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## **Purchasing & Distribution Services**

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### **ADDENDUM #1**

#### **Telephony Communications Systems**

#### **RFP LG09-109P**

#### **RFP EXTENSION**

The closing date for this RFP has been extended to April 15, 2009 at 10:00 a.m.

#### **TERMINOLOGY CLARIFICATION**

The meaning of the term **M – Mandatory Requirement** is:

A response to the **Question** is mandatory. The required telephony functionality must be provided in the bidder's response. Our current system is mentioned for reference purposes.

#### **RFP FORMAT**

The RFP has been provided in PDF format in order to protect the integrity of the document. Appendix C has been posted in MS Excel format.

## **QUESTIONS AND ANSWERS**

Below are the all the **Questions** with **Answers** received from suppliers by the deadline of Thursday March 12, 2009 at 4:00:00 p.m. **Questions** received that were the same or very similar have been condensed into one **Question** and one **Answer**. **Questions** received after the deadline, will not be accepted and suppliers will be notified via e-mail.

**Question:** Re Section 10.0.1 Billing – Is there any objective beyond the stated formatting requirement as far as “integration with SAP”?

**Answer:** An Excel spreadsheet is prepared by the billing company and forwarded to TDSB. The Board analyst completes all modifications and necessary reformatting and uploads information into SAP. TDSB would like this information to be uploaded directly into SAP.

**Question:** Please clarify the configuration requirements for:

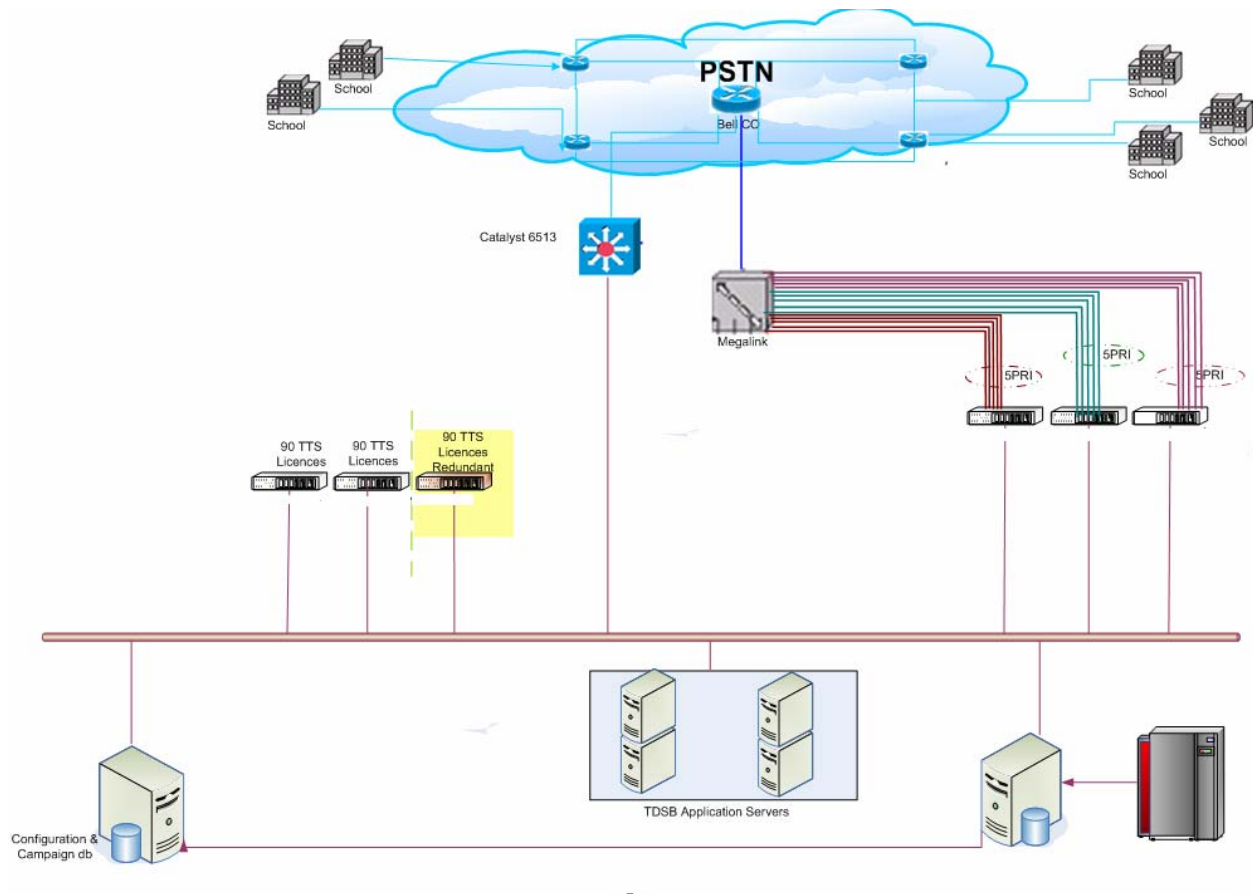
- a. LAB (Appendix C p.8)
- b. Etobicoke Field Studies Centre (Appendix C p.16)
- c. Etobicoke Outdoor Education Centre (Appendix C p.16)
- d. Scarborough Outdoor Education School (Appendix C p.17)

