

***District of Central Saanich
Information Technology Department
1903 Mount Newton Cross Road
Central Saanich, BC, V8M 2A9
Telephone: 250-544-4239***

Request for Proposals (RFP)

***RFP No. IT 01/13
VOIP Telephone and Unified Messaging Platform***

A. Background

The District of Central Saanich is seeking the services of a qualified individual/firm to provide a VOIP-based telephone system and Unified Messaging service between three Municipal sites in Central Saanich.

The goal of the District of Central Saanich is to deploy an IP telecom technology platform at all District facilities in order to streamline the district's voice and data communication services into a single private converged network. It is envisioned that the new service platform will be an IP-PBX based system with VoIP capabilities and unified communications features that will integrate voicemail with the Town's Microsoft Exchange Server 2007 mail system, BlackBerry Enterprise Server/Blackberry phones, iPads/iPhones and desktop/laptops.

The primary objectives of this RFP are as follows:

1. Identify a single vendor manufacturer VOIP and Unified Messaging solution for all 3 sites.
2. Install a telephone and messaging system to support the commissioning of a new District Firehall in July 2013.
3. Replacement of Public Works Nortel ICS telephone system, included in phase 2.
4. Provide pricing and timing for Phase 3 to replace the City Hall Nortel BCM400
5. Establishment of Vendor partnership who will work with the District to execute the deployment of the system services.
6. Standardization of manufacturer's products and services.
7. Price protection guarantees for a minimum of 2 (two) years from the initial installation date for future acquisitions.
8. Provide options to re-use the existing Nortel handsets at Municipal Hall if any.
9. Provide options to replace the current PRI external telephone service at Municipal Hall and the 5 BRI trunks at the Public works yard with a single IP-based external calling service if fiscally and operationally are seen as a benefit to the organization.

Name of Firm

Initials of Signing Officer

B. Nature and Scope of Work

Technical Requirements

In general, the equipment and services to be supplied under this procurement include:

Operate up to 69 telephone extensions initially (expandable to 100 phones and voice mailboxes/faxes) at 3 Municipal locations – Municipal Hall, Firehall No.1 and Public Works Yard. The extensions will be located throughout the 3 sites in the IP network.

The control unit will be located where the current Telus/Nortel demarcation panel is located at Municipal Hall.

If the chosen solution is software based then it will reside on the District's server hardware at Municipal Hall.

Implementation Sequence

The sequence of the implementation of the solution is required to deliver telephone service to the new Firehall, using the IP network to connect with the outside PRI (or SIP trunking service) at Municipal Hall as the first step. The conversion, amalgamation and decommissioning of the Public Works telephone service is the second step, followed by the upgrade of Municipal Hall telephone service.

Professional services such as Project Management, training, customization, conversion assistance and maintenance support are expected and required in the proposal responses.

Telephony Features

PBX features required must include;

Control unit (specify if hardware or software based);

- Caller ID with name;
- Voice mail independent of extensions.
- Music on hold with source.
- Input card to connect to the existing PRI
- Expandable to provide interface to VoIP systems and instruments
- All programming features shall be stored on a medium that provides a backup for the database.
- The system shall include the capability to copy programming features to multiple extensions.
- The control unit shall be capable of operating in a typical public safety environment that includes radio frequency energy from portable radios.
- All equipment will operate on 120vac/60Hz. The District will provide a power source with UPS and standby generator with automatic start and transfer.

Name of Firm

Initials of Signing Officer

The following features shall be programmable in the system

- Date, day and time
- Assign automated attendant to selected outside line(s)
- System speed dial of 100 numbers
- Music on hold with source
- Directory services
- Transfer any call to any extension/voice mail using 4-digit dialing

The following features shall be programmable at all extension(s):

- Call coverage
- Call forwarding
- Automatic line selection
- Immediate, delayed or no ring by outside line
- Outside line assignment
- Privacy protection
- Speed dial (specify total number of personal numbers)
- Hold
- Flash
- Conference (please specify number in party = internal and external - simultaneous)
- Redial
- Number of rings before transfer
- Direct pick up of analog line at instrument
- Assign outside line pickup by extension and/or group of extensions
- Intercom among extensions
- Caller ID display
- Transfer to extension
- Transfer direct to voice mail
- Message waiting notification
- Do not disturb
- Direct extension dialing
- Call forwarding
- Allowed phone number lists
- Allowed list assignments
- Disallowed phone number lists
- Disallowed list assignments
- Line access restriction
- Outgoing call restriction
- Distinctive ring for outside line, intercom and transfer

