The County of Lennox and Addington

Request for Proposal
L&A-ITS01

Telecommunications System and Services

Issued Monday, November 6, 2017

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SECTION 1 INTRODUCTION

1.1 BACKGROUND

The County of Lennox and Addington ("the County"), has a clearly defined interest in upgrading and modernizing the telecommunications infrastructure currently in use at the John M Parrot Centre for the Aged ("the JMPC"). The primary rationale for this project are as follows:

1. The current voice communications platform has reached the end of its' useful life and will no longer be supported by the manufacturer placing both the residents and staff at risk should the system fail;
2. Standardization of the telecommunications infrastructure at all County locations (Avaya IP Office);
3. Inclusion of the JMPC in the established multi-site voice network to facilitate improved communications (4-digit dialing) between established and future County locations and staff;
4. Establish a predictable support and/or outsource relationship related to the telecommunications system at the JMPC and across County locations in the future;
5. Continued the modernization and upgrade of all staff communication systems in use at the JMPC

The County currently relies on telephony services provided through an aging telephone system and several adjunct and integrated systems which are support by multiple vendors, some of which are local to the County and others being somewhat more remote. As the combined telecommunications systems form the core of the service delivery model at the JMPC, it is imperative that these systems continue to function reliably and provide the staff with the tools they require to provide care to the 168 residents at the JMPC.

The County intends to replace its existing telephone infrastructure with a premise based Voice over IP (VoIP) solution that will utilize the County's existing Wide Area (WAN) and Local Area (LAN) networks. This RFP is focused on the identification and selection of both a manufacturer's technology platform and a system integrator to deliver core voice communications, applications and professional services to the County's user community.

1.2 PROPOSAL INVITATION

The County of Lennox and Addington invites vendors to submit a proposal and pricing for both an upgraded telecommunications system, integration with current adjunct systems at the JMPC and ongoing technical and system support services which will allow the County to:

i) Establish a standardized and reliable telecommunications infrastructure;
ii) Provide future opportunities for enhanced staff communications;
iii) Support integration with current/future adjunct systems at the JMPC; and
iii) Develop a long-term partnership with a reputable and established vendor.

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1.3 OBLIGATIONS/RIGHTS OF THE COUNTY OF LENNOX AND ADDINGTON

The County of Lennox and Addington should be notified no later than **Friday, December 1, 2017** whether or not a proposal to provide voice telecommunication services will be submitted. Notification is to be provided to:

Jason White, IT Services Manager
County of Lennox and Addington
97 Thomas Street East
Napanee, Ontario K7R 4B9
bids@lennox-addington.on.ca

ii. The County of Lennox and Addington will hold in confidence those portions of the bidder's proposal marked confidential and the information therein will not be made available to a third party other than on a need to know basis;

iii. The County of Lennox and Addington assumes no obligation by issuing this Request for Proposal (RFP), to receive, accept and/or evaluate a bidder's proposal or to negotiate or award or enter into any contract or contract(s) with any bidder, or to make a preliminary supplier selection;

iv. The County of Lennox and Addington considers the bidder's proposals an offer to develop a contract based on any and all the commitments in the proposal;

v. The County of Lennox and Addington reserves the right, in its sole and absolute discretion, to:

a) cancel or amend the RFP prior to the proposal due date;

b) cancel the RFP acquisition process, with no liability to the County of Lennox and Addington or recourse by the bidder should it be determined in the County's sole and absolute discretion that after reviewing bidder's proposals the County does not have the appropriate funding or the County's management approval to proceed with a contract award, and/or that the County's requirements for the project have changed;

c) cancel the RFP acquisition process or make no award, at any time prior to the execution of the written contract, and may reissue the RFP or enter into another solicitation process, all with no liability to the County of Lennox and Addington or recourse by a bidder against the County of Lennox and Addington.

d) not necessarily accept the lowest priced or any proposal;

e) accept or waive any non-compliance in any or all proposals;

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f) conduct negotiations with one or more Bidders after the proposal due date on any or all aspects of their proposal and on the terms and conditions of any form of agreement attached to or forming part of this RFP, and the County of Lennox and Addington may conduct such negotiations consecutively or simultaneously;

g) award in whole or in part and award one or more contracts and enter into negotiation with more than one bidder.

1.4 OBLIGATIONS/RIGHTS OF THE BIDDER:

i. The bidder shall bear all costs in the preparation and delivery of the proposal and presentation if required, and the proposal will become the property of the County

ii. The bidder acknowledges that the liability of the County of Lennox and Addington in the event of any claim arising hereunder is limited to the bidder's cost of preparation of the proposal;

iii. The bidder acknowledges that the RFP documents have been read and fully understood and that it accepts to be bound by the terms, conditions and rules therein;

iv. The bidder accepts that bid changes or additional documentation must be received by the County of Lennox and Addington prior to **Friday, December 1, 2017 4:00 PM** and

v. The bidder accepts that submitted proposals shall be irrevocable **Friday, December 1, 2017 4:00 PM** until the final selection date.

1.5 OBJECTIVES OF THIS RFP

The County of Lennox and Addington ultimate goal is to deploy an IP capable PBX telecommunications platform to provide voice services to JMPC staff and provide enhanced communications between the JMPC staff and other County locations over the existing County WAN. Thus a key goal of this RFP is to find a partner for both manufacturer(s) and vendor(s) who will help design a tactical plan for the deployment of the IP based telephone solution and take ownership of the required system design, integration, implementation and support of the proposed solution. Therefore, the primary objectives of this RFP are as follows:

1. Development of an IP capable telephony modernization strategy;
2. Establishment of Vendor partnership(s) who will work with the County of Lennox and Addington to execute such plan. Vendor(s) will be required to provide a turnkey solution for the proposed telephony solution and include all system installation and integration work as well as provide knowledge transfer to the County's staff;
3. Selection of a vendor or vendors who are able to provide a Best of Class solution which can be based on either a single manufacturer platform or multiple products

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as long as they are able to demonstrate proven interoperability and support of the services being provided;

4. Standardization on current and available manufacturer's products and services;
5. Price protection guarantees beyond the initial period will be required for a further 3 **(three)** years from the completion date for future growth/acquisitions; and
6. Identification of future licensing and annual support costs for a period of **3 (three)** years after installation.

1.6 RFP SCOPE

The scope of this RFP includes:

- A Voice over IP (VoIP) Readiness Assessment of the County's LAN/WAN network;
- Replacement of the existing Telephone system and voicemail platforms;
- Integration of the new telephone system with adjunct systems as identified;
- Installation of all system components;
- Coordination of system installation with existing vendors and representatives of the County;
- Training and knowledge transfer to end users and system administrators; and
- Ongoing support and/or management of the telephone system and components as proposed.

1.7 OUT OF SCOPE

Excepting circumstances where vendors are invited to provide quotations either in concert with or separate from this competition:

- Cabling Infrastructure
- LAN/WAN infrastructure
- Wireless LAN
- Other adjunct systems as described in this RFP

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SECTION 2 PRODUCT/SERVICE REQUIREMENTS

2.1 WRITTEN PROPOSAL SUBMISSION REQUIREMENTS

This section provides instructions on the format and content of the written Proposal(s). The bidder's Proposal(s) should include all data and information requested and should be submitted in accordance with these instructions. The Proposal should be clear, concise and should include sufficient detail for effective evaluation and for substantiating the validity of stated claims.

The Proposal should not simply rephrase or restate the stated requirements, but rather should provide convincing rationale to address how the bidder intends to meet these requirements. The bidder should assume that the County of Lennox and Addington has no prior knowledge of the bidder's services and/or experience or the capabilities, limitations, features or functions of the proposed solution.

The County of Lennox and Addington is looking for a product and service solution that will be compliant with the technology requirements of the County and are requesting proposals which provide the County with the Total Cost of Ownership (TCO) over a 3 year life span, including maintenance and/or management costs.

2.2 TECHNICAL PROPOSAL

Appendices A, B, C, D, E and F of this RFP document and detail the requirements as well as instructions for the Technical Proposal.

Bidders are to address all questions/items and information requested in Appendices A, B, C, D, and E and provide pricing in the provided Appendix F.

2.3 SUMMARY OF DATES

Activity	Date
RFP Issue Date	**Monday, November 7, 2017**
Bidders Notification of Intent to Bid	**Monday, November 20, 2017**
Bidders last day for Questions	**Monday, November 20, 2017**
Proposals Delivered by	**Friday, December 1, 2017 4:00 PM**
Bidder Shortlist Notification	**Friday, December 8, 2017**
Bidder Presentations	**Friday, December 14-15, 2017**
Bid Selection and Award	**Friday, December 21, 2017**
Start Date of Contract	**January 2018**

The County reserves the right to modify the schedule at any time without prior notice to Bidders. The County will undertake to provide sufficient notice to Bidders should modification be required, but warrants that any foreshortening of the established schedule will be done so with a minimum of two weeks (10 business days) notice prior to the revised deliverable date.

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2.4 QUESTIONS REGARDING PROPOSALS

Questions regarding **L&A-ITS01** must be addressed in writing to **bids@lennox-addington.on.ca**. Questions and answers may be confirmed in writing and copies will be provided to all Bidders without identifying the source of the question. To aid in identification of correspondence related to this competition, "**L&A-ITS01**" must be noted on all correspondence with the County as feasible (ie email and/or printed correspondence).

2.5 NOTICE OF INTENT TO BID

bidder should complete the Notice of Intent to Bid attached as Appendix E.1 by the date indicated in Section 2.3.