**Answer:** The LAB is used for testing purposes and should have a minimum of two (2) trunk lines, three (3) extensions and three (3) voice mail boxes. There are no configuration requirements for the outdoor sites as per Appendix C. They currently have dedicated lines.

**Question** Please clarify difference in line totals shown on Appendix C (p.16) vs. totals shown on Appendix E (p.51)

**Answer:** Appendix C shows all Lines, Telephone sets and Voice Mail Boxes at the Schools and Appendix E shows the line count per NNX at the Administration sites and Schools. The variance is due to lines not managed by the incumbent, such as 1 Fl's, or lines servicing faxes, modems, elevators, pools, or DSL and other services.

**Question:** RE Section 6.5 and Appendix I (ICE Server) - Could you clarify the use of this application and where this server will be placed in the Network Topology.



**Answer:** The IVR application addresses the need for attendance and community notifications and is to incorporate new applications.

**Question:** Can the TDSB provide feedback as it relates to the type of roll-out that is planned and projected timelines for this implementation?

**Answer:** See **Question 7.0.3**. Tentative roll out is scheduled for Fall 2009. The implementation matrix will determine TDSB's timeline and will be negotiated with the winning bidder.

**Question:** As stated on Page 47 within Section 12.0.1, does the TDSB expect a separate response for an alternate solution that meets all the mandatory stated requirements and include pricing? Will a vision for an alternate solution be sufficient?

- Answer:** This is an optional Question. The intent was to allow the bidder the opportunity to be creative and provide an alternate solution that meets or exceeds TDSB's requirements.
- Question:** As stated on Page 7, is the TDSB expecting a centralized voicemail system once the WAN implementation has been completed or is the expectation to be on a centralized voicemail platform from day one?
- Answer:** TDSB's scope is to have "Stand alone capability with local voice mail and auto attendant functionalities" at each site and ideally protect our investment by being able to migrate all the features and functionalities of the stand alone system when we migrate to the centralized platform.
- Question:** What format would you like the response? (i.e. point-to-point)?
- Answer:** It is essential that each Question be Answered completely and concisely.
- Question:** You state that you have a large investment in existing phone sets. Do you have any information on what type of sets you have?
- Answer:** Set types - M7324 (with or without CAP module), T7316, T7208 and T7100
- Question:** Are the existing BCM 50 systems to be replaced or are they out of scope?
- Answer:** Keeping our requirements in mind, your **Answer** would depend on your proposed solution.
- Question:** You state that you desire centralized voice mail. Is this to replace the existing Octel system and service all locations or will the new voice mail be just for the schools?
- Answer:** Page 5 – Exec Summary - The Toronto District School Board is requesting proposals for a new telephony communications system to replace the existing Nortel Business Communications Manager (BCM) 1000 telephony platform, currently distributed across the elementary and secondary schools in Toronto"
- TDSB's scope is to have "Stand alone capability with local voice mail and auto attendant functionalities" at each site and ideally protect our investment by being able to migrate all the features and functionalities of the stand alone system when we migrate to the centralized platform.
- Question:** How are the sites networked together today? How will the WAN /LAN infrastructure look in the future?

