

January 25, 2013



Hydro One Telecom Inc.

Request for Information

RFI # 7000002562

Customer Portal Replacement

1. Executive Summary

This Request for Information ("RFI") is being issued by Inergi LP on behalf of Hydro One Telecom Inc.

The following definitions apply:

"Respondent" - means the party responding to the RFI;

Hydro One Telecom Inc. (or "HOT"), a subsidiary of Hydro One Inc., is in the business of providing telecom facilities and services to the Ontario region focusing specifically on the public sector space, as well as a portfolio of commercial customers. Additionally, HOT provides telecom management services internally to Hydro One to support the operation, sustainment and enhancement of administrative and power system telecommunications networks.

The Information Technology ("IT") Group of HOT is accountable for sustainment of all Operational Support Systems ("OSS") and Business Support Systems ("BSS") for HOT. Specific accountabilities include day to day administration and management, enhancements to functionality as well as regular refreshes of application and infrastructure.

To support these business drivers, HOT utilizes a variety of Operational Support and Business Support Systems (OSS/BSS). Specifically for this RFI, HOT is contemplating an upgrade / replacement of its Customer Portal to streamline and improve user's experience when transacting with its customers.

While HOT has a corporate site at www.hydroonetelecom.com, there is a separate Customer Portal at portal.hydroonetelecom.com specifically setup for customer support and transaction.

Hydro One Telecom Inc.'s Customer Portal infrastructure requires upgrading/replacement to take advantage of current technologies, and to enhance responsiveness in providing improved customer experience.

Unlike other telecom service providers, such as mobile network operators, where there is high volume of retail customers, Hydro One Telecom's business is structured for business transactions that are high value and customer engagements are highly interactive. Customer base and transaction volume are relatively low, but customer life-cycle is extensive, with multiple internal & external stakeholders involved in progressive stages of customer interaction process. Service level tracking, accountability management, change management and data quality are important to HOT.

The main focus of the RFI is to survey the market and develop a clearer understanding of the marketplace.

System integrators may partner with portal technology vendors to respond to this RFI. Respondents may submit multiple responses offering multiple technology choices. Integrators must detail migrating the existing Customer Portal technology to a new solution with minimal development and customization.

Respondents shall note that a response to this RFI does not commit Hydro One Telecom Inc. to any course of action resulting from its receipt.

2. RFI Objectives

Hydro One Telecom Inc.'s strategy is to obtain information on vendor supportable Customer Portal environments that are able to support the required functions of Hydro One Telecom Inc.'s customers. In addition, the preference is to obtain information on off-the-shelf products and limit heavy coding to ensure longevity of the system and to minimize upgrade complexity.

The Objectives of this RFI are:

- Have Respondents provide information on how their products meet Hydro One Telecom Inc.'s requirements and provide an integration strategy.
- An overall technical design and solution, timeline, resource plan, migration strategy and estimation to deliver to the technical solutions and designs.
- The Respondent will need to demonstrate its experience in deploying portal solutions. Provide information on Investment protection of solution based on estimated software costs, license costs and hardware costs during the product life cycle. Provide information describing how to reduce development, enhancement and sustainment costs with the solution.
- The Respondent will need to provide information on ongoing support and maintenance services options.

3. Responding To This RFI

Hydro One Telecom Inc. is looking to advance its external customer-facing web portal infrastructure to support additional applications and self-serve functionalities for its Commercial and Public Sector customers.

We are seeking a portal integration vendor to provide information for the following:

- High reliability, survivable and robust customer portal system
- An integrated solution that meets HOT's requirements
- Integrate with HOT's existing OSS/BSS infrastructure
- Provide information on a security architecture that is acceptable for the Hydro One's security and firewall environments.
- Detail any security methodology, network configuration requirements (L2, L3 and Firewalls) required for the solution
- Enhanced monitoring/reporting/management capabilities, survivability features that may not be available in Hydro One Telecom Inc.'s current environment but are desired features
- Demonstrate how the architecture can reduce administrative and support costs to HOT while delivering improved, more flexible portal features to HOT's customers.
- A detailed description of how the solution addresses Disaster Recovery pertaining to HOT's off-site TCP-IP and firewall environments.
- A detailed description of how the solutions address redundancy and tolerance to recover from failures. E.g. Time to re-establish accesses during various component failures of the solution.
- A solution that will enhance the customer portal features to improve administrative functions for support staff in terms of user / access management, configuration settings and performance monitoring and tuning.
- A solution that will enhance the customer portal features to improve customer / end user experience with interactive design and browser support.
- A solution that has proven reliability and survivability.
- Respondents are to provide a diagram detailing all the components that form the basis for the customer portal solution. Describe their role and their interactions with each other.

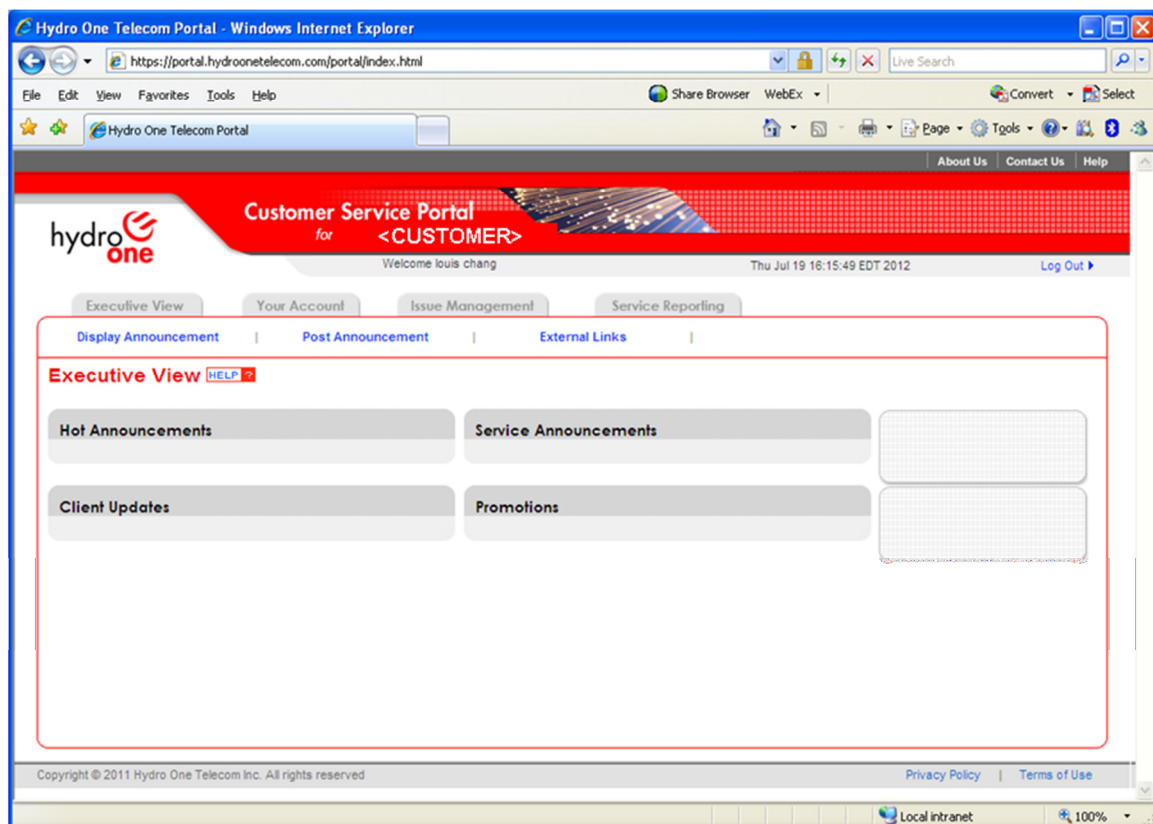
4. Hydro One Telecom Inc.'s Current Customer Portal Environment

4.1. Current Customer Portal Infrastructure

Hydro One Telecom Inc. operates a 24hour/7day-a-week Telecom and Network management infrastructure configured as geographically diverse and redundant environments. The HOT infrastructure is supported by Hydro One Telecom staff to serve major customers throughout Ontario and North America.