2.6 SUBMISSION OF PROPOSAL

Proposal must be delivered by Friday, December 1, 2017 4:00 PM and adhere the following terms and conditions:

1) The bidder must submit**:**
   - One (1) complete printed copy of the RFP response including all supporting documentation;
   - One (1) complete printed copy of the financial proposal (Appendix F - Pricing Spreadsheet) package separately from the above and **sealed in a separate, clearly labeled envelope.**
   - One (1) electronic copy (memory stick/USB Drive) containing:
     - the complete proposal (.pdf)
     - the pricing spreadsheet (.xls)
     - any collateral documents (.pdf) or media
   - **Note**: Electronic documents may be organized within section folders or a single file. In the event of inconsistency between the paper and the electronic versions, the paper version will be deemed to be correct and supersede the electronic version.

2) All Proposals shall be clearly marked with the Request for Proposal name, closing date and Respondent name on the face of the envelope.

3) Proposals, which are received after the deadline specified in the Request, will be returned unopened. No extensions to this deadline will be allowed excepting those agreed upon and/or offered by the County.

4) Each bidder should sign and return the "**Submission Covering Form**" (found in Appendix E.3) with their Proposal or the Proposal may not be accepted.

5) Proposals **may not** be submitted by facsimile or e-mail.

6) Proposals **shall** be submitted in English.

7) All Proposals shall be binding for a period of one hundred eighty (180) days.

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Adjustments to Proposals by telephone, facsimile or letter will not be considered. Should a Respondent wish to alter or amend a Proposal, it shall be withdrawn by letter and a new Proposal submitted in the approved form **prior to the fixed time for closing stipulated in this request**.

8) The bidder shall complete section **E.2 Respondent Reference** and provide three (3) customer references that have previously acquired or utilized like and similar products and/or services using this template. The County of Lennox and Addington reserves the right to check all references provided and to request and check additional or further references.

9) Bidders should follow the format outlined in this section, to facilitate comparison and evaluation of Proposals.

   a) Proposals should contain concise written material and illustrations that enable a clear understanding and evaluation of the Respondent's capabilities and the qualities of its Proposal. Legibility, clarity and completeness of the Respondent's Proposal are essential and will form a component of the overall submission evaluations.

   b) Proposals should be structured as follows:

      i) Submission Covering Form - **(Appendix E.3 - Submission Covering Form)** to be completed and signed.

      ii) Table of Contents - Outline should be as follows

         (1) Executive Summary - summary of submission,

         (2) Solution Response – Refer to **Appendix A - IP PBX System Requirements** for questions.

         (3) Professional Services – Refer to **Appendix B - Professional Services** for questions.

         (4) Qualifications and References – Refer to **Appendix C – Qualifications and References** for questions.

         (5) Pricing – Refer to **Appendix D – Pricing** for response format.

         (6) Bidder Forms – Refer to Appendix D

         (7) Product Brochures and User Guides – if available

         (8) Acknowledged Addendums – bidder is to provide a written acknowledgement of having received all Addendums as issued by the County and/or their agents acting on their behalf.

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SECTION 3 ADMINISTRATIVE REQUIREMENTS

3.1 ACQUISITION PROCEDURE

The RFP may be issued and published as follows at the discretion of the County:

- on the County website (https://www.lennox-addington.on.ca/)
- on public tender websites (ie Bidingo and/or Merx)
- as advertised in newspapers or other print media
- other media and or channels at the discretion of the County

At the discretion of the County of Lennox and Addington, in addition to the above the RFP may also be issued and directed to a selected set of potential Bidders. The selection committee will review submitted proposals and develop a short list based on the quality, content and completeness of bidder's responses.

Assuming a suitable bidder and proposal can be established, The County of Lennox and Addington will award a contract based on terms and conditions currently in use by the County (sample will be provided to the successful bidder for review).

3.2 PRESENTATION BY SELECTED BIDDERS

Once a short list is established, the selected Bidders will be notified by telephone, email or facsimile on **Friday, December 8, 2017.**

Bidders who make the short list may be requested to make a presentation to the Selection Committee on **Friday, December 14-15, 2017.**

The purpose of the presentation is for the Selection Committee to meet the key team members of the bidder's proposed team to assess

a. the commitment of the bidder and their team members to the County's objectives; and

b. to clarify any final outstanding issues regarding the County's requirements and/or vendor submissions

The following general guidelines will be followed by the bidder in their presentation:

i) the presentation will take no longer than 2 hours (120) minutes in total, including questions and discussions;

ii) the bidder may use whatever audio/visual aids it deems appropriate in its presentation. The County will endeavour to provide for appropriate facilities if given adequate notice, however may require Bidders to supply their own A/V aids and/or devices.

iii) the presentation will be made solely by the key members of the proposed team. It is left to the discretion of the bidder as to the number of team members to be involved in the presentation; and

iv) the bidder may use the presentation to:

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- Demonstrate their knowledge of County of Lennox and Addington requirements;
- Demonstrate corporate and team capabilities in relation to County of Lennox and Addington needs; and
- Provide an overview of their approach, methodologies and capabilities to satisfy the immediate and future needs of the County.

The bidder should be aware that answers to questions raised at the presentation will be documented and may form the basis of an ensuing contract.

3.3 PRODUCT DEMONSTRATION

As part of the bid process the bidder **may** be requested to provide a demonstration of their solution in an actual working end-customer or lab environment.

3.4 CRITERIA FOR SELECTION

The major criteria that will be used in the evaluation of the proposal will be determined in the sole and absolute discretion of the County of Lennox and Addington and will include, but not be limited to (not necessarily in order of priority):

i. acceptability of product/service by user;
ii. ability to meet requirements outlined in **L&A-ITS01**
iii. bidder organizational stability;
iv. telephony features and functions;
v. service and technical support capabilities; and
vi. overall cost;

3.5 TERM OF CONTRACT

Term of contract is for a three (3) year total period. Contract is expected to begin in **January 2016** for an initial three (3) year period with provision for annual renewal subject to the County's agreement.

3.6 Invoices and Payments

The County requires all invoices to be compliant with its requirements and general accounting principles. Detailed invoices are required. Payment terms will be considered Net 30 days unless otherwise stated and shall be subject to any required deductions. This may include but not be limited to hold back deductions calculated on the total invoice.

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SECTION 4 BUSINESS REQUIREMENTS

4.1 QUOTES

Please provide financial data concerning your proposal using the provided Pricing Spreadsheet as referenced in Appendix D.

4.2 ADDITIONAL REQUIREMENTS

i. Quotes must be in Canadian Dollars. Federal and Provincial taxes should **not** be included; and

ii. The County of Lennox and Addington will not be responsible for any costs not shown on the schedule or identified in the bidder's response.

4.3 Other Information

The County reserves the right to require proponents to produce any of the following:

- Appropriate insurance certificates
- WSIB clearance certificates
- Financial and corporate information
- Other additional assurances or protections as deemed necessary by the County

4.4 Insurance

At the time of execution of the Contract the successful bidder shall submit a certified copy of a comprehensive policy of public liability and property damage insurance in the amount of $2,000,000 per occurrence and naming the County as an additional insured.

4.5 WSIB

The successful bidder shall provide a Certificate of Coverage from the WSIB at the time of execution of the Contract and upon completion of the work before final payment is made.

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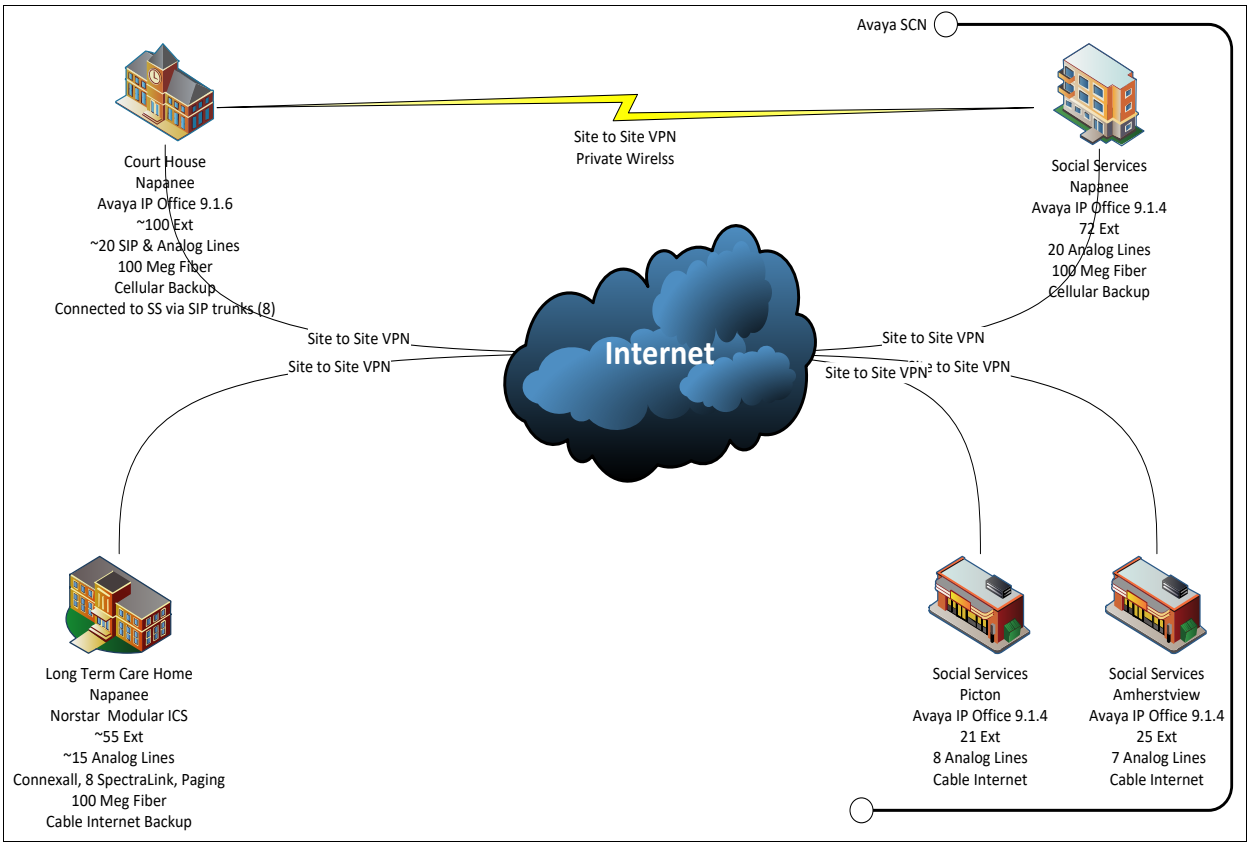
SECTION 5 CURRENT ENVIRONMENT