**Answer:** See Appendix D: Overview of current TDSB Voice Services.

**Future:** See Page 32 Network Infrastructure - The current wide area network infrastructure does not have the capability and associated Quality of Service (QoS) mechanism implemented to satisfy the requirements of VoIP. However, with the implementation of the future MPLS network, the wide area network will be enabled to support VoIP.

**Question:** Who is the existing service provider for the BCM 1000 systems today?

**Answer:** The Answer to this Question does not have any relevance to responding to the RFP.

**Question:** Can a vendor submit multiple responses?

**Answer:** Due to the anticipated volume of responses, each vendor is permitted to submit one proposal and an optional proposal, if so desired (See 12.1.0) providing it is creative, cost effective and meets or exceeds TDSB's requirements.

**Question:** Are you looking to reduce local access cost by taking advantage of IP networking and centralized trunking now or in the future?

**Answer:** TDSB is always looking at opportunities to reduce cost and optimize their telecom services.

**Question:** What are the time frames for the evaluation and contract award?

**Answer:** We are anticipating an award recommendation in time to facilitate a fall roll-out.

**Question:** What is the term of the contract?

**Answer:** Term will be determined by the evaluation team and solution proposed. The RFP evaluation team will negotiate the terms of the contract with the winning bidder. Refer to 9.0.5 Bidders must include with their proposal in Appendix G of the RFP document, the cost of one (1), two (2) and three (3) year warranty after the initial warranty period, to support the business between 8am and 5pm, Monday through Friday.

**Question:** Does this project require a full time dedicated Project Manager?

**Answer:** We are looking for a proposed solution that will best service TDSB .

**Question:** Do you require a Dedicated technician for maintenance and MACs?

**Answer:** We are looking for a proposed solution that will best service TDSB.

**Question:** One of the mandatory requirements in the RFP is for (2) references with (200+) sites that are similar in nature to this project. There are very few organizations in all of Canada that would have this many separate locations for one organization and fewer still that would have recently standardized on current technology. (the banks might be the only ones with this many systems of this size) Bell Canada and Telus may be the only ones that can meet this criteria. Is this requirement going to eliminate all the smaller companies that do not have (2) references of this size? (We have one organization with 200+ location and many members of our implementation team have past experience with implementations of this size and scope.)

**Answer:** If your organization does not have 200+ site clients, please provide references as close to our scope as possible.

**Question:** What particular weighting does each of the evaluation criteria have (i.e. 10% company background, 40% price etc..) Or are all the criteria weighted equally?

**Answer:** The evaluation criteria section, beginning on page 14 of the document, will be weighted equally during our review.

**Question:** Does the board plan on doing any system administration themselves or will all system(s) work be carried out by the vendor?

**Answer:** Yes, refer to section 9.3 (9.3.2 and 9.3.10)

9.3.2 The successful bidder must provide at no cost to TDSB training course for **up to five (5)** designated persons on how to effect software moves and changes to the proposed system. Identify and specify the levels of access to the systems for the system administrators

9.3.10 System administrators must be able to participate in hands on configuration, design, implementation and roll out activities.

**Question:** Will SIP and SIP trunking be a consideration?

**Answer:** TDSB is open and willing to consider any proposal, providing it meets and/or exceeds their requirements.

**Question:** Are you looking to enhance existing applications such as paging?

**Answer:** Refer to 6.6 Public Address System

**Question:** Is the board willing to be a beta or test site for new releases or applications?

**Answer:** Not as a response to this RFP.

**Question:** Are you interested in finance options such as leasing, hosted solutions or utility models?

**Answer:** Refer to section 12.0.3

12.0.3 TDSB welcomes any and all suggestions in terms of creative financing encompassing any part of or the entire project in scope.

**Question:** On Page 5, the last sentence, you indicate “*the proposed solution must be capable of interworking with and integrating to standards-based wireless telephone system*”. Can you clarify what is meant by *interworking with and integrating to*? To which *standards-based wireless telephone system* are you referring?