The HOT infrastructure must provide High Availability and Reliable service to handle its required daily operations. Accordingly, the customer portal that supports external customer-facing interaction and experience must also provide the same high availability and reliability.

HOT's current Customer Self-Serve Portal (CSSP) is a home-grown Unix / Java-based application that external customers login to retrieve reports, create and search for support ticket, look up circuit information, and upload / download documents.



4.2. Limitations of Current Portal

The Respondent's Customer Portal infrastructure should address meeting all existing limitations as listed below and offer flexibility and adaptability to meet new and additional requirements.

4.2.1. Flexibility & Customizability

HOT CSSP was a purpose-built system to meet a specific customer's requirements, and therefore expensive and time consuming to extend over time to meet new requirements. Changes and enhancements often require Java programming.

4.2.2. Access Management

Organization and user account setup and maintenance are hard to scale up (expecting growth to support thousands of B2B customers / users).

4.2.3. Development

New functionalities need to be developed in Java code due to the lack of a commercial-grade application framework. Significant efforts have to be spent on platform development (which would come out-of-the-box with commercial package), taking away development resources from focusing on business logic that deliver business value.

4.2.4. Document Management

The home-grown document / folder management function is reaching its limits, e.g. ability to move / copy folders, additional searchability and sortability.

4.2.5. Integration

There is no API, integration to other systems requires custom coding.

4.2.6. Disaster Recovery

Lack of a robust disaster recovery environment, which is critical to the ability for HOT to guarantee the highest level of portal availability to customers.