5.1 OVERVIEW

An overview of the County's current voice and data network is described in the following diagram:



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5.2 VOICE ENVIRONMENT

The County operates in five (5) main sites with telephone service at each location provided as follows:

John M Parrott Centre for the Aged (Napanee)

- Meridian Norstar Modular ICS (0X32), Release DR 7.0, Rel 1
- Meridian Call Pilot Voicemail (4 Port, 21 User Mailboxes)
- Qty 2: 0X32 Fibre Digital Station Expansion Modules
- Qty 2: 4X0 LS/DS CO Trunk Modules
- Local PSTN
- Approximately 55 Digital Extensions (T7208 and T7316 telephones)
- Door Opening Module (DOM) NT8879FE
- SMDR6 Interface Module (not in use)

Courthouse (Napanee)

- Avaya IP Office (Release 9.1.6)
- SIP connectivity to Social Services (Napanee)
- Local PSTN
- Approximately 100 Extensions

Social Services (Napanee)*

- Avaya IP Office (Release 9.1.4)
- Local PSTN
- SCN Member
- Approximately 72 Extensions

Social Services (Picton)*

- Avaya IP Office (Release 9.1.4)
- Local PSTN
- SCN Member
- Approximately 21 Extensions

Social Services (Amherstview)*

- Avaya IP Office (Release 9.1.4)
- Local PSTN
- SCN Member
- Approximately 25 Extensions

*NOTE: Locations identified currently utilize Ayaya Small Community Network (SCN) functionality for inter-site call routing and coordinated extension dial plan.

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5.3 DATA ENVIRONMENT

5.3.1. NETWORK EQUIPMENT (JMPC LOCATION ONLY)

5.3.1.1. FIREWALL

The County utilizes a SonicWall NSA2600 Firewall at the JMPC facility

5.3.1.2. LAN SWITCHES

The County has deployed upgraded POE GB LAN switches at the JMPC facility:

- HP 2920 POE 48G
- HP 2920 POE 24G
- Aruba 2530 POE 48G

Local LAN services are delivered using one of the following two strategies:

1. Local POE Gb LAN switches located in “Chute Rooms”, or
2. “Home run” cables terminated on core POE Gb LAN switches

5.3.1.3. WIFI

The County utilizes a Wifi network across the JMPC facility:

- DLink DWS 3160 LAN/Wifi Controller
- DLink Wifi Access Points (Approximately 28)

The Wifi network is segregated across four (4) SSID specific to end user requirements as follows:

- Pharmacy equipment (ie “rolling carts”)
- Administrative users
- Public users
- Guest users

5.3.2. WIDE AREA NETWORK CONNECTIVITY

The County has deployed WAN services per the following:

John M Parrott Centre for the Aged (Napanee)

- Primary: 100 Mbps Fibre Internet (terminates to Juniper EX3300 managed router)
- Backup: 80/10 Cable Internet (terminates to Cisco 8xx router)

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Courthouse (Napanee)*

- Primary: 100 Mbps Fibre Internet
- Backup: Cellular data

Social Services (Napanee)*

- Primary: 100 Mbps Fibre Internet
- Backup: Cellular data

Social Services (Picton)

- Primary: Cable Internet

Social Services (Amherstview)

- Primary: Cable Internet

*NOTE: In addition, the County has deployed a private wireless solution providing direct connectivity between the Courthouse (Napanee) and Social Services (Napanee).

5.3.3. INTERNET CONNECTIVITY

The County's connectivity to the Internet is supplied through a variety of services and providers including:

- Broadband Fibre Optic Internet (Primary connection where deployed)
- Broadband Cable Internet (Primary or secondary connection where deployed)
- Cellular Data services (Secondary connection where deployed)

5.3.4. CABLE INFRASTRUCTURE

Network cable infrastructure for all facilities is a minimum of Cat 5 supporting data systems and resources. Where required for the deployment of VoIP telephones, the County will or have installed suitable cabling between telephone locations and nearest POE Gb LAN switches.

5.3.5. LOCAL DATA CENTRE

The County's Data Centre at the JMPC is located onsite in the shared telco/data room located in the lower level in the facility. All voice and data services terminate in this location and the County has installed suitable racking to accommodate all require telephony servers and equipment. In addition, all adjunct system controllers are located in this data centers with the exception of any remote equipment required to support individual systems.

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5.3.6. BACK-UP POWER

The County has equipped the facility with suitable resources to ensure continuity of electrical power to the JMPC facility as follows:

a) Un-interruptible Power Supplies (UPS): a combination of APC 750/1500VA and Eaton 9130 UPS are situated to provide connected equipment with temporary power in the event of a County power service disruption. Where and when possible, the County will upgrade local UPS to 1500 VA units or install UPS are required to support telephony requirements.

b) The entire JMPC facility has also been covered by diesel backup generators to ensure protection from longer term County power service disruptions. UPS equipment has been installed to provide short term power power as generators ramp an come on line.

5.3.7. SHARED RESOURCES

a) Email – The County currently provided Email services using a premise based Microsoft Exchange server located at Social Services (Napanee)

b) Active Directory – The County currently uses Active Directory to manage users on the LAN, but DOES NOT utilize AD for the purposes of telephony user activation, deactivation or management at any locations.

c) Virtualization – The County currently utilizes Microsoft HyperV to manage virtual server instances on County owned and managed server hardware. Currently, there is one (1) physical server at the JMPC with several virtual machines installed. It has been determined that the cost of expanding the virtualized environment to include additional physical servers and/or accommodate voice system is NOT FEASIBLE at this time.

5.3.8. ADJUNCT SYSTEMS

The County currently maintains several systems which work in concert with the local telephony system to provide staff with the communications resources they require to fulfill their mandate. These include:

a) Wireless Phones: SpectraLink OAI Gateway, portable phones (Model 602) and dedicated 900 Mhz Access points. It is common knowledge the that OAI Gateway is now classified as “End of Sale” with the manufacturer, therefore future upgrades to this system are planned with timeframe contingent on project scope and funding requirements. The current SpectraLink system interfaces to the current PBX utilizing digital telephone station emulation on the Meridian Modular ICS.

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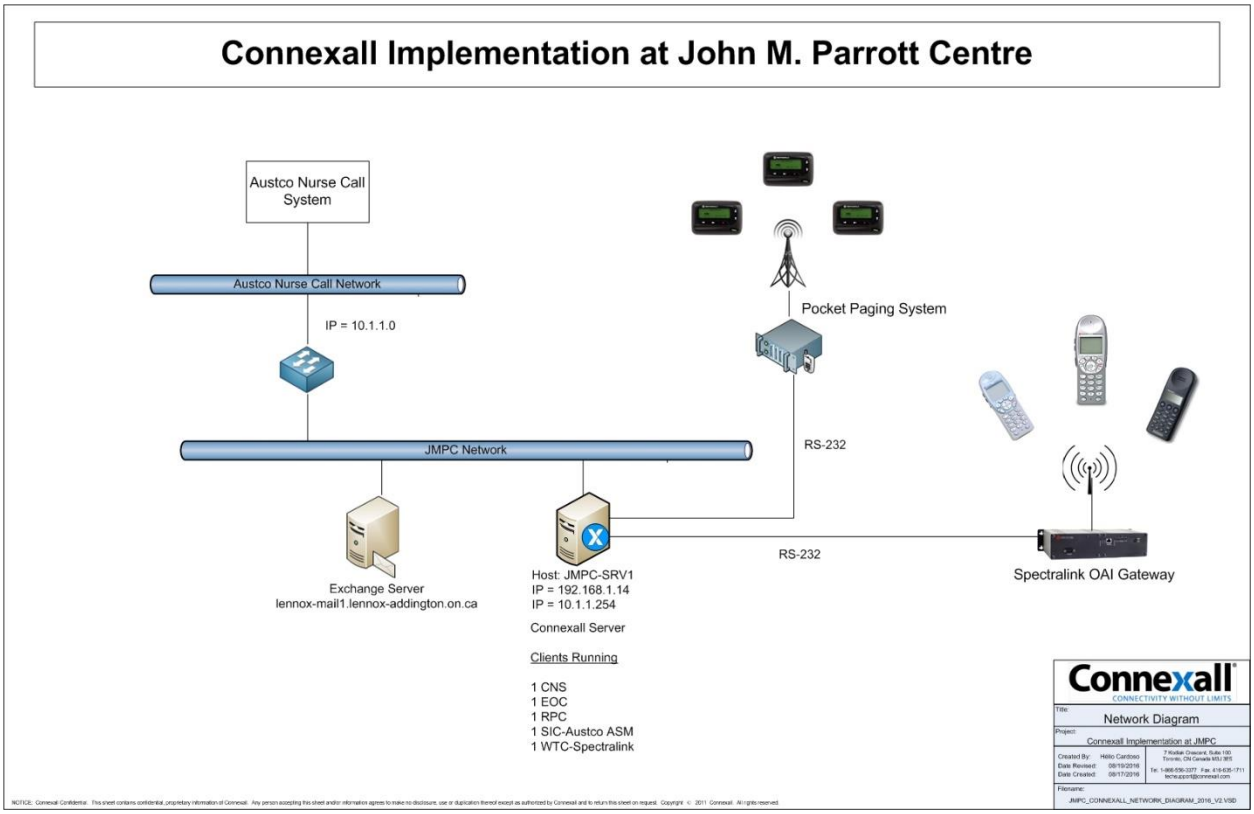
b) Nursecall: Austco Nursecall System
c) Entry Control: Two exterior doors are equipped with intercom stations for visitors to alert staff to their arrival at the JMPC facility:
    a. Main Entrance – Rings to:
        i. Desk phones: Front desk phone
        ii. Wireless phones: RN Spectralink phone
        iii. This will also bounce to the director when not answered
    b. Receiving Entrance – Rings to:
        i. Desk phones: Maintenance (x-231), Environmental Supervisor (x230), Dietary Supervisor (x-228), Kitchen (x-233) and Laundry (x-234)
        ii. Wireless phones: Receiver Spectralink (x-280)
        iii. The Receiving Entrance can be unlocked using either a Spectralink or land line telephone as indicated.
d) Alphanumeric Paging
e) Loud speaker paging: Single zone, InterM PA 2000; three (3) amplifiers are wired in series to provide loud paging throughout the JMPC facility
f) Connexall: Connexall PRO Version 7, software only running on County provided and managed server hardware. The Connexall system provides functional integration between the nurse call, alphanumeric pager, Email, Spectralink and PBX systems