**Answer:** Different systems and components working together to support wireless standards such as 802.11 etc.

**Question:** On Page 6, the first sentence, you indicate “*the new system must also integrate with other TDSB deployed technologies*”. Can you confirm that TDSB has already deployed a Microsoft Office Communication Server? Can you describe TDSB’s existing mobile computing infrastructure?

**Answer:** Confirmed. Refer to Page 6 – Executive summary  
“The new system must also integrate with other TDSB deployed technologies such as Microsoft Active Directory, Microsoft Exchange, Office Communication Server and Mobile computing infrastructure”.

TDSB’s mobile computing infrastructure is supported at the three Major Educational Centres located 5050 Yonge, Etobicoke Civic Centre and Borough Drive. It allows the users to logon in and acquire the customizations and unique state that is specific to that user.

**Question:** On Page 6, you indicate a Scope of Work based on RFP requirements, includes: “*stand alone capability with local voicemail and auto attendant functionalities and integration of voicemail with Exchange and single storage*”. However, on Page 7, you list one of your expectations as a “*Centralized voicemail system capable of accommodating elementary and secondary schools*”. Can you clarify the TDSB’s expectation with respect to a voice messaging platform for the schools?

**Answer:** TDSB’s scope is to have “Stand alone capability with local voice mail and auto attendant functionalities” at each site and ideally protect our investment by being able to migrate all the features and functionalities of the stand alone system when we migrate to the centralized platform.

**Question:** On Page 6, you request the “*identification of any voice infrastructure upgrades required*”; can you indicate the percentage of the TDSB’s 9,077 telephone sets, as identified in Appendix C, that are connected to their respective BCM systems via Cat 5e or higher cabling?

**Answer:** The sites with BCM 400 and BCM 50 are supported by Cat 5e and all the other sites by Cat 3 cabling.

**Question:** On Page 32, under Voicemail System, you indicate the TDSB’s Administration sites are using an Avaya Octel 350 supporting 2600 users. Can you clarify if this system is part of the RFP and is to be replaced? If not, does this system need to integrate with the new voicemail platform(s) for the 585 schools?

**Answer:** The Octel 350 is not part of this RFP. TDSB’s scope is to have “Stand alone capability with local voice mail and auto attendant functionalities” at each site and ideally protect our investment by being able to migrate all the features and functionalities of the stand alone system when we migrate to the centralized platform.

See Appendix D page 50 and refer to page 31.