Name of Firm

Initials of Signing Officer

District of Central Saanich
Request for Proposals
RFP No. IT 01/13
VOIP Telephone and Unified Messaging Platform

Page 4

- Extension privacy
- Barge-in
- Record on demand (Selective record of a conversation in voice mail)

The voice mail system shall provide the following features:

- Minimum of 150 individual mail boxes initially, expandable to 250
- Multi-level menus
- Automated attendant on selected lines
- Preprogrammed auto-attendant announcements with time/day selection
- Attendant direct transfer to voice mail
- Transfer out
- Recorded announcements
- Individual and group mailboxes
- Broadcast message to all mailboxes
- Remote administrative access
- Cell phone alert of messages with capability to listen to the message
- Integration with MS Exchange 2007/2010 for email notification and access to voicemail

Hardware sets will have the following features:

- Alphanumeric backlit display (2 Line x 24 Character Display at minimum)
- Speakerphone with microphone mute & volume control
- Individual programmable feature/line buttons
- Instructions specific to each instrument
- Labeled as approved by the Municipal IT team
- Fully tested

The Proponent shall be able to supply a Special Speakerphone (Conference style) with the features identified above along with the following features:

- Omni directional microphone w/mute and capability to add external microphones
- Speaker & volume control

Proponent professional services required include:

- Project Management
- Installation of hardware
- Carrier facilities liaison
 - Connect to the Telus demarcation block for the existing PRI service

Name of Firm

Initials of Signing Officer

- Connect station instruments to the wall jack
- Customization of software
- Conversion planning and assistance
- Training
- Maintenance support
- Proponent programming services during installation
- Warranty services

The Proponent shall assume that all necessary premise cabling for voice (Cat5E) and data (Cat6) has been installed, tested, labeled and terminated in the network room.

The Proponent will be required to provide wiring from the control unit to the analog bypass jacks.

The Proponent shall be work with the Municipal IT team to coordinate with Telus Canada and Shaw Business Services on connecting or moving existing lines and ordering new services or subscription changes.

Outside Lines and Business Bypass line

The Proponent shall connect the following lines that will bypass the control unit and be directly connected to wall jacks from the TELUS demarcation panel to:

- Fax
- E911/emergency service/business bypass

The jacks will provide the capability to use single line analog telephone instruments to answer and make calls should the control unit malfunction. It shall be possible to disconnect the control unit while the analog bypass jacks remain connected to the outside lines. The Proponent shall supply the analog single line phones with caller ID display for name and number.

Administrative Software

The Proponent shall supply PC software that permits local and remote administration of the system. This software shall provide:

- A user friendly screen format
- System status and alarms
- Simple user programming
- Simple report generation and printing
- Manual and automated backup of the database
- Manual restoration of the database

Name of Firm

Initials of Signing Officer

District of Central Saanich

Request for Proposals

RFP No. IT 01/13

VOIP Telephone and Unified Messaging Platform

Page 6

The scope will be delivered to the Central Saanich at the Municipal Hall, 1903 MOUNT NEWTON CROSS Rd., SAANICHTON BC V8M 2A9 and the Public Works Department, 1703 KEATING CROSS Rd., SAANICHTON BC V8M 1W9 and the District Firehall No.1, 1512 KEATING CROSS Rd., SAANICHTON BC V8M 1W9.

Central Saanich's data functionality is based upon Intranet architecture, with multiple servers located in the corporate data centre and access to external companies via the Internet (firewall protected). All data services offered must be supported on Central Saanich's IP network. No other protocol is used.

All data services are delivered on a switched infrastructure and the switches are housed in IT rooms in the three buildings. All connections are statically cabled.

The data network is supported by a central team based at Municipal Hall and its responsibilities include: planning, design, procurement, implementation and support.