The following diagram indicates the integration between the wireless (Spectralink), Austco nurse call, alphanumeric pager and Connexall system:



5.4 EMERGENCY OPERATIONS CENTER (EOC)

The JMPC has been designated as a back-up or secondary Emergency Operations Center (EOC) within the County's documented business continuity/disaster recovery/emergency preparedness plan.

Currently, telephony service is initiated at the JMPC as follows:

- A Meridian Norstar Compact ICS (CICS) is installed to the voice/data communications room located in the basement of the JMPC
- PSTN connectivity is achieved by "bridge tapping" existing JMPC analog telephone lines into the CICS through a series of RJ-11 jacks which interface into the CO line ports of the CICS
- Additional pre-programmed digital telephones are deployed on the CICS within the JMPC to provide land-line telephony services to be utilized by County staff in times of emergency, should/when the primary EOC location be deemed as un-usable or in cases where a secondary EOC is required
- There is no automated attendant or voicemail system connected to this system, which is primarily utilized for outbound land-line communications
- There is no integration or connectivity between the EOC CICS system and the primary JMPC MICS or adjunct systems located at the JMPC.

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Appendix A - IP TELEPHONY SYSTEM REQUIREMENTS

The Bidders proposal should include answers to each of the requirements highlighted in the RFP questions as follows. The bidder's responses will be evaluated based on how they are proposing to meet the County's requirements. Ensure that sufficient information is included for the RFP evaluators to derive the proper knowledge of your stated capabilities. If necessary, provide additional details as an appendix in your bid using cross references and page numbers clearly indicating which requirement you are answering. The County's current telephony/data environment is outlined in Section 5.

A.1 IP TELEPHONY OVERVIEW

The desired end state design for a new IP based communication system should consist of an architecture that allows for the delivery of new voice telephony features, services and capabilities to the County's user community in a consistent and reliable manner.

In order to meet these requirements, the solution should be designed to provide:

a) Resiliency and redundancy options to ensure reliable operation of PSTN connectivity, core telephony services, call routing features, automated attendant/voice messaging services and integration with adjunct systems currently in use at the JMPC

b) Inclusion in the existing inter-site 4-digit dialling structure currently in use between the Courthouse and Social Services locations (Napanee, Picton and Amherstview)

c) System to leverage the existing County IP data network for site to site communications, including direct extension dialling and call transfer features

d) A GUI system administration interface for ease of operation

e) Common features that can be extended to any phone on the system

f) Cost effective to install and maintain

1) The optimal design of the solution should provide for a system with all Core System components and Applications such as Voicemail, Mobility features etc. to be delivered on a reliable platform. Centralized Call control and Applications may be appliance based or run on standalone servers where applicable. In either case, it is the responsibility of the bidder to provide the required hardware components. Proponents are encouraged to provide a creative solution to the architecture of the system.

2) The JMPC will directly connect to the local PSTN through existing analog business lines for local calling and/or emergency backup/911 calling. Bidders should provide the hardware and software components required to connect the proposed solution to the PSTN utilizing existing PSTN analog connections at the JMPC.

3) In the future, the County may elect to replace current TDM PSTN services with SIP carrier services. As such, the proposed solution must support SIP PSTN trunking.

4) FAX machines and other devices external to the PBX environment will continue to use the existing analog business lines for PSTN access and/or internet connectivity per current architecture.

5) All other County locations/users will continue to utilize their existing in place telephone equipment, FAX lines, Point of Sale devices and PSTN access lines.

6) Unified Messaging (integrated voicemail and e-mail) is required and will support integration with the County's current email system or future platforms such as Office 365.

7) The bidder will develop an extension dial plan for JMPC to integrate with the current intra-site extension schema as described earlier in the document

8) In addition to voice telephony services, the County's user community have identified a potential use for Unified Communications features such as Instant Messaging (IM or 'chat') and Presence information within a subset of the JMPC user community. This portion of the solution will be deployed on an 'as needed' basis, pending identification of these users by the bidder during the system design phase of the implementation process. Optional pricing for these features are to be provided as described in Appendix D – Pricing.

9) In addition to voice telephony services, the County's user community have identified a potential use for mobility and/or remote telephony features such as mobile clients and/or soft clients. This portion of the solution will be deployed on an 'as needed' basis, pending identification of these users by the bidder during the system design phase of the implementation process. Optional pricing for these features are to be provided as described in Appendix D – Pricing.

A.1.1 SYSTEM REQUIREMENTS

A.1.1.1 ESTABLISHED PRODUCTION COMPONENTS

The solution provided for this RFP should contain commercially available software and hardware (not beta) and have a minimum of 100 existing production implementations of the given release/version and of comparable or higher seat licensing to the County's requirements. Any components that do not comply with the requirements above must be identified in section A.1.2

A.1.1.2 IMPLEMENTATION

All telephony equipment must be implemented in such a manner as to ensure:

i. Minimal interruption to voice telephony services during cutover;

ii. Maximum reliability/uptime

iii. Ubiquitous user access to all system features and services

iv. Integration with all current adjunct systems in use at the JMPC

A.1.2 END STATE DESCRIPTION

1) Describe your IP Telephony end-state solution including optional components defined in this bid and provide an overview of each component in the solution.

You **must** provide a written, detailed description of the how the proposed system design will operate including the function of each component in the network and how they will interact with all other components to form the overall working telephony solution. Also describe which software applications are being quoted along with the exact number of licenses required in meeting the County's requirements. If you are

providing a description of features/capabilities solely for informational purposes, then that should be noted by the bidder.

For each component, provide the following:

Component/ Function	Product Name	Product Release Date	Date the Product was commercially available	No. of implementations in production (min.100) Manufacturer or Vendor

2) Provide an architectural diagram showing all components required to support the IP Telephony solution and include:
    a. Voice network interfaces detailing all servers, applications, gateways and other required hardware and/or appliances
    b. Include all optional components defined in this bid
    c. Data network connections
    d. External servers and/or services required for project
    e. Highlight all components that are included in the bid
3) A requirement of the JMPC is basic redundancy within the core system. Provide a description of system component redundancy within your solution related to:
    a. Power Supplies
    b. Cooling
    c. NIC cards
    d. PSTN interfaces
    e. Adjunct system interfaces (Spectralink)
4) Provide a detailed description of how calls are routed between locations –
    a. As a member of the existing multi-site calling schema (SIP or SCN)
5) Provide a detailed description of the recommended security management practices required to secure the proposed IP telephony solution for the following:
    a. Secure remote access

b. Security for individual call streams

c. Security for any subnets required

d. Security for SIP signalling (as required)

e. Security for data exchanges between IP Phones and servers

f. Platform security

g. Web based system management

h. Authentication controls

i. Toll Fraud

j. Denial of Service

A.1.3 COMPONENT LISTING

1) List all components (servers/applications/gateways/virtual machines) that are required for the solution using the chart structure provided below. This should include any resources (e.g. DHCP, DNS, SMTP, etc.) provided by the County of Lennox and Addington that are required for the solution to perform.

   a. VPE (Vendor Provided Equipment): Identify all servers that are provided in the bid with a 'Y'. Items to be provided by the County of Lennox and Addington should be indicated with an 'N'.

   b. Component/Function: Name of device.

   c. Services: What services or applications will operate on the device?

   d. Rack Space: Identify space requirements for equipment. Provide additional detail for any device that is not rack mounted (e.g. requires shelf, etc.)

   e. Please provide a rack layout showing all equipment that will need to be installed detailing total required space for the entire solution (ie in 'U's)

   f. Power: Provide the maximum power requirements for proposed solution in Watts. All proposed equipment must be equipped with dual power supplies where available.

   g. Heat: Provide the maximum generated heat output for the device in BTU's

   h. NICs: Identify the number of network ports required for this device.

   i. Specifications: Provide specifications for servers that will be installed at the JMPC or hardware that is to be provide by the County of Lennox and Addington

VPE (Y/N)	Component/ Function	Services	Rack Space (U)	Power (Watts)	Heat (BTU's)	NICs	Specifications for servers/VMware

2) Provide details for any of the above devices that are required to be directly mounted on a wall, etc. (ie Power, cooling and estimated required space/dimensions)

3) Provide specifications on operating temperature range and humidity for all of the system components.