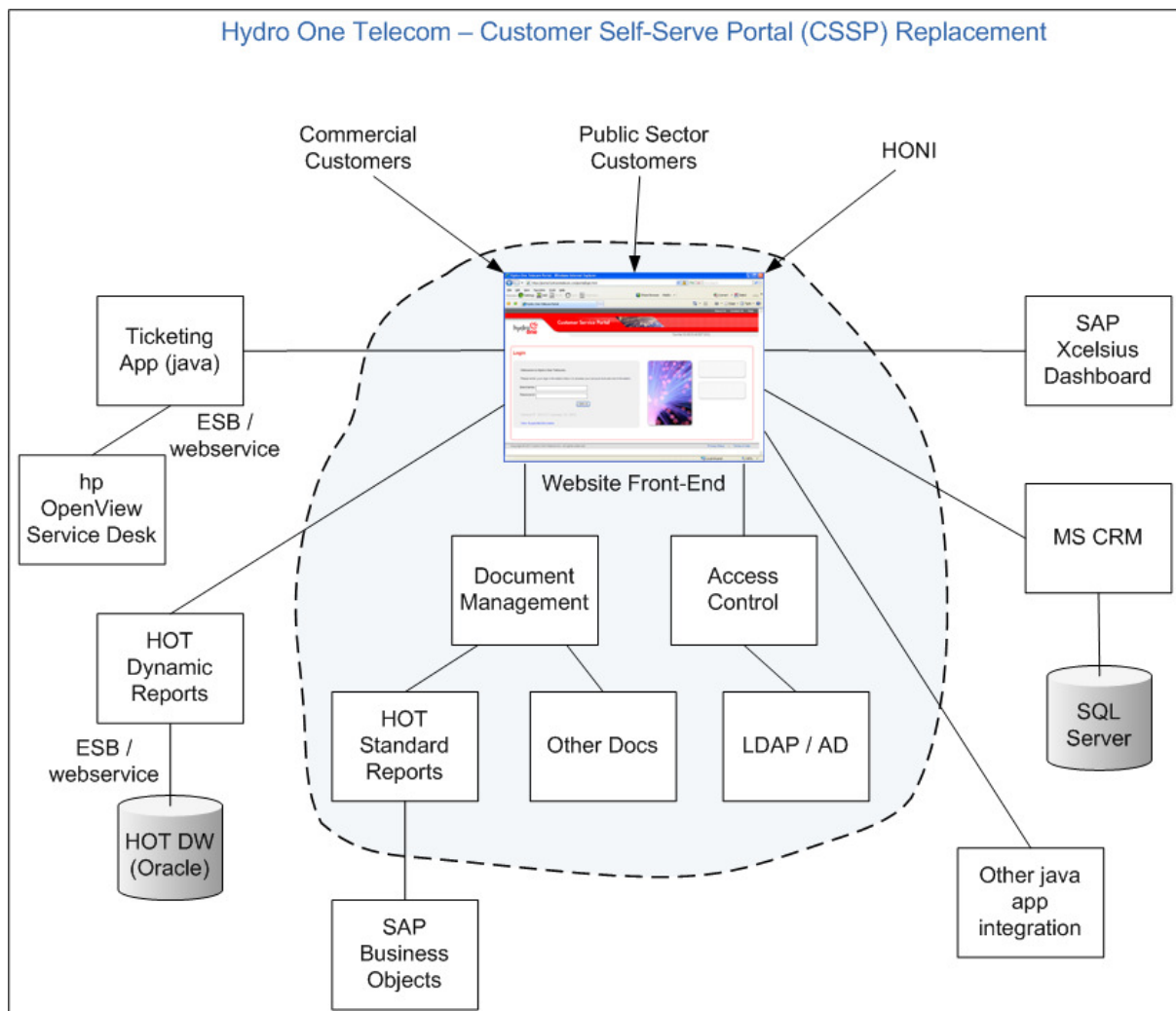
5. Replacement Requirements

To support business growth and to improve customer's experience, HOT needs to advance its customer portal capabilities to a more comprehensive and configurable platform that enables quick turnaround of new functionalities, customer turn-up and self-serviceability.

Based on the below diagram, high-level Replacement requirements are divided into the following sections:

- Comprehensive Portal Framework
- High Availability Design
- Multi-Tenant Security & Access Control Management
- Document & Content Management
- System Integration
- Configurability & Customization
- Mobile Device Support
- Solution Management Requirements
- Examples of Commercial Package

Respondents are to address all the functional and technical requirements in their response.



5.1. Comprehensive Portal Framework

One of the primary requirements of the Customer Portal Replacement is to provide a comprehensive and flexible web application framework that allows HOT to deliver new functionalities, multi-customer requirements and 3rd-party system integration easily and quickly.

The solution must allow HOT to save time and resources on infrastructure component development and maintenance. Instead, time and resources are better spent on delivering high-value business functionalities that the solution enabled.

Ideally, the portal framework allows enablement of business functionalities to be downloaded to site admins, power users and end-users that typically do not possess programming skills; thus empowering end-user creativity and productivity, while alleviating HOT IT as a bottleneck in time-to-market delivery.

5.2. High Availability Design

The Respondent's solution must be designed with enterprise requirements to support 24/7 access, including High Availability options such as Clustering, Disaster Recovery, etc.

HOT IT infrastructure must be available in two geographic locations for redundancy and disaster recovery planning. The integrators responding to this RFI should illustrate vendor solutions that provide identical services available to employees and customers regardless of geographical location. The vendor solution should enable Hydro One Telecom employees to work in more cost-effective ways and customers with uninterrupted 24/7 access.

Please describe in detail how the proposed solution will meet or exceed each of the items listed below:

- Hydro One Telecom Inc. requires a solution that is fully scalable from the initial configuration and provides expansion growth capacity of at least 100%. Any solution proposed must be scalable to accommodate additional growth in capacity and functionality.
- The Customer Portal system will be designed to provide redundancy at all levels to maintain continuous functional capability which protects against system failures or maintenance outages. Redundant components may be provisioned as active/passive or load sharing with seamless switchover between elements in case of errors or failure. All active sessions and programmed feature states must be preserved during any switchover process.
- No single point of failure will result in the loss of the ability for external customers to access the portal.

