receipt and inclusion of the following addenda to the contract documents;

Addendum No. \_\_\_\_\_\_\_\_ Dated:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ : \_\_\_\_\_\_\_\_ pages

Addendum No. \_\_\_\_\_\_\_\_ Dated:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ : \_\_\_\_\_\_\_\_ pages

Addendum No. \_\_\_\_\_\_\_\_ Dated:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ : \_\_\_\_\_\_\_\_ pages

We certify that we have read and understand the information provided in the Request for Proposal and all addenda’s documented above. The information provided in our submission is accurate and we agree to be bound by all conditions, statements, and representations contained herein.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Executed this |  | day of |  | , 2011 |

|  |  |
| --- | --- |
| Authorized: |  |
| Signature: |  |
| Print name: |  |
| Title: |  |
| Firm name: |  |
| Address: |  |
| Phone: |  |
| Fax: |  |
| Email Address: |  |
| Web page address: |  |