4) Bidders **must** provide a complete listing **(using the provided Pricing spreadsheet – See Section D)** for all system components and software licensing showing the total quantities required for the proposed system.

A.1.4 NETWORK REQUIREMENTS

1) The Ethernet cabling in place at the County's facilities consists of Cat 5e at a minimum. **Proposals shall include a network assessment component to include the following and provide the County with a concise list of areas of concern and remedies:**

   i. Station cabling

   ii. WAN routers (SCN compliance)

   iii. LAN switches (as required)

2) What network resources will be required for this application to function? (e.g. DHCP, DNS, etc.). For each:

   a. Identify what server it will reside on if part of your solution

   b. If the resource needs to be provided by the County identify the impact to existing servers (memory, disk space etc. required to handle additional loads).

A.2 REQUIRED FEATURES AND FUNCTIONALITY

The following features and functionality are **required** be included in the proposed solution. In this section Bidders are asked to provide a written response to all questions. Additional materials can be included such as manufacturer printed material to add additional support to the answers being supplied. These materials can be inserted in the Appendix section. **Supplying only standard printed material to this bid will not be considered a complete response** to the questions being asked. Only exception would be in the case of providing sample reports, screen shots or other supporting diagrams, illustrations, figures or documents.

A.2.1 SYSTEM INTEGRATION WITH ADJUNCT SYSTEMS

1) Describe how the current adjunct systems in place at the JMPC will be integrated with the replacement telephone system, specifically the Spectralink wireless telephone system.
2) Describe your experience and successes in integrating the required adjunct systems with the replacement telephone system, specifically the Spectralink wireless telephone system.
3) Describe your ability to test and troubleshoot the required integration to ensure continued operation of the overall solution in the current manner, specifically the Spectralink wireless telephone system.

A.2.2 SYSTEM MANAGEMENT AND MONITORING

1) Provide a description of any built-in system management and monitoring provided as part of the solution.
2) Does the system management support centralized administration, monitoring and maintenance for systems outside of the JMPC? Please describe.
3) Does the system provide logging and auditing capabilities to track administrator activities? Please describe.
4) Are system logs, errors and traps documented with cause and recommended course of action? Provide detail.
5) Does the system support sending a configurable record of daily operations to a syslog, remote syslog, text file or database? Please provide detail.
6) What skill-sets, training and experience are required to provide basic administration of this environment? Provide Detail.
7) Please describe the management toolset capability included with the system to perform:
    a. Moves, Adds and Changes (MAC)?
    b. Analysis of trunk and system utilization?
    c. Does the toolset provide a Graphical User Interface? Provide examples.
    d. Import & export capability in csv format
    e. Reporting capability

8) The system should be accessible remotely for both vendor support and support via staff access for system administration, maintenance and monitoring. Comment on what is required to provide secure remote access to the system.

9) Describe any capabilities for system and/or call log backup and restore in the event of a server and/or storage failure.

A.2.3 VOICEMAIL

The voicemail server should be able to support the entire enterprise.

1) Describe the features and functionality available within the voicemail platform.

2) Confirm the number of channels/ports and users provided in your system quote.

3) What is the maximum number of ports and users supported by the voicemail platform?

4) Describe if the user is able to perform self-administration for such things as password recovery and user profile?

5) In the event of attempted unsuccessful logins does the system lockout the user for a specified period of time? Please describe.

6) Describe the administrator process for setting up and the format for configuring users' passwords.

7) Does the system support voice mail to text capabilities? Please describe.

8) Does the system support remote notification when a new message is left? Please describe.

9) Does the system support zero out from a mailbox to an external number? Please describe.

10) Describe any capabilities for message backup and restore in the event of a voicemail server and/or storage failure.

A.2.4 UNIFIED MESSAGING

The solution should be able to have select users access their voicemail messages from their email client. The system should be capable of the following:

- Voice messages delivered to Microsoft Exchange/Office 365 email accounts.
- Voice messages should be accessible from their Exchange/Office 365 account or email client on mobile smartphone devices.
- When a message is played from their Exchange/Office 365 account or email client on mobile smartphone devices, the message waiting light should turn off.
- Messages deleted from Exchange via Outlook or mobile smartphone devices should NOT be removed from the voicemail server.

1) Describe how your system integrates with Microsoft Exchange and Office 365.

2) Does the message reside on the voicemail server or on Microsoft Exchange?

a. If on the voicemail server, does a copy get sent to Exchange as a WAV or does the Exchange message only contain a link to the voicemail server?

3) Describe how message synchronization works with the use of a mobile smartphone device (e.g. Updating read status, deleting messages, etc.).

A.2.5 AUTOMATED ATTENDANT

The auto-attendant application should provide the following capabilities:

- support for a minimum of 10 menus
- Time-Of-Day controls (Daytime, after hours, holidays, emergency service, etc.).

1) Please provide a description of how the Time-Of-Day feature operates.
2) What is the maximum number of menus supported by the system?
3) Does each menu or menu branch consume a license?
4) What is the maximum number of ports supported by the auto-attendant?

A.2.6 BASIC CDR (CALL DETAIL RECORDING)

1) The system should be able to log every call to a text file or other database. Explain how this is achieved and provide sample call records.

A.2.7 MUSIC/MESSAGE ON HOLD

1) What external music/recorded information sources can be used in the proposed solution?
   a. What is required to support this?
2) Individual sites would require the ability to provide separate Music or message information for calls placed on hold at that site. Describe what is required to support this?
3) What internal music sources can be used in the proposed solution?
   a. What is required to support this?

A.2.8 FIND ME/FOLLOW ME AND SIMULTANEOUS RING

The system should be capable of allowing users to determine flexible ringing configurations using both system extensions and/or mobile smartphone devices to receive calls from the telephone system.

1) Simultaneous Ring (one phone number represents multiple device)
   a. What is the maximum number of devices that can be rung simultaneously?
   b. How many external numbers can be included?

c. How does an external number get set up in the system? Explain how this is accomplished.

d. What options for time of day calling can be set up? Describe.

e. Can preferred numbers (defined by user) be routed differently than normal calls? Describe.

2) Find Me Follow Me (system can route calls to a specific device based on time of day, presence status or GPS location)

a. What is the maximum number of devices that can be identified as target extensions?

b. How many external numbers can be included?

c. How does an external number get set up in the system? Explain how this is accomplished.

d. What options for time of day calling can be set up? Describe.

e. Can preferred numbers (defined by user) be routed differently than normal calls? Describe.

3) What is required to set up mobile smartphone devices to be able to function as described:

a. Blackberry, Smartphone. Include pricing detail as described in Appendix D – Pricing for per unit and licensing requirements.

b. Miscellaneous cell phones. Include pricing detail as described in Appendix D – Pricing for per unit and licensing requirements.

A.2.9 PHONES

1) Using the chart below provide an overview of all IP, SIP and Softphones available for your solution in the table below. For each, identify basic features including:

a. Model
b. Description
c. Power Usage in Watts
d. Network Maximum Speed Enter - 100M, 1G
e. Handsfree Speaker (Full or Half Duplex) Enter Y – Yes, F – Full Duplex, H – Half Duplex
f. Display Size and Colour/BW
g. Wireless: Enter B – Bluetooth or D – DECT support

Phone Model	Description	Power Usage (w)	Network Max Speed	Hands free	Display Size	Wireless

2) Headsets (what are the recommended models)
   a. Bluetooth Wireless (50 foot coverage desired)
   b. DECT
3) Add-on Module for IP sets
   a. Capability to add line/feature buttons to IP sets in increments of a minimum of 12 additional keys. Describe how this is accomplished.
4) Wall mount brackets
   b. A number of locations require telephone wall mounting capabilities, please confirm the telephones described have this capability.

A.2.10 MULTI- SITE DIAL PLAN INTEGRATION

Three locations within the County's voice network utilize an Avaya Small Community Networking (SCN) environment to provide inter-location connectivity and direct extension dialling between users at these locations:

- Social Services (Napanee)
- Social Services (Picton)
- Social Services (Amherstview)

The JMPC location is to be incorporated into the existing coordinated dial plan.

1) What is your process for establishing the JMPC as part of the existing dial plan?
2) What additional customer or third-party resources will be required to establish the JMPC as part of the existing dial plan?
3) Can the inclusion of the JMPC in the existing dial plan be accomplished using only your direct company resources?
4) Please indicate your experience with establishing new or adding to existing multi-site coordinated dial plan environments.

A.2.11 PAGING

The current telephony solution provides the ability to page within the JMPC facility as follows:

- Across telephone station equipment, and
- Using a third party amplified paging system (previously described)

1) Confirm that this functionality will be maintained with the replacement telephone system
2) Describe how users will

a. Page across telephone sets
b. Page across the amplified paging system
c. Page across both the telephone sets and amplified paging system simultaneously

A.3 OPTIONAL FEATURES AND FUNCTIONALITY

The following features and functionality have been identified as the County as **optional** for the proposed solution. In this section Bidders are asked to provide a written response to all questions. Additional materials can be included such as manufacturer printed material to add additional support to the answers being supplied. These materials can be inserted in the Appendix section. **Supplying only standard printed material to this bid will not be considered a complete response** to the questions being asked. Only exception would be in the case of providing sample reports, screen shots or other supporting diagrams, illustrations, figures or documents.