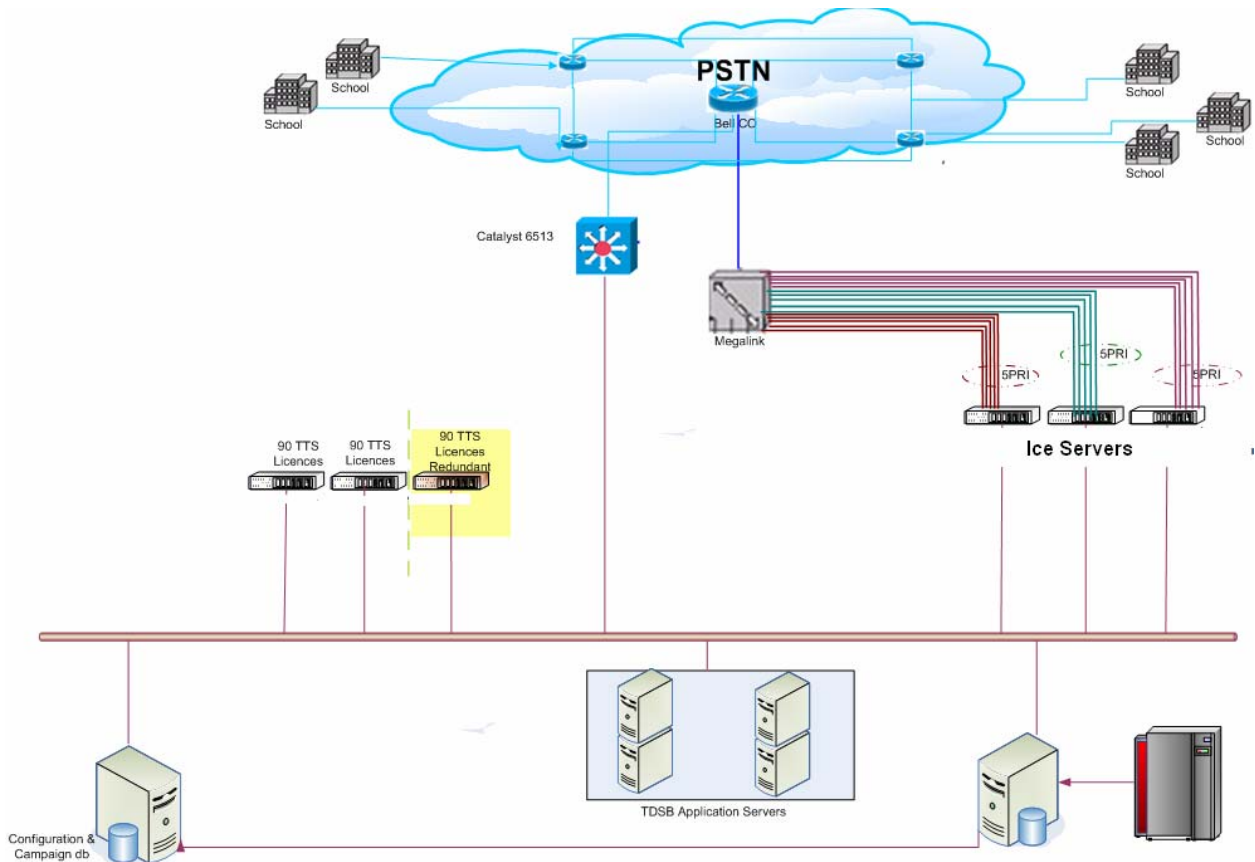
The Board currently is using a Centrex coordinated five (5) digit dial plan (X-XXXX) for internal and site to site calling. Any recommendation must allow for continuation of this dialling pattern to ensure there is no disruption of communication at the sites.

**Question:** On Page 33, Section 2.2, you indicate that the “*TDSB does not want to be locked into a proprietary solution*”. This can be interpreted in various ways. Can you clarify what you mean by *locked in*? Also, by *proprietary solution*, can you clarify if the TDSB is seeking the flexibility to acquire non-proprietary low-cost industry-standard SIP telephone sets from a variety of manufacturers, as may be required in the future?

**Answer:** A proprietary solution is hardware or software product(s) or combination of products and services that is tied to a specific vendor.

TDSB is looking for an open standards solution that is flexible in order to incorporate existing and new applications.

**Question:** On Page 41, Section 6.5.2, you request a description of support of integration with ICE and refer to Appendix I. Can you identify if the TDSB is using an ice server and if so, can you indicate where this server resides on the TDSB’s data network?



**Answer:** Yes, TDSB is using the ICE IVR product and it resides on the data network.

**Question:** On Page 42, Section 6.8, you request Mandatory ACD information. This ACD application has not been included on Page 6 or 7 with the Scope of Work or Expectations. Does this ACD application exist currently? If so, does it reside at an Administration site? Is this ACD application part of this RFP and needs to be included in the submitted price?

**Answer:** Currently, the ACD functionality exists at each school and TDSB is looking for basic ACD capabilities. Yes, if separate, please include pricing.

“Describe the standard ACD offerings proposed for basic call centre requirements”

6.8.1 Describe the standard ACD offerings proposed for basic call centre requirements. Can the communication system support fully integrated generic software ACD features and functions? Identify and list all feature and function capabilities that are not included in the standard offering.

**Question:** On Page 44, Section 9.0.5, you request the inclusion of extended warranty pricing to be shown in Appendix G. Appendix G does not include a page to identify the requested pricing. Can an acceptable formatted page be provided as an Addendum?