C. Internet Data Connections

An Internet data connection at a speed of 100 Megabits per second full duplex is installed into the Municipal Hall location for the District to support data services between the Public Works Yard and Fire Hall No.1. There will be no 'redundant path' capability to and from the Internet. It is expected this service will be delivered as value-added data service physically carried on single mode fibre optic cables into the server room.

Technical Specifications of End to End Infrastructure

It is the intention of the Municipality that each employee has access to identical services regardless of geographical location. This ubiquitous access to communication services is seen as the key requirement in developing a corporate ability to react rapidly to changes and opportunities.

The solution to be deployed at Central Saanich will enable its users to operate within their business environments in a 'smarter', more cost-effective way.

Any technology proposed will only be deployed if a proven business benefit is demonstrable.

Name of Firm

Initials of Signing Officer

Standard Operating Characteristics of Systems

Detail full environmental specifications for the proposed systems including, but not limited to:

- Dimensions (W, H, D) in mm
- Power consumption (Watts)
- Start up electrical current (Amps)
- Running electrical current (Amps)
- Dissipated heat (BTUs)
- Operating temperature
- Humidity limits
- Earthing requirements
- Cabling requirements i.e. quantities of fibre/copper cabling per device
- Required working and storage space
- Mains power supply requirements

Security

Central Saanich sees security as the initial building block within any network and views Municipal and personal security safeguards as key enablers in the migration to their future platforms. The design intent is to use a spread of technologies and products to build up layers of functionality that protect Central Saanich against attack, misuse and recognisance.

State what security is provided to prevent unauthorised access.

Please indicate how your solution complies with the following aspects of security:

- Firewall protection for layers 3-7 of the OSI model including stateful packet inspection.
- Network intrusion detection for protection against external/internal threats.
- Host-based intrusion detection for protection of mission critical servers.
- IPSec encryption (DES, 3DES, AES) for all VPN links.
- Support of SSL acceleration devices for e-business services.

Service, maintenance and training

1. Are service, maintenance and training provided in the contract?
2. What technical support is provided?
3. What hours is this service available?
4. What is the guaranteed call back time?
5. Is maintenance provided at a central location for all sites?
6. Does the system have preventative maintenance tools?
7. Are all the required user manuals provided?

Name of Firm

Initials of Signing Officer

Three references should be provided for each service offered in response to this RFP.

C. General Conditions

1. The District of Central Saanich assumes no responsibility or liability for costs incurred by vendors pursuant to the request for proposal (RFP).
2. Vendors must certify their proposals as firm for acceptance for a period of Ninety (90) days following the closing date of the RFP. Vendors cannot change the pricing structure or content of their proposals during this time.
3. The RFP and the proposal of the successful vendor will become part of any contract awarded as a result of this RFP.
4. The District of Central Saanich reserves the right to do any of the following:
 - 1) Negotiate with any bidder at any time, including for the purpose of negotiating changes to a proposal after the proposal opening,
 - 2) Accept any proposal even if the proposal contains material defects or omissions and even if the bidder has failed in any respect, whether material or not, to fully comply with the RFP.
 - 3) Evaluate proposals on any basis whatsoever and accept any proposal that the District of Central Saanich considers will best serve its interests.
5. Proposals are to indicate prices in Canadian funds.
6. Proposals may be withdrawn by written notice only, provided that such notice is received in the office of the Manager of Information Technology prior to the time and date set for the opening of the proposals.
7. Alternate proposals may be considered. However, alternate bids must be submitted as completely separate Request for Proposal replies, as defined in section G, "Instructions to Vendors and Format of Reply".
8. Submissions in response to this RFP may become public information, in accordance with FOI/POP legislation, unless vendors specifically request that certain parts of their proposals, other than costs, remain confidential.
9. The District of Central Saanich will assume no responsibility for oral instructions or suggestions. All correspondence in regard to this proposal must be directed to and will be issued by the IT Manager.
10. Any vendor who finds any uncertainties, discrepancies, errors or omissions from any part of the proposal document shall notify the IT Manager in writing. Such notification does not obligate the District of Central Saanich to make changes but, if the IT

Name of Firm

Initials of Signing Officer

District of Central Saanich

Request for Proposals

RFP No. IT 01/13

VOIP Telephone and Unified Messaging Platform

Page 9

Manager deems that changes are desirable, the District of Central Saanich will notify all vendors in writing.