A.3.1 SYSTEM RESILIENCY, REDUNDANCY AND HIGH AVAILABILITY

As the JMPC is an extended care facility catering to elderly residents, it of interest for the County to understand options related to system resiliency and high availability architectures.

1) Describe how the high availability and redundancy feature works for the phone system.
   a. What features are compromised in a failover situation?
2) Describe the redundancy capabilities of the following components:
   a. PSTN Connectivity
   b. System call control and features
   c. Voicemail
3) When a failure occurs, what happens to a phone as it re-registers to the backup system?
4) How long is the phone unavailable for use as it re-registers to the backup system?
5) Does the phone reconnect automatically to the primary site when it becomes available? If so, does this affect calls currently in progress?
6) Does the proposed system provide redundancy for PSTN access? Describe how this is accomplished.
7) Does the proposed system provide redundancy for adjunct system integration (Spectralink)? Describe how this is accomplished.
8) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.2 911 SERVICES

Currently the County does not utilize enhanced 911/Emergency Responder features at the JMPC, however has expressed an interest in exploring the augmentation of current 911 functionality as follows:

- Flag or identify 911 calls in system CDR records,
- Provide notification to certain administrative, health and safety users of 911 calls

- Provide enhanced 911 information to PSAP answering including the originating location of the 911 outcall

9) Is your 911 solution part of your core software or is it a 3rd party add on? Describe the solution.

10) What logging options are included for tracking purposes?

11) How does the system identify the location of the originating telephone?

12) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.3 Active Directory Integration

The County of Lennox and Addington currently uses Active Directory to administer Exchange users, however DOES NOT utilize this feature for the provisioning or management of voice system users. Should the County, at a later date, elect to use AD as the authoritative directory for voice system provisioning flow-through provisioning should permit the adding, deleting and updating of subscribers and telephones through the authoritative directory.

1) Specify the currently supported LDAP directories that can be used as the provisioning store.

2) Describe what changes to the existing directory structure are required to integrate the telephony system.

3) Provide a list of all systems or applications that require a username and password and indicate which are controlled via the directory for:

    a. Administration of the system (Phone System, Voicemail, etc.)

    b. End User Applications (Voicemail Portal, Web Portal, etc.)

4) What Administrative Tasks are automated by use of the directory? (e.g. create phone, voicemail profile, mobile/remote users, etc.)

    a. What configuration tasks are still manually required?

5) Provide details on any licenses and/or hardware required and include pricing details as described in Appendix D – Pricing.

A.3.4 Hot Desking (Hoteling)

The County's staff may have the need to relocate temporarily within the JMPC facility and therefore require the ability to log their set profile into another desk set to take on their unique set profile.

1) Explain what is required to set up an extension with hot desk capabilities.

2) Is there an ability to login to multiple phones at the same time and if so what are the limitations and impact on licenses used? Provide details.

3) How do you manage users that are logged in multiple times?.

4) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.5 CHAT (INSTANT MESSAGING)

1) During a chat session can a user:
    a) Send files. Describe how this is done.
    b) Conference additional parties? Describe.
    c) Change the chat session to a phone call or web conference? Describe.
2) Chat History
    a) Do administrators have access to chat history for auditing/security purposes? Describe.
    b) Can users see prior chat history when connecting with other users? Describe.
    c) How does chat history get displayed when multiple parties were involved in a chat? Describe.
    d) Can a user access chat history with a specific individual from the UC tool? Describe how this is done?
    e) Can the chat history by exported to a text file? Describe.
3) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.6 PRESENCE

1) Can the system use the exchange calendar feature to change user status? Describe how this is done.
    a) Does the system integrate to Exchange directly or rely on the users Outlook client to be running to provide calendar status? Provide description.
    b) Can the calendar set different status such as Out of Office and In Meeting based on the calendar entries? Provide description.
    c) After a meeting is over, what does the status change to? Provide description.
2) Can Status be updated on Client, Web or Mobile App? Describe and provide screen shots.
3) Describe how the system provides the following features:
    a) Away from Keyboard indicators.
    b) Alert when presence of selected user changes.
    c) Phone status (Available, Busy, Do Not Disturb).
    d) Group contacts by department/team lists.
4) Can an administrator set up and manage presence options for users? Explain how this is accomplished.
5) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.7 MOBILE EXTENSION

The system should be capable of allowing mobile phone users to be connected to the system to appear like office extensions twinned with the user's desk set telephone number.

1) Describe the feature operation/capabilities in this configuration.
2) What is required to set up Smartphone devices to be able to function as devices on the phone network (e.g. make calls from phone system, 4 digit dialling, appear as an extension on the phone system) for:
    a. Blackberry, Smartphone. Include pricing detail in Appendix D for per unit and licensing requirements.
    b. Miscellaneous cell phones. Include pricing detail in Appendix D for per unit and licensing requirements.
3) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.8 SOFTPHONE

1) Softphone capability may be required to allow remote access for travelling staff and for emergency access by priority staff. Describe what is required to set up a softphone internally and remotely.
    a. Identify what is required on the network for a soft phone to connect to the phone system (e.g. Network VPN, etc.)
    b. Provide recommended USB headset & microphone for desktop & laptops
2) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.9 TELEWORKER/REMOTE TELEPHONES

1) Teleworker/remote telephone service may be required to enable employees to work remotely with full access to voice mail, conferencing, and other features of the office phone system. Comment on what is required to set up a desk telephone set at an external location.
    a. Describe any difference in features (or models) between teleworker sets vs. on premises sets.
        i. Are there any limitations in functionality? Describe.
    b. Identify what is required on the network to support teleworker sets (e.g. Network VPN, etc.)
    c. Identify any minimum external network specs for remote access i.e. latency, bandwidth requirements.
    d. Describe how 911 calls dialled by the teleworker set would be handled by the system.
    e. Provide pricing detail in as described in Appendix D - Pricing.

2) Provide details on any licenses and/or hardware required and include pricing detail as described in Appendix D - Pricing.

A.3.10 SIP PSTN TRUNKING

The system should be capable of supporting a future migration from TDM PSTN services to SIP trunking.

1) Describe the anticipated changes to the proposed system from the perspective of:
   a. Required core system hardware
   b. Required gateways and/or session border controllers (SBC)
   c. Required system licensing
   d. Required system programming or configuration changes
2) Describe your company's expertise with migrating from TDM to SIP trunking services
   a. Number of systems migrated
   b. Describe any potential risks with migrating to SIP trunking services
   c. Describe the roles and responsibilities of your company in affecting this migration
   d. Describe the roles and responsibilities of the client in affecting this migration
3) Provide details on any licensing, hardware and professional services required and include pricing detail as described in Appendix D - Pricing.

Appendix B - PROFESSIONAL SERVICES

The response to the professional services details in this section of this RFP is specific to the implementation of the project. Pricing for Professional Services should be made for all Phases of the project as per Appendix D - Pricing.

B.1 PROJECT MANAGEMENT ASSESSMENT

1) A single point of contact is required for all aspects of the solution being provided. Who will lead the project?
2) Account Team:
    a. Include or insert project team names and roles.

B.2 SCOPE OF WORK

As part of the submission, it is required that the bidder submits a detailed scope of work demonstrating a good understanding of this project. If selected as the winning provider of services this scope of work will help build the foundation for the project.

It is very important to determine what work is performed by the bidder and what is expected of the County in order to meet budgeting requirements, therefore we need to see a detailed scope of work definition with descriptions (and samples) of each of the tasks.

B.3 PROJECT PLAN

Please include a detailed project plan in your proposal that shows the strategy for the IP telephony rollout which include the following dates and milestones identified below.

B.3.1 IP TELEPHONY

Phases:

- Phase 1 - IP Telephony core system installation to be ready.
- Phase 2 – Integration and Testing with adjunct systems.
- Phase 3 – All users transitioned to the new system by the end of January 2018.

Suggested Milestones:

1) Station Reviews Completed
2) Design Signoff
3) Core System Installation Completed
4) Acceptance Testing Signoff
5) Site Testing Signoff
6) Site Cutovers Signoff
7) System Handover to the County
8) Start of Maintenance/Warranties

B.4 TRAINING REQUIREMENTS

B.4.1 SYSTEM ADMINISTRATOR TRAINING

The system administrator at the County will require training on the proposed IP telephony solution.

Clearly identify your approach to training for the system administrators for replacement telephony solution.

1) Administration training should be provided for a minimum of 3 users.
    a. Outline your program for system administration training.
        i. How much training time is required?
        ii. Is there web based training available?
        iii. Is there leader led class room and/or on-line training?
        iv. Please provide costs as instructed in Appendix D - Pricing.
    b. What recommended skill-sets and experience should the administrator have prior to working on this system?
2) Are their recognized or certification training courses that you would recommend for the system administrator that is not included in this proposal?
    a. Include pricing detail as instructed in Appendix D - Pricing for these courses.
3) Please describe your method for ensuring a successful system knowledge transfer to the County
4) What resources do you have available for post training support? Please describe.

B.4.2 END USER TRAINING

The end users at Lennox and Addington will require training on the proposed IP telephony solution. Users are located at a single location (JMPC) and it is the County's intention that the bidder will ultimately provide direct end user training for approximately 50 staff (subject to confirmation). In addition, the bidder will provide Train-the-Trainer training for approximately 4 staff that will be responsible for providing end user training for the remaining users.