5.3. Multi-Tenant Security & Access Control Management

The Respondent's solution must include a robust integrated out-of-the-box Security & Access Management module to allow quick and easy setup of new customers, and maintenance of security roles and permissions of their users. Access Management should be structurally available for HOT Sys Admin, HOT Customer Service / Help Desk,

as well as customer self-serve by their User Admin, Group Lead, etc. to manage user accesses.

As well, from a system and network security perspective, HOT takes security of its network and information very seriously.

Please describe in detail how the solution meets and exceeds each of the items listed below and demonstrate security architecture that fully complies.

- How will security be deployed at the infrastructure, firewall, DMZ, system control, application security, and access control?
- The proposed architecture should detail what security components are required if any on the portal architecture. Eg. Intrusion detection, intrusion prevention, Firewalling etc
- What will be the role of firewalling in the system?
- How can encrypted web session traverse a firewall?
- Usernames and passwords must be stored locally or remotely through Usernames directory integration with LDAP, Radius, AD, or other method. Describe how this is achieved.
- Passwords must be configurable for minimum length, expiration, lockout, use of upper- and lowercase, and a mixture of numbers and letters. Describe your systems password security features.

5.4. Document & Content Management

Services provided by HOT to its customers include extensive network & circuit information, diagrams and drawings; ITIL-based service management information such as Incident Management, Change Management, Problem Management, etc.; and management / SLA reporting. Hence, an enterprise-class Document & Content Management capability would be a key feature.

Please describe in detail how the solution meets and exceeds each of the items listed below and demonstrate security architecture that fully complies.

- Hydro One Telecom requires a highly secured web environment for storing, organizing, searching, collaborating and managing permission to documents that are confidential and specific for separate external customers.
- Store documents of any document type such as MS Word, Excel, Powerpoint, PDF, network diagrams, form-based documents, etc., on Customer Portal in a familiar folder structure that can be organized by admin staff and end users alike.
- Collaboration and co-authoring features to allow HOT staff, external customers and partners to edit documents with full version control and audit trail.
- Fine-grained access control and password protection to manage access at organization level, site level, group level, folder level, to individual documents, and field level within documents.
- Version control to allow tracking of document evolution, changed by, timestamp, change comments, and any change detail. Ability to roll back to previous version.

- Check-out and check-in features to ensure that documents are locked for editing until released.
- Audit trail to track changes to a document by viewing details including ownership and creation date as well as activities such as read, write, delete, commented on, locked and unlocked.
- Recovery of deleted documents due to accidental deletions or change-of-mind.
- Advanced search capabilities to locate documents with different options and with minimal effort.
- User-configurable auto-email-notification of document change that can be setup to filter on folder type, documents type, etc. Notification settings to be schedulable by date / time.
- Ability to drag-and-drop multiple folders and files directly from the desktop.
- Secured and harden area to store and retrieve non-document files such as executables for authorized users.

5.5. System & Application Integration

HOT's OSS / BSS back-end infrastructure consists of a wide portfolio of systems, databases and applications. These include ticketing system (HP OVSD), data warehouse & databases (Oracle and SQL Server), reporting platform (SAP Business Objects and Xcelsius), order management system (MS CRM), and other ad-hoc Java and .NET integration requirements. Portal integration must be supported by easy-to-use, comprehensive, standard-based, well-documented and vendor-supported APIs.

HOT OSS infrastructure has standardized on an ESB (Enterprise Service Bus) for all web services integration. HOT's implementation of ESB is based on BEA AquaLogic Service Bus.

5.6. Configurability & Customization

Out-of-the-box configurability and customization capabilities that allow HOT to deploy customer functionalities quickly with minimal code writing. Configurability and personalization should be extensible to HOT Sys Admin, HOT Customer Service / Help Desk, as well as customer self-serve by their User Admin, Group Lead, etc.

5.7. Mobile Device Support

With the proliferation of mobile devices in the corporate environment, such as BlackBerry, it is important that the portal platform can support mobile devices, ideally, natively.

