



REQUEST FOR PROPOSAL

2017-06 DISTRICT PHONE SYSTEM REPLACEMENT

Closing Date: 2:00pm, Monday October 16, 2017

District of Lillooet
615 Main Street, PO Box 610
Lillooet, BC V0K 1V0

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2 Purpose

The District of Lillooet (the District) is requesting proposals from qualified vendors for the design, procurement, installation, training, maintenance and ongoing support of a VoIP telecommunications system. The District of Lillooet's need for functionality, scalability, reliability and manageability requirements as outlined in the RFP document. In addition, the District require a VoIP system that can be used transparently by all locations, ability for all locations to appear to be part of a single telephone system, and the elimination of redundant analog lines.

3 Submission Date, Time and Place

One (1) signed hard copy, and one (1) copy in PDF format, of the proposal marked "Attn: Michael Roy, Chief Administrative Officer Re: 2017-06 DISTRICT PHONE SYSTEM REPLACEMENT" will be delivered or mailed to the District of Lillooet at the address given below:

District of Lillooet
615 Main Street
PO Box 610
Lillooet, BC V0K 1V0
Phone 250-256-4289
E-mail: cao@lillooetbc.ca

Proposals will be received at the District Office Hall before 2:00 PM local time on October 16, 2017. It is the exclusive responsibility of the bidders to ensure that their proposal is received by the District of Lillooet before this time and date. Proposals will not be opened in the public.

4 Enquiries

All enquiries should be directed to:

Michael Roy, Chief Administrative Officer
Telephone: 250-256-4289
E-mail: cao@lillooetbc.ca

Deadline for questions regarding this Request for Proposal is October 6, 2017. Responses to enquiries received by proponents will be posted at www.lillooetbc.ca on October 11, 2017.

5 Scope of Work

The system will include IP Telephony architecture (VoIP) systems that are:

- Supported by a highly qualified and reliable vendor with experience in VoIP implementations
- Mainstream products with strong manufacturer commitment and vendor support
- Open system industry standards based
- Capable of providing unified communications features that integrate with the District's current Microsoft Exchange 2010 email system
- Easily maintained by District staff through standards based interface

The proposed system must be expandable to add locations over time. Budgetary constraints may require that buildings be phased-in over several years. Primary buildings for the new system are to be the District Office and REC Centre.

6 Overview of Current System

6.1.1 District Hall

The District's main administration building is serviced by a single Norstar Modular ICS Service Unit, with voicemail connected to the PSTN by analog lines. There are thirteen (13) Norstar desktop sets, one (1) fax line, and one (1) alarm line. The District office leases out space within the building and the tenants are not a part of the District phone system.

6.1.2 REC Centre

The REC Centre is serviced by a Meridian Norstar Control Unit, with voicemail connected to the PSTN by analog lines. There are four (4) Norstar desktop sets, one (1) fax line, and one (1) alarm line. The REC Centre leases out space within the building and the tenants are not part of the phone system within the building. The REC Centre is capable of using extension number dialing to contact staff at the District office. There is also a wireless data connection (Ubiquiti Nanobeam-AC W/19 DBI) between the REC Centre and the District office.

6.1.3 Fire Hall

The fire hall is serviced by regular business lines and are not connected to the District office. There are four (3) phones and (1) fax line. The Fire Hall is also our Emergency Operations Centre (EOC). The Fire Hall has a wireless data connection (Ubiquiti Nanobeam-AC W/19 DBI) with the District office.

6.1.4 Public Works

The Public Works yard is serviced by a regular business line and is not connected to the District office. The Public Works yard is anticipated to be relocated within the next 2 to 3 years.

7 Network Infrastructure

The fire hall and REC Centre are connected to the district office with a wireless data connection (Ubiquiti Nanobeam-AC W/19 DBI Dual). Current switches are not PoE compliant and will require replacement.

Existing switches

- District building – 24 port switch
- REC Centre – 16 port switch
- Fire hall – 16 port switch

8 Facilities Inspection

As an option, bidders can visit each proposed work site at their expense prior to submission of the Quote/Tender/Request for Proposal and take whatever time is required to ascertain the site conditions and surrounding features for the performance of the work. Bidders shall report to the District any condition which might prevent them from executing the work in the manner intended.

9 Proposal Response Format

The following table contains the organization guidelines for proposal responses:

Submission of a proposal shall constitute acknowledgement by the Proponent that it has thoroughly examined the RFP, including any addendum that may be issued during the proposal preparation period.

9.1 Executive Summary

This section is intended to provide the proponent with an opportunity to provide an “executive” level overview of their proposal to the district, emphasizing any unique aspects or strengths of the proposal. The Executive Summary should include a brief description of the proposed system; including its capabilities as they would meet the District’s functional and technical requirements as well as a sample project schedule for a similar implementation in terms of scope and size.

9.2 Company Background

Please provide a brief company history including addressing the following points:

- Identify the primary point of contact for this proposal and the subsequent project. Please include name, email, phone number, and any applicable credential information
- Identify all company office locations and total number of employees
- Identify any applicable Certified Solution Partner status for the solution you are proposing including number of certified years.
- How long your company has offered and/or worked with systems in this proposal
- Total number of your active clients supported on this proposed platform

9.3 System Support and Training

The proposal must include a plan that outlines how system users will be trained on the proposed system. Training will include sufficient information and experience to familiarize users with system software and handset features, functions and basic operation.