1) Describe what will be included in the End User Training sessions.
    a. How many staff do you recommend in each class?
    b. How long will each session be?
    c. What handouts will be provided?
    d. Is there on-line training available for your solution? Provide details.
2) Describe what will be included in the Train-the-Trainer Sessions.
    a. How many staff do you recommend in each class?
    b. How long will each session be?
    c. What handouts will be provided?
    d. Is there on-line training available for your solution? Provide details.

3) As part of the response, the bidder should configure sets for a training room environment to support the bidder lead training sessions.
    a. Provide specifications for the training room requirement.
4) As timing for end user training will be dependent on the actual product rollout schedule confirmed training dates/activities will be negotiated with the successful vendor during contract negotiations.

B.5 PROFESSIONAL SERVICES (IMPLEMENTATION)

B.5.1 STATION REVIEWS AND SYSTEM DESIGN

The bidder will be responsible for interviewing the County's departments and completing the station review documentation. The bidder will provide all templates/forms required to use in interviewing each department.

1) Station Reviews
    a) Describe your process for completing station reviews for confirming quantities, features, phone type, etc.
    b) Provide all documents required for completing station reviews.
2) System Design
    c) Describe your process for completing system design for confirming features, call flows, ringing patterns etc.
    d) Provide all documents required for completing system design.
3) Voicemail and Automated Attendant
    e) Describe your process for completing voicemail and automated attendant requirements and programming.
    f) Provide all documents required for completing voicemail and automated attendant design.

B.5.2 TEST PLAN

Test plans should be provided to the County, stepping them through the features and functionality provided in the solution.

1) Describe your process for completing feature and functionality testing.
    a. Provide a sample section from a customer test plan showing the procedures.
2) Describe your process for completing testing of the adjunct systems described prior.
    a. Provide a sample section from a customer test plan showing the procedures.

B.5.3 CUTOVER

1) Cutovers for the phone system can occur during normal business hours subject to approval by the client. In all cases, interruption to normal communications should be kept to a minimum and are not to exceed 60 minutes in duration.
2) When cutting over the system, it is expected that the technicians will deal directly with the telecommunications company providing the PSTN voice services to the facility. Describe your procedures for this.
3) Do you provide technicians and trainers on-site for "go live" date? Comment on what resources are provided on cutover, and the typical actions performed.

B.5.4 Network Assessment – Note: This is a Mandatory Requirement

1) Bidders must describe in detail how they would assist the County in preparing their LAN/WAN for IP Telephony. Bidders must include information on any LAN assessment tools or processes that they have included in their proposal to assure LAN readiness.
2) Provide pricing detail in Appendix D on costs for the LAN assessment.
3) Describe the proposed deployment testing tools, procedures and troubleshooting process.

B.5.5 Post Cut Documentation

1) It is expected that a detailed document outlining the system configuration will be provided at cutover. Please outline the sections that will be included in the document. Provide samples.
    a. What procedural information will be included in the handover material?

B.6 Professional Services (Maintenance and Support)

Respondents are required to provide the County with a three (3) year Maintenance Service offering.

B.6.1 Warranty

1) In the table below, list all products (servers, software, etc.) that are provided in the solution.
    a. Specify the duration of the initial warranty.
    b. Specify the duration of the extended warranty included in the bid.
    c. Indicate whether the warranty components are Parts only or include any associated professional services.

Product	Initial Warranty	Extended Warranty (included in Bid)	Parts Only? (Y/N)	Labour Included? (Y/N)

2) Initial Sale Warranty
    a. What is included in the initial warranty? (Repairs, parts replacement, professional services)
    b. What components or services are not covered by the initial warranty?
    c. When does the warranty start on the provided solution?
    d. Who owns the warranty – the VAR or manufacturer?
    e. Is the warranty transferrable to another VAR? If so, describe the process.
3) Extended Warranty
    a. What is included in the extended warranty? (Repairs, parts replacement, professional services)
    b. What components or services are not covered by the extended warranty?
    c. When does the extended warranty start on the provided solution?
    d. Who owns the extended warranty – the VAR or manufacturer?
    e. Is the extended warranty transferrable to another VAR? If so, describe the process.

B.6.2 SOFTWARE ASSURANCE

1) In the table below list all software components provided in the solution. For each:
    a. Identify any initial sale 'out-of-the-box' upgrade entitlements that are provided with the initial purchase. (e.g. Patches, Minor or Major Updates, etc.)
    b. Identify what updates are included with the purchase of a software assurance agreement.
    c. Identify if labour rates for providing the updates are included in the software assurance program.

Software	Initial Sale Updates	Software Assurance	Labour Included? (Y/N)

2) Is the software assurance plan owned by the VAR or Manufacturer?
3) Is the software assurance plan transferrable to another VAR? If so, describe the process.
4) List the software components that are not covered by the plan.
5) Are end-user license upgrades included with any system upgrade?

B.6.3 MAINTENANCE SERVICE AND SUPPORT

1) What Maintenance Service options are available? Provide detail.
    a) Service Hours (e.g. M-F 9-5, 7/24, etc.)
    b) Support Calls (e.g. Included, 10 free incidents, etc.)
    c) Remote Moves, Adds and Changes (MAC's)
    d) Training (e.g. End User, Console or Train-the-Trainer, refresher training)

e) Preventative Maintenance (Equipment Inspections, Backup of systems, etc.)

f) Proactive System Monitoring (e.g. Remote polling, alarm notification, etc.)

2) Please provide information regarding delivery times for normal and emergency changes.

3) Provide detail on scheduling of services to accommodate (client name) operational hours.

4) Does your Maintenance Service provide Help Desk support? Please provide details on the level of support provided and any costs associated with this.

    a) Describe how you capture service requests/trouble tickets?

5) Is an annual service review provided? Describe.

6) System Monitoring – can the system be fully monitored by your Network Operations Centre on a 7 day by 24 hour basis? Describe and include any additional support costs for this.

7) Does the Maintenance Service offering include software patch management and installation along with regular system software and application updates? Please describe the process for this.

8) Does the Maintenance Service provide Operational Management Reports on system performance, QoS, IP device or applications performance? Please describe.

    a) Are they real time or historical? Describe.

    b) Is a web portal available for to access reports? Describe.

9) End of Term options – please provide details on end of contract renewal process, walkaway procedure etc.

B.6.4 Time and Material Support Pricing

Please provide standard rates for your support and development for activities not covered under your Managed Service offering. Add job functions when appropriate. Please provide response in accordance with Appendix D - Pricing under the tab “Optional Components”.

B.6.5 Service Level Agreement (SLA)

As the County provides public service to the community it is important that any service disruption is responded to in a timely fashion.

1) Does your company prioritize your client’s based on market, line of business or other parameters? Describe your dispatch prioritization process.

2) Please indicate the SLA’s provided with regard to system up time, response time to address a system outage and mean time to repair any outage. Also provide information regarding the change management process detailing timeframes involved along with cost details for this activity.

3) What are the hours of operation for live answer (not voicemail or pager)?

   a) If you use a pager or voicemail service, please provide a description of the service.

4) Do you have a web site for tracking the status of issues? If so, provide screenshots or a demo link.

5) What is your SLA for remote diagnostics? Provide sample.

   a) What is your average response time for this product?

   b) Does this vary based on time of day? Describe.

6) What is your SLA for onsite support? Provide sample.

   a) Is this based on the time of call, or after remote diagnostics testing is completed?

   b) What is your average onsite response time for service calls in the County area?

   c) Does this vary based on time of day? Describe.

7) What penalties are in place in the event that SLA's are not adhered to?

8) What tracking mechanisms do you have in place to ensure that SLA's are met?

9) Where is your spares depot?

   a) What quantities do you maintain for spares for the various components included in this bid?

   b) What region does this provide parts for?

   c) How fast can parts be shipped to site?

   d) Is the shipping of parts to customer site covered under SLA or SLO?

Appendix C - QUALIFICATIONS AND REFERENCES

The qualifications and reference section responses are required for the project. All resources, maintenance and support contract details should be specific to the implementation.

Mandatory: Any 3rd party resource that will be engaged for this project is required to complete the Qualifications and References as a separate subsection of the bid response. 3rd Party resources are any sub-contractor or partner or consortium, either individual or a company that is not directly employed by the vendor.

C.1 MANDATORY 3RD PARTY INFORMATION

Vendors must disclose any 3rd party resources that will provide support or services for this solution.

1) If a Partnership or consortium, describe the relationship between the companies.
    a. Identify the name of each 3rd party resource
    b. Indicate which hardware/software is provided by the 3rd party
    c. Indicate the role the 3rd party will be providing for the implementation
    d. Is a separate contract required for this 3rd party?
2) Which organization will be the primary contact for this solution?

C.2 CORPORATE PROFILE

1) Company Name
2) Address of Corporate Head Office
3) Description of Primary Business
4) What makes your business unique when comparing yourself to your competitors?
5) Would you consider the public sector as one of your core competencies?
6) If the product you are proposing is fairly new to your Company (less than 18 months) explain the steps that you have done to ensure success for installation and post support.
7) Company Description - All Bidders are to provide an overview of their company and describe in general terms your company's overall products and services.
8) Describe in detail prior experience implementing telephony solutions in extended care facilities.
9) Describe in detail prior experience integrating adjunct systems with telephony solutions:
    a) Nursecall systems
    b) Spectralink wireless sytems
    c) Paging (loudspeaker) systems
    d) Connexall systems
    e) Avaya Small Community Network (SCN) environments

10) Describe your company's ability to provide service and support to the County in support of the proposed IP Telephony solution.

    a) Provide details on office locations, technical staffing levels, staff certifications etc

C.3 PRESENCE IN THE COUNTY OF LENNOX AND ADDINGTON

1) What is the location of your nearest office?

    a. How many clients are supported by this office?

    b. How many technical resources do you have typically working within a 2 hour on-site response time in the County's area?