11. All prices and notations must be typewritten or written in ink. No erasures are permitted. Mistakes must be crossed out and corrections typewritten or written in ink adjacent thereto, and initialed in ink by the proper signing officer of the vendor.
12. Any dispute arising under this contract shall be resolved according to the laws of the Province of British Columbia.
13. Vendors will be notified in writing if and when an award has been made. No information will be given out between the time set for proposal openings and the time the award has been made.
14. The proponent shall fully indemnify the District of Central Saanich from and against any and all liability or expense by way of legal costs or otherwise in respect of any claim which may be made for a lien or charge at law or in equity, or to any attachment for debt, garnishee process or otherwise.

Name of Firm

Initials of Signing Officer

District of Central Saanich

Request for Proposals

RFP No. IT 01/13

VOIP Telephone and Unified Messaging Platform

Page 10

15. Prospective vendors must submit proof of current liability insurance greater than or equal to \$2,000,000.
16. The District of Central Saanich may, by notice of default to the Proponent, terminate the whole or any part of this contract if the Proponent fails to perform any provision of this contract within the time specified, and to the satisfaction of the District of Central Saanich.
17. In the event the District of Central Saanich terminates this contract, in whole or in part, the District of Central Saanich may procure services similar to those terminated, and the Proponent shall be liable to the District of Central Saanich for any excess costs for such similar services.
18. For anything done or supplied in connection with this contract, the Proponent shall indemnify and save harmless the District of Central Saanich, its servant and agents from and against all claims relating to labour, materials, inventions, copyrights, trademarks or patents, and from all such claims in the subsequent use and operation thereof after delivery to the District of Central Saanich.

D. Special Conditions

1. None exist.

E. Evaluation of Proposals

Each proposal will be evaluated on the basis of overall best value to the District of Central Saanich. The evaluation team will consist of the IT Manager and any consulting assistance requested by the IT Manager. However, the individual members of the team may change due to operational considerations.

The following factors will be considered in the evaluation process:

1. Potential for effectiveness
2. Ability to meet program schedule
3. Cost, broken down by individual components
4. Professional services provided
5. Company experience
6. References.
7. Bid price

Name of Firm

Initials of Signing Officer

F. Vendor Approval

Final approval of the contract is contingent upon, but not limited to the following criteria:

1. Budgetary considerations,
2. Approval of the appropriate Manager or Council in accordance with current purchasing policy guidelines, and
3. Acceptance of the lowest-priced qualified proposal may be subject to further negotiations.

G. Instructions to Vendors and Format of Proposals

1. Vendor proposals, enclosed in a sealed, return-addressed envelope, clearly marked "RFP IT 01/13, VOIP Telephone and Unified Messaging Platform", must be submitted to the attention of the Manager, IT Services, the District of Central Saanich, 1903 Mount Newton Cross Road, Central Saanich, BC, V8M 2A9, by 3:30 p. m., Thursday May 30, 2013.
2. Proposals received and not conforming to item 1(above) will be returned to the bidder(s), unopened and without consideration.
3. The proposal package must consist of three copies of this signed and initialed RFP document and three copies of any accompanying proposal document(s) to enable evaluations by the evaluation committee.
4. Proposals submitted via facsimile are unacceptable.
5. Proposals submitted via electronic mail are unacceptable.
6. All proposals must be signed in the place provided on the final page by an officer or employee having authority to bind the vendor by their signature. The signature shall be witnessed and the witness shall give his/her address and telephone number. The signing officer in the spaces provided shall initial all other pages of the RFP document.
7. The format and content of the proposals must adhere to the following requirements:
 - (a) Covering Letter
Vendors must include a letter of introduction, including the name, address and telephone number of the person(s) authorized to represent the vendor firm. This letter must be signed by an officer of the vendor firm who is authorized to bind the firm to all commitments made in its proposal.
 - (b) Table of Contents
Vendors must include an index to all material included in the proposal.
 - (c) Executive Summary
Vendors must include an overview of the proposal.

Name of Firm

Initials of Signing Officer

(d) Breakdown of Costs

Proposals must provide clear detailed cost breakdowns in a schedule of costs. ALL costs must be clearly identified.