**Answer:** You can identify extended warranty pricing under tab 6 “Other Cost”

**Question:** Appendix C identifies the TDSB’s BCM systems and 9,077 telephone sets. Are the systems and sets owned by the TDSB or are they being rented/leased? If owned, can the TDSB identify the type and quantities of the various telephone sets for the purpose of providing a trade-in value?

**Answer:** Yes, the sets are owned by TDSB.

Approximate percentage of phones

M7324 (with or without CAP module) – 10 percent

T7316 - 10 percent

T7208 - 20 percent

T7100 - 60 percent

**Question:** Appendix D, Overview of Telecom Voice Services, shows Admin Buildings; the Octel server with virtual voicemail boxes; and Wireless Services, can you confirm that these Admin Building sites, the Octel server, and Wireless Services are not part of this RFP?

**Answer:** Confirmed

**Question:** Appendix I indicates what appears to be installation/connection instructions for an ice server. Can you advise if this ice server is already connected to the TDSB’s data network? Can you also advise how this server might need to interact with the requested elementary and secondary schools telephony communications systems?

**Answer:** See Section 6.5  
Yes, the ICE server is connected to the network.

6.5.1 asks “ Is the IVR functionality available with the proposed system”  
If so, will it be able to integrate with the ICE IVR and can it be used for back-up support.

**Question:** We would like to provide a Return on Investment (ROI) summary for our proposed solution. To assist anyone wishing to provide an ROI for their solution, could you provide the monthly rate that is paid to Bell Canada for a single Centrex III line?

**Answer:** Approx cost for a Centrex III line is \$26.

**Question:** Regarding the Voicemail Sections 6.0 to 6.3, is a response required to address both the centralized voice mail and local voice mail features?

**Answer:** Confirmed

Is the Avaya Octel 350 messaging system housed at 5050 Yonge Street that currently supports 2600 active voice mail users out of scope for this RFP?

**Question:** Can you please advise on the existing wiring infrastructure in the schools....example cat3? Cat5?

**Answer:** Presently, most phones are connected by Cat 3 and desktop by Cat 5 & 5e cabling. The sites with BCM 400 and BCM 50 are supported by Cat 5e and all the other sites by Cat 3 cabling.

**Question:** On page 30 you ask for a copy of our most recent annual report, we are not a publically traded company and do not have a financial report as we are privately held, will a CCDC11 be sufficient?

**Answer:** Please provide financial statements in confidence.

**Question:** What is the Board Head Office using for a phone system? There is no reference to a system other than a centralized voicemail.

**Answer:** See Section 1- Current Environment page 31.

**Question** Can the closing date for the RFP be extended?

**Answer:** Please see top of Addendum.

**Question:** Is the TDSB anticipating rolling out the voice system to each school site after the new WAN deployment for each school location? Or is the TDSB looking to complete the voice system roll out to a school site prior to any WAN upgrade? Can you share TDSB's roll out expectations and projected time frame?

**Answer:** The voice system will be rolled out prior to the WAN implementation. (refer to page 32 – Network infrastructure”  
The anticipated roll out is Fall 2009. .

**Question** Re: "Supplier shall submit invoices in writing directly to"...

\* If the format is csv or excel for re-occurring and possibly all billing, what is the desired delivery method...email or hand delivered disks?

**Answer:** Invoicing as per section 10 can be electronic in a PDF format.

**Question:** Re "the Board reserves the right to negotiate with the Bidder, the date on which the invoice or billing statement will be submitted to the Board"

\* Could you clarify the intent on this... Is it for new installations and progress/payment plans, or, does it relate to MAC/service and/or consolidated monthly billing for a specific day of each month "post installation"?

**Answer:** TDSB requires that the billing fits into it's billing schedule and must be provide at least 30 days prior to the invoice due date. Billing will be negotiated by TDSB with the winning bidder.

**Question:** Re: "Errors and Omissions Insurance" (p.19 Insurance Policy)

\* Could you clarify the intent on this... E&O insurance is typically intended to cover loses from errors & omissions in the design or advice given, typically on a "build project", and, there have to be actual loses to cover (again – typically related to a physical event, one example would be a floor sagging because of an error in design or material when building a new school). The solution in this instance is technology-based, proven, and usually proposed in conjunction with the manufacturer of the product. Insurers will advise that it does not apply in this environment.