C.4 CORPORATE REFERENCES

Each Respondent should provide 3 current references to demonstrate their ability to provide services to an organization using the same technologies/services as proposed to (client name). References should be of direct clients of the Respondent. The references should demonstrate the ability to implement a multi-site implementation and complete integration for an IP Telephony solution similar to the requirements for the County

Respondents are required to fill in the Respondent Reference form found in Appendix E.2

C.5 LETTER OF AUTHORIZATION/MANUFACTURER SUPPORT

Respondents are to provide a letter from the manufacturer stating that they are an authorized distributor of the proposed solution. The letter will also confirm that in the event the Respondent is unable to support and maintain the proposed system to the satisfaction of the County then the manufacturer would undertake to provide direct support of the system or assist in obtaining for the County service from an alternative authorized vendor subject to the County's approval.

Appendix D - PRICING

Prices should be quoted in Canadian dollars and should include any customs duties or tariffs. Prices shall not be subject to adjustment for fluctuation in foreign exchange rates. All prices quoted, unless otherwise instructed in this RFP, shall remain firm for the period set out in the Proposal and in the Agreement. All prices should be quoted exclusive of Sales Tax.

Instructions

Using the Excel Pricing Sheet provided enter all components and services required for the solution for each section.

1) Pricing for all IP Telephony core system servers, hardware, gateways, software licenses, applications, telephone sets, professional services and maintenance and support should be entered into the Pricing Sheets PER LOCATION
2) Pricing for Miscellaneous Equipment, Optional features requested including all required Professional Services and maintenance and support should be entered into the Pricing Sheet 'Optional Components' tab.
3) You may insert additional rows for equipment or services in the spreadsheets. Please do **not** delete sections. If they are not applicable, leave them blank.
4) Totals are configured to automatically update the summary sheet.
5) The excel spreadsheet should be included in the soft copy of the submitted proposal.

D.1 PRICING COMMITMENT

The County of Lennox and Addington would like to have a 3 year commitment on pricing for all components (servers, gateways, phones, licenses, etc.) maintenance and support that will provide the same price for all software and hardware components as that paid during the initial installation period.

1) Bidder must provide a discount structure based on publicly available list pricing for the term of the contract.
2) Identify any components in this proposal that do not fall under the pricing commitment.

D.2 SYSTEM REQUIREMENTS TO BE CONFIGURED AND PRICED

For the purposes of this RFP the IP PBX system shall be configured with the phones, features and services as outlined below. The actual set/license count will be determined after the station review process and the appropriate adjustments to the totals will be done at that time.

The following details the required components/functionality that must be included in the bid:

1) **Phones**
    a. Qty 48 – IP telephone sets, POE/Gigabit Ethernet connectivity (Model 9608G)
    b. Qty 1 – Attendant Console (Model 9608G with 24 Button Key Expansion Module)
    c. Qty 1 – B179 SIP Conference Phone with External Microphones
    d. Qty 12 – Digital Extension Ports (Spectralink integration)

2) **Trunking Services**
    a. Qty 16 – analog PSTN trunk connections
    b. Qty 16 – SIP PSTN trunk connections (optional, future deployment)

3) **Voicemail System**
    a. Qty 4 - Auto-Attendant menus
    b. Qty 19 – User Voice Mailboxes
    c. Qty 2 – General Delivery Mailboxes

4) **Integration with Adjunct Systems**
    a. Door entry system
    b. Nurse call system
    c. Spectralink system
    d. Paging system (loudspeaker)
    e. Music/Announcement on Hold system

D.3 OPTIONAL COMPONENTS TO BE PRICED

Optional solution components are to be priced using the provided pricing spreadsheet 'Optional Components' tab.

Appendix E - FORMS

E.1 NOTICE OF INTENT TO PROPOSE

THE COUNTY of LENNOX AND ADDINGTON

REQUEST FOR PROPOSAL

NOTICE OF INTENT TO PROPOSE

RFP: L&A-ITS01
Telecommunication System and Services RFP

Please state your intention with regard to this Request for Proposal by selecting one of the following:

[ ] Intend to respond to (client name)s Request for Proposal

[ ] Does not intend to respond to (client name)s Request for Proposal

Please respond by email to the County Contact indicated in **Section 1.3.**

You will receive an acknowledgement of receipt of email within 48 hours.

Company: _____

Authorized Representative: _____

Address: _____

_____

Prov./Postal Code: _____

Name: _____

Title: _____

Telephone Number: _____

Email Address: _____

E.2 RESPONDENT REFERENCES

As follows are three standardized reference templates. It is to your advantage to secure permission for these references both from the reference company and advise the project contact of your intent to use them as a reference.

Please ensure to provide:

- References relevant in size and scope to the current platform
- Current client contact information. If the primary contact during the project is no longer with the reference company, please provide either:
    - A substitute contact to speak on behalf of the company, and/or
    - Current contact information for your reference contact (please notate your response as such)
- Projects utilizing like and similar technology, hardware and/or vendors
- Projects requiring like and similar integrations with adjunct and/or third-party solution components as required

Reference #1 - Company Information	
Company Name	
Type of Organization	
Address	
Contact Name	
Name	
Title	
Telephone Number	
Email Address	
Reference Project Information	
Timeline	<Project Start Date> <Project End Date>
Project Details	**Project Overview** Provide details as to the project. Diagrams, etc can be provided as an appendix to the response. **Prior System (if Applicable)** **PBX:** <Manufacturer> <Model> <Release> <Number of Sets> **Voicemail:** <Manufacturer> <Model> <Release> <Number of Mailboxes> **New System** **PBX:** <Manufacturer> <Model> <Release> <Number of Sets> **Voicemail:** <Manufacturer> <Model> <Release> <Number of Mailboxes> **UC Solution:** <Manufacturer> <Number of Users> **Collaboration Solution:** <Manufacturer> <Number of Users> **Adjunct System Integration:** <Manufacturer> <Model> <Release> <Number of Users>
Process	<describe how the work was completed i.e. Staged, single cut, phased in, etc.>
Benefits	<Describe end results of project, Benefits Etc.>
Case Studies, etc.	<Any other information related to this project>

Reference #2 - Company Information	
Company Name	
Type of Organization	
Address	
Contact Name	
Name	
Title	
Telephone Number	
Email Address	
Reference Project Information	
Timeline	<Project Start Date> <Project End Date>
Project Details	**Project Overview** Provide details as to the project. Diagrams, etc can be provided as an appendix to the response. **Prior System (if Applicable)** **PBX:** <Manufacturer> <Model> <Release> <Number of Sets> **Voicemail:** <Manufacturer> <Model> <Release> <Number of Mailboxes> **New System** **PBX:** <Manufacturer> <Model> <Release> <Number of Sets> **Voicemail:** <Manufacturer> <Model> <Release> <Number of Mailboxes> **UC Solution:** <Manufacturer> <Number of Users> **Collaboration Solution:** <Manufacturer> <Number of Users> **Adjunct System Integration:** <Manufacturer> <Model> <Release> <Number of Users>
Process	<describe how the work was completed i.e. Staged, single cut, phased in, etc.>
Benefits	<Describe end results of project, Benefits Etc.>
Case Studies, etc.	<Any other information related to this project>

Reference #3 - Company Information	
Company Name	
Type of Organization	
Address	
Contact Name	
Name	
Title	
Telephone Number	
Email Address	
Reference Project Information	
Timeline	<Project Start Date> <Project End Date>
Project Details	**Project Overview** Provide details as to the project. Diagrams, etc can be provided as an appendix to the response. **Prior System (if Applicable)** **PBX:** <Manufacturer> <Model> <Release> <Number of Sets> **Voicemail:** <Manufacturer> <Model> <Release> <Number of Mailboxes> **New System** **PBX:** <Manufacturer> <Model> <Release> <Number of Sets> **Voicemail:** <Manufacturer> <Model> <Release> <Number of Mailboxes> **UC Solution:** <Manufacturer> <Number of Users> **Collaboration Solution:** <Manufacturer> <Number of Users> **Adjunct System Integration:** <Manufacturer> <Model> <Release> <Number of Users>
Process	<describe how the work was completed i.e. Staged, single cut, phased in, etc.>
Benefits	<Describe end results of project, Benefits Etc.>
Case Studies, etc.	<Any other information related to this project>

E.3 SUBMISSION COVERING FORM

THE COUNTY of LENNOX AND ADDINGTON

REQUEST FOR PROPOSAL

Voice Services RFP

Return completed Proposal to: <NAME> <ADDRESS> <EMAIL> <PHONE>	Issue Date: <DATE> Closing Date: <DATE> Closing Time: <TIME> **All submissions must be clearly marked with the Request for Proposal number, closing date and Respondent name on the face of the envelope.**

Quote F. O. B. Delivered to: As stated herein.

To be completed by Respondent:

It is agreed and understood by the Respondent, that in submitting a response to this Request for Proposal, they certify that they have read and agree to comply with the Proposal Submission Guidelines contained herein, and that any exceptions have been duly noted in their submission.

Company: _____

Address: _____

_____

City/Prov/Postal Code: _____

Name: _____

Title: _____

Signature: _____ Date:_____
By an Authorized Signing Officer

Telephone Number: (_____) _____

Facsimile Number: (_____) _____

Email Address: _____