5.8. Vendor Solution Management

- Describe what management software is available to maintain and manage Respondent's technology recommendations of their solutions. Various vendor specific technologies may have proprietary or open standards management tools.
- Describe what diagnostics and troubleshooting features are available in your solution. Each component comprising solution may have vendor dedicated management tools.

- Respondents are to provide a diagram detailing all the components that form the basis for the solution. Describe their role and their interactions with each other.
- In terms of web analytics, describe what features are available to analyze usage pattern, site effectiveness, and customer feedback, for ongoing improvement of user experience.

5.9. Support and Maintainability

- Describe what support options are available for ongoing support, including coverable, support call escalations procedures, remote support capabilities, on site health checks, first line support for 7 x 24 availability, design change professional service hours, 3rd line support troubleshooting hours, minor modifications and change management support costs at a minimum.

5.10. Scalability

HOT has no plan to offer B2C (Business to Consumer) portal services, therefore currently do not expect volume to scale up beyond a maximum of 5000 external B2B users in the lifetime of system.

6. YOUR SUBMISSION

We ask that you address the following items in your submission. Please repeat the question and use the same numbering as below. You may include as attachments any marketing information that may be of interest to Hydro One Telecom Inc. in support of our program and your offerings:

1. Provide your full company name and address including the contact information for the individual we could contact with questions regarding your submission.
2. Provide an overview of your company, its size, and length in business, ownership and affiliations.
3. What types of product services or offerings would you be able to provide with respect to Hydro One Telecom Inc.'s requirements and other related services you feel you are able to provide that would assist Hydro One Telecom in meeting its requirements?
 - a. Briefly describe your qualification and experience with providing the latter.
 - b. Identify how long you have been in business and what percentage this type of work constitutes of your entire business portfolio.
4. Respondents are to have a clear vision on how their product solutions are unique to Utility / Telecom companies.
5. Provide a typical resource plan, migration strategy, timeline and estimation to deliver a technical solution and design without jeopardizing the day to day activities of the business.
6. Provide a prototype review of the technical solution.
7. Provide suggestions related to efficiencies for technology advancement for review to improve our day to day.
8. Suggest options which mitigate the growing business risk and expense of an environment.
9. Explore possible changes to our infrastructure to assist with preserving flexibility to adopt further applications
10. The Respondent should provide information on its experience in deploying solutions in similar size and scope. Provide information on Investment protection of solution based on required software costs, license costs and hardware costs during the product life cycle.
11. The Respondent should include solutions for any services that may be required for backend application integration.
12. The Respondent should provide information related to ongoing maintenance and services that may be applicable.
13. Provide information surrounding Disaster Recovery solutions and long-term business plan and objectives.
14. Suggest a solution that has proven reliability and survivability.

15. Detail the level of support, as an estimate of time, you see required by Hydro One resources to effectively support the work required (cost of ownership)
16. Describe in your own words, your understanding of Hydro One Telecom Inc.'s requirement including scope and resource requirements.
17. Specify in detail the actual services you would be prepared to deliver.
18. Identify any issues as may be determined by your company that would need to be addressed for successful delivery of these services.
19. Provide a very high level project plan detailing the work that could be undertaken by your company, including migration of all data and contents from current system to new system. What resources, methods, processes, tools and procedures do you see applying?
20. Provide a high level cost estimate; including the level of effort expected for each area your company is capable of servicing.
21. Provide any additional information you feel would be of value to Hydro One Telecom Inc. If you are identifying other services or offerings, please provide a high level cost estimate and level of effort for each.
22. Respondent should include their commercial technology roadmap and provide any innovation which could bring some uniqueness to their products and services
23. Additional information requested in the document which has not been addressed in the above 22 questions / responses. In particular, the questions posed in the following sections of this RFI:
 - 5.2 – High Availability Design
 - 5.3 – Multi-Tenant Security & Access Control Management
 - 5.4 – Document & Content Management
 - 5.8 – Vendor Solution Management
 - 5.9 – Support and Maintainability

7. RFI Process and Schedule

7.1 Intent of the RFI

Submissions in response to this RFI are solely intended to assist Hydro One Telecom Inc. in developing a clearer understanding of the marketplace. No award will result from this process and Hydro One reserves the right to issue a future Request for Proposal (RFP) or Request for Tender (RFT), at its sole discretion covering the same or similar requirements.