- (e) The total cost to the District of Central Saanich must be clearly indicated. All applicable taxes should also be clearly indicated below the total cost, so that the final cost to the District of Central Saanich is clearly identifiable.

Modifications to individual costs or cost appropriations will not be permitted during the proposal evaluation period.

(f) Qualification of Vendor

Vendors must provide a brief overview of their firm, its history, and a summary of relevant background experience with respect to its ability to undertake this project. This should also include the number of staff and a list of previous and current similar contracts.

(g) Equipment

Vendors must include a complete, clear and comprehensive description of the equipment to be used in completing this project.

(h) Method and Schedule of Payment

Vendors must indicate their terms of payment and a detailed description of their billing procedures.

(i) Appendices

Vendors may provide additional information in support of their proposals.

H. Enquiries

All enquiries regarding the RFP must be directed the Manager of Information Technology.

I. Implementation Schedule

Date

RFP IssuedMay 17, 2013
Vendor Responses DueMay 30, 2013
Award of ContractJune 7, 2013
Start ContractTBD (not later than June 30 2013)
Complete Contract90 days from 'Start Contract' date

Name of Firm

Initials of Signing Officer

District of Central Saanich
Request for Proposals
RFP No. IT 01/13
VOIP Telephone and Unified Messaging Platform

Page 13

PROPOSAL

Date of Proposal _____

Provided that this proposal is accepted within forty-five (45) calendar days from the date of opening, the undersigned offers and agrees to furnish or supply the District of Central Saanich with VOIP-based telephone system and Unified Messaging service within the specifications of the proposed of this RFP.

The individual is an individual _____ partnership _____ company _____
Incorporated under the laws of _____.

Name and address of
Individual, partnership,
or company (print or type)

Signature and Address
of Witness

Signature and title of person
authorized to sign proposal.
(Print or type name under
Signature)