**Answer:** Errors and Omissions Insurance is mandatory as vendor installation will occur as a result of this RFP.

**Question:** Re: "Named Additional Insured"

\* Typically customers cannot be added as a 'named insured' but can set up as "additional Insured" by a vendor. The issue is if a customer is added as 'named' then the vendor becomes liable for all liability exposures, not just those relevant to the scope of work. Is this acceptable?

**Answer:** Adding the Toronto District School Board as "additional Insured" is acceptable.

The clause under item 3) has been changed to read:

This insurance shall cover the Board as a additional insured and shall name its members, trustees, officers, employees and agents as additional insured's under such insurance coverage and shall be for the benefit of all said

**Question:** Can your billing system integrate with SAP?

\* To what extent- e.g. Excel or csv import?

**Answer:** An Excel spreadsheet is prepared by the billing company and forwarded to TDSB. The Board analyst completes all modifications and necessary reformatting and uploads information into SAP. TDSB would like this

information to be uploaded directly into SAP. Question: Would your billing system be able to provide a billing format identical to the information provided in Appendix J - TDSB Billing Format?"

**\* Can you clarify certain fields and whether they are owned by Customer or vendor.. see below:**

**Answer:** TDSB has designed a billing format to integrate with the SAP billing module. The fields are the required information. Format to be discussed with the recommended bidder.

**Question:** Is there more detailed information available regarding the existing systems in place, such as:

- telephone set types & quantities of each
- Software release and configuration of the Nortel BCM's
- Software release and configuration (confirm – all are 16 ports?) of the Call Pilot VM systems

**Answer:** Please refer to Appendix C for lines, sets, VM and configuration that will be required based on information.

Approximate percentage of sets and types

M7324 (with or without CAP module) – 10 percent

T7316 - 10 percent

T7208 - 20 percent

T7100 - 60 percent

Software Release on BCM 1000 is 2.5

**Question:** Will TDSB consider a fully hosted-PBX system, where there is no actual "Telephone PBX" on premise? In this solution, all PBX functionality is hosted and centralized at the service provider premises.

Or is the TDSB looking to purchase an on-premise solution where there is a PBX for the Head office, and then an additional PBX for each school?  
Or can the TDSB entertain both proposals?

**Answer:** TDSB is willing to look at any solution providing it meets and /or exceeds all the requirements outlined in the RFP.

**Question:** In the Network Infrastructure section, it was mentioned that the TDSB would eventually migrate to 1 Gig MPLS network. Does the TDSB want to use this network for VOIP, or can the VOIP solution run on a separate network specifically optimized for the purpose? (Can the bidder provide a

solution with a separate voice network installed and maintained by the bidder)

**Answer:** See section 2 – Current Environment.

### **Network Infrastructure**

The current wide area network infrastructure does not have the capability and associated Quality of Service (QoS) mechanism implemented to satisfy the requirements of VoIP. **However, with the implementation of the future MPLS network the wide area network will be enabled to support VoIP.** The migration of the wide area network to MPLS is expected to take approximately two and a half years. Currently Local Area Networks within schools and Education Offices are based on 100Mbps Fast Ethernet technology. After the migration they will be based on 1Gbps Ethernet technology.

**Question:** If the TDSB wants a centralized voicemail, can this system be hosted by the Service Provider (in which case the TDSB does not need to purchase the system), or does the TDSB want to purchase and own the centralized voicemail system?

**Answer:** TDSB is willing and open to all proposals providing it meets and /or exceeds all the requirements, as per RFP.

**Question:** Is the TDSB looking to integrate the voicemail system into the existing email and messaging platform?

**Answer:** See Executive Summary – Page 5 and 6  
The new system must also integrate with other TDSB deployed technologies such as Microsoft Active Directory, Microsoft Exchange, Office Communication Server and Mobile computing infrastructure.

The new solution must be able to leverage available information technology resources, such as, Microsoft Active Directory, Microsoft Exchange, Office Communication Server and support an IP migration strategy.

**Question:** What type of Public Address System do the schools have? In what way are you looking to integrate the PA system to the telephone system?