7.2 Amendments to the RFI

Hydro One Telecom Inc. reserves the right to modify, cancel, or withdraw this RFI, and/or issue a subsequent RFI, in its sole discretion, at any time, and for any reason whatsoever, without any obligation or reimbursement to the Respondents.

7.3 Where to Submit

Please send all submissions via e-mail to:

Matthew.Lee@Inergi.ca with the subject line reference "RFI # 7000002562 – Customer Portal Replacement"

We would appreciate a response no later than February 25, 2013.

7.4 No Obligation

Hydro One is not obligated to seek clarification of any aspect of a submission. Each Respondent agrees that the exercise of any right described herein shall be without liability on the part of Hydro One Telecom Inc. for any damage or claim brought by a Respondent because of same nor shall the Respondent seek any recourse of any kind against Hydro One Telecom Inc. because of Hydro One Telecom Inc.'s exercise of such right.

7.5 Costs

The costs and expenses for the preparation of a submission, any meetings, and all other costs and expenses incurred by the Respondent relating to this RFI shall be borne by the Respondent. Hydro One shall not be liable to pay for such costs and expenses or to reimburse or compensate any Respondent in any manner whatsoever or under any circumstances.

7.6 Additional General Terms and Conditions

Hydro One Telecom Inc. will not be liable for any verbal information or advice or any errors or omissions which may be contained in this RFI or any documentation, disclosed or otherwise provided by or with this RFI. Neither Hydro One Telecom Inc. nor any of its affiliates, directors, officers, employees or agents makes any representations or warranties, either express or implied, with respect to the completeness or accuracy of this RFI and supporting documentation or any information or opinion contained herein. Any use or reliance on this RFI or on any information or opinion contained herein or documentation disclosed or otherwise provided by or with this RFI is at the risk of the Respondent, and neither Hydro One Telecom Inc. nor any of its affiliates, directors, officers, employees or agents shall be liable for any action, cost, loss, damage, injury and/or liability whatsoever incurred by any person arising out of same.

All written instructions and specifications will be considered clear and complete unless written attention is called to any apparent discrepancies or incompleteness before Submission. The Respondent is responsible for obtaining its own independent legal, accounting, engineering, and other advice with respect to this RFI (if any), any information included in this RFI, and in any documentation disclosed or otherwise provided by or with this RFI.

This RFI does not constitute any commitment by Hydro One to purchase any equipment or services. No shortlist or award will result from this RFI process.

7.7 CONFIDENTIALITY

All requirements, documentation, and information obtained by the participants in connection with this RFI are the property of Hydro One Telecom Inc. and must be treated as confidential information and not used for any purpose other than for replying to this RFI. No part of the RFI may be duplicated or distributed, in any form, to any other company or third party, or otherwise disseminated in any manner whatsoever. Should you choose not to participate, please destroy all electronic and paper forms of this RFI, including any supporting documents. Respondents must not disclose any details pertaining to their Submission, and/or this RFI in whole or in part to anyone not specifically involved in their Submission without Hydro One Telecom Inc.'s prior written approval. Respondents shall not issue a news release or other public announcement pertaining to details of their Submission and/or this RFI without Hydro One Telecom Inc.'s prior written approval.

7.8 INQUIRIES

All inquiries regarding any aspects of this RFI must be submitted, in writing, via e-mail, to the appropriate authority identified below as early as possible after issuance of the RFI. ALL inquiries regarding this RFI must be directed, via e-mail, solely to:

Matthew.Lee@Inergi.ca

No individual other than the person designated above is authorized to comment on any portion of this RFI.

We thank you for your interest in our requirements and look forward to receiving your submission.

Sincerely,

Matthew Lee

Inergi LP

Supply Chain Specialist

Supply Management Services

(416) 345-4060

Matthew.Lee@inergi.ca