Telephone Number

Telephone Number

Telephone Number

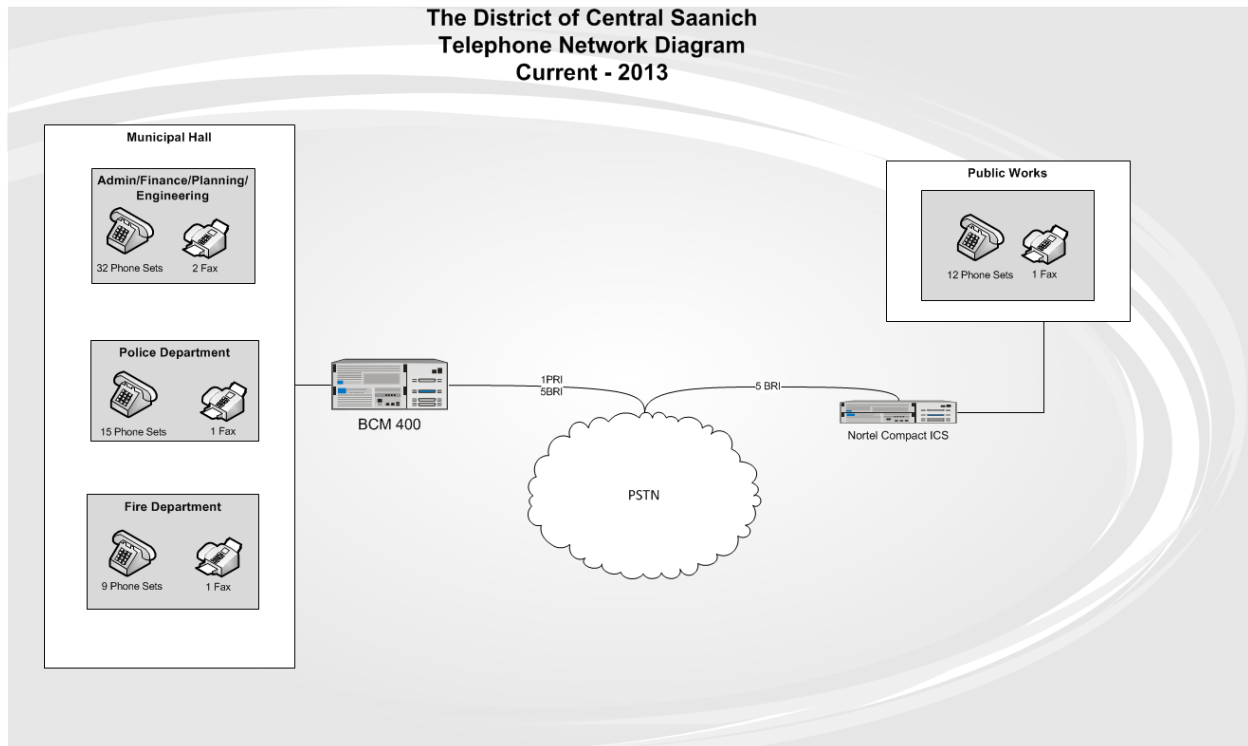
ACCEPTANCE

Acceptance by the District of Central Saanich will be formalized by the issuance of a written purchase order in consideration of the terms and conditions of this RFP and any subsequent negotiations with the successful proponent.

Name of Firm

Initials of Signing Officer

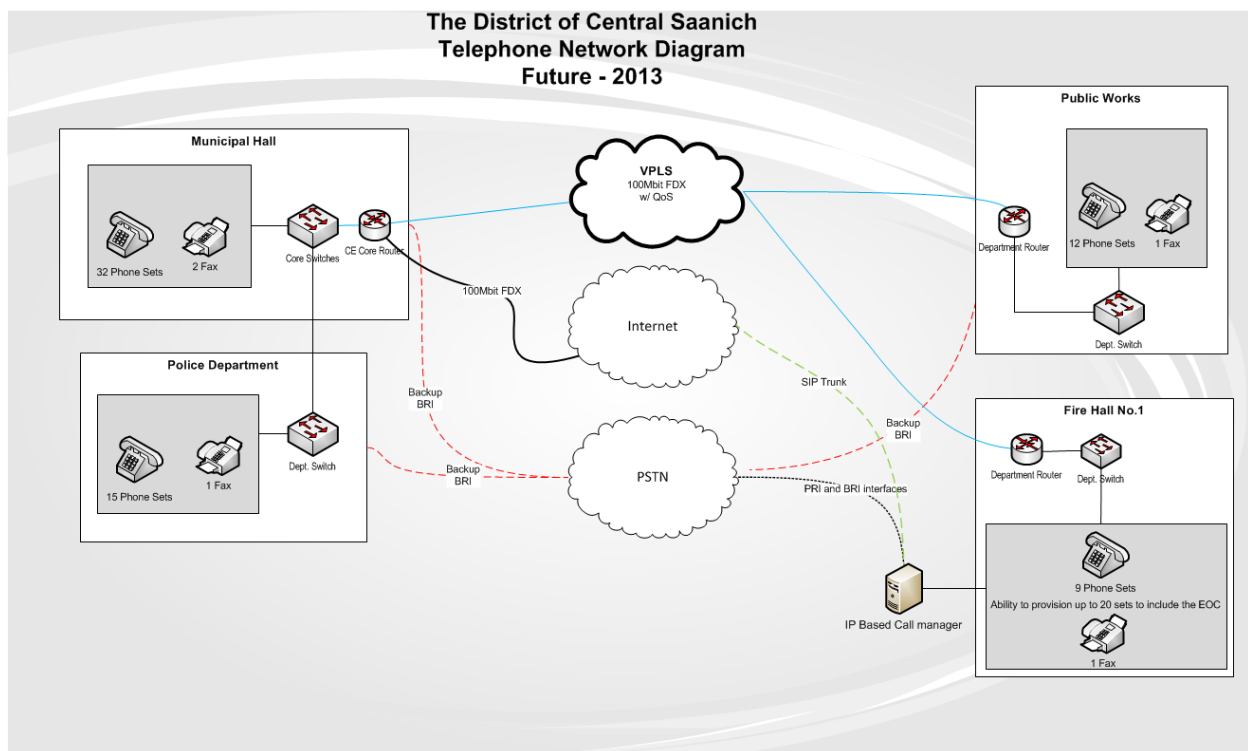
Current Network Diagram



Name of Firm

Initials of Signing Officer

Proposed Network Diagram



Name of Firm

Initials of Signing Officer