**Answer:** Bogen, Dukane and Rauland. Refer to 6.6 Public Address System

6.6.3 Can zone paging in the PA system be accessed through the phone system? Please describe the process.

6.6.4 Can group paging in the PA system be accessed through the phone system? Please describe the process.

- Question:** 1FL Lines Regular Business Lines vs. Centrex Lines:  
In Appendix C, TDSB Site Locations: The total number of lines is: 3194, are these 1FL or Centrex Lines?
- Answer:** Centrex -See Page 31 Section 1- Current Environment – Local Access
- Question:** For the 4593 Lines for the Schools, what type of lines are these? Are these in addition to the 3194 Lines in Appendix C?
- Answer:** Appendix C shows all Lines, Telephone sets and Voice Mail Boxes at the Schools and Appendix E show line count per NNX at the Administration sites and Schools
- Question:** What type of phone PBX is at the main head office? What type of Phones is at the Admin Office? How many Admin sites are there? Address?
- Answer:** The Admin sites are not in scope for the RFP
- Question:** Will Toronto District School Board be willing to accept reasonable modifications to the Terms and Conditions defined in the RFP (pages 1 – 28 inclusively)?
- Answer:** This Question cannot be answered until the specific modifications are known.
- Question:** Is there a budget allocated to this project? Are funds required to be spent in a determined time frame?
- Answer:** There is an established budget, based on a formula, in support of school telephone systems.
- Question:** Does the current LAN environment support POE, QOS?  
If not, is there a plan to update LAN to support VoIP?
- Answer:** See section 2 – Current Environment.  
The current wide area network infrastructure does not have the capability and `associated Quality of Service (QoS) mechanism implemented to satisfy the requirements of VoIP. **However, with the implementation of the future MPLS network the wide area network will be enabled to support VoIP.** The migration of the wide area network to MPLS is expected to take approximately two and a half years. Currently Local Area Networks within schools and Education Offices are based on 100Mbps

Fast Ethernet technology. After the migration they will be based on 1Gbps Ethernet technology.

**Question:** How is the ACD deployed?

**Answer:** Presently, ACD functionality is present at each site as per Appendix C

**Question:** How many ports are on the current Octel 350?  
What is the type of integration between Octel and Centrex? (T1 or 1FL/Centrex lines)

**Answer:** Octel 350 is not in scope. However, refer to page 32 – Voice Mail System. For integration See Appendix D: **OVERVIEW OF CURRENT TDSB VOICE SERVICES**

**Question:** When is the current support or maintenance agreement contract completed?

**Answer:** Remains in effect until implementation of new system is completed

**Question:** Are the BCM1000's supported today?

**Answer:** Yes

**Question:** How many MAC's (moves, adds, changes) on average per month?

**Answer:** Varies from (1-15) depending on seasonal requirements

**Question:** Have any new telephony systems been purchased in 2009?

**Answer:** None

**Question:** Would it be acceptable to TDSB to implement the new telephony communications system over a 12-18 month timeframe?

**Answer:** The implementation matrix will drive TDSB's timeline and will be negotiated with the winning bidder.

**Question:** -Page 6, "identification of any voice infrastructure upgrades required".....can you advise the percentage of the 9,077 telephones that are utilizing CAT 5 or higher cabling

**Answer:** On Page 6 "Identification of any voice infrastructure upgrades required for implementation of proposed telephony systems". This will depend on the requirements of the proposed solution. The BCM 400 and BCM 50 are supported by Cat 5e and all the other sites by Cat 3 cabling. See Appendix C.

**Question:** Apparently, the TDSB could simply *migrate or upgrade* its 576 end-of-life Nortel BCM 1000 switches to Nortel's *most current BCM platform* and, in doing so, no doubt, save more than \$1,000,000 by not needing to replace the 9,100 existing (not end-of-life) Nortel handsets. Is there something about Nortel's *most current BCM platform* that precludes it from being (either previously or now) considered as a viable option for the TDSB?

**Answer:** TDSB is open and willing to consider any proposal providing it meets and/or exceeds their requirements.

**END OF ADDENDUM**