Similar training must be provided for system administrators of the proposed system, enabling them to administer, maintain and troubleshoot the system on a go forward basis.

All system administration and end user documentation must be provided. Documentation may be in hard copy, but electronic documentation is preferred.

Staff will not be required to travel for any training so only on-site in-person (at a District facility) or web based (video conference) training will be considered.

In developing this training plan, in no case will ad-hoc or demonstration-only training be considered adequate to fulfill the training requirement for any operational level position.

9.4 Functional and Technical Specifications

The District seeks to replace its current phone system with an integrated, VoIP telephony solution that allows for remote office connectivity and provides a high level of reliability and functionality. The system should act as a single system image in a multi-site environment and be scalable.

Please detail the specifics (including any specific hardware and/or software required) of the proposed system and how it will meet the District’s requirements as outlined in the areas below:

9.4.1 Basic Features and Functionality

- a) Must be expandable to handle more lines as needed without requiring a system overhaul.
- b) The system must support the Direct Inward Dialing numbers as well as Caller-ID for all incoming calls.
- c) Support 4 digit dialing extensions within the organization and between designated remote sites. Initially, 4 digit dialing should work between District Hall and the REC Centre and be expandable to other locations.
- d) E911 - Allow proper E911 identification for users at the main site and all remote sites.
- e) Analog devices - Proposed system shall have a method of attaching existing analog devices (fax machines) with minimal cost and effort. Proposers shall describe their methods in their response.
- f) Paging System - Allow paging through telephone set speakers and through a system provided connection to an external overhead paging system (no overhead paging system is in place as of yet). Must allow directed or zone specific paging.
- g) Ring Groups - Create groups of sets that will all ring simultaneously when a number is dialed.
- h) Call Pickup Groups - Groups whose members are allowed to answer a calls (on their telephone) ringing on other members telephones.
- i) Call Camp - The system will play a signal when a user is on the telephone and another call is trying to get through to that set.
- j) Call Park - Allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set.
- k) Intercom - Enable users to place a two-way call that is automatically answered by the recipient's phone when it's not already in use.
- l) Call Conference - Ability to conference three or more internal or external callers without requiring a conference bridge.
- m) Call Transfer - Calls can be transferred directly to another extension (blind) or can ring the parties' extension and speak to the transferee first (attended).
- n) Find Me Follow Me - System must be able to handle extension forwarding and call transfers to user defined external numbers such as the user's cell phone, home phone, or another location on the network.
- o) Call Restrictions - Setup outbound call restrictions for each extension. Restrictions include local and/or long-distance calling.
- p) Do Not Disturb - Calls will not ring the phone and will instead be directed to the call forwarding options that have been enabled for the extension.
- q) Call History - Staff can use their telephone to review a list of recent calls to their extension.
- r) Speed Dial - Allow for individual set speed dial lists as well as system wide speed dial lists available to all sets.
- s) Queue Management - Calls in the queue will be automatically managed and assigned in the order they were received without the operator's intervention.

9.4.2 Voicemail and Automated Attendant

Voicemail

- a) Voicemail Passwords - Users must be required to enter a password or PIN to access their voicemail box. Complex password requirement and forced/scheduled password changes are

desirable. The system must assign a default password for users, and provide a mechanism to reset passwords for users that have been locked out of their mailboxes.

- b) Multiple Greetings – Allow users to record multiple greetings and apply when required (i.e. main greeting and alternate greeting for out of office)
- c) Remote Voicemail Access - Ability to access all voicemail functionality remotely (including changing greetings and passwords.
- d) Voicemail Operator Redirect- Allows the ability to specify for each extension where the call will go if a caller zero's out while in an individual's voicemail box.
- e) Date and Timestamp Messages - The system must have the ability to stamp each new message with time and date.
- f) Transfer to Voicemail - Allow for calls to be transferred automatically by the system to a user's voicemail. In addition, allow users to transfer a call directly to their own or another user's voicemail.
- g) Transfer Messages - The system must provide the ability to transfer messages to other (multiple) users and append them with their own comments.
- h) Announcement / Information Mailboxes - Mailboxes not tied to any extension that will play a message when the number is dialed and then exit back to the main attendant menu.

Automated Attendant

- a) The proposed solution shall provide an automated attendant at each site with a minimum of a three (3) deep tree.
- b) Dial-by-Name Directory - Ability to dial by a name directory of system users. Also allow for certain extensions to be excluded from the directory listing.
- c) Time of Day Scheduling - Set up multiple schedules that present different attendant options depending on the time of day (i.e. business hours and after hours)
- d) Holiday Mode - System must have some way to handle specified scheduled dates as holidays with specific attendant options (i.e. closed all day with special greeting)

9.4.3 Telephone Sets

Phones for regular users, as a minimum, have the following features:

- Last number re-dial;
- Caller ID;
- Global corporate directory lookup;
- Message waiting lamp field;
- Minimum 2-line alpha-numeric, display;
- Call forward, no answer call forward, hold/release, call waiting;
- Support of various compression standards;
- Powered by PoE switch; and
- Integrated (minimum 2x RJ45 ports) with minimum 10/100 Base-T Ethernet Switch. (include option of 10/100/1000 Base-T Ethernet Switch)

Phones for executive users, as a minimum, have the following features:

- All features listed for Phones for regular users;

- Minimum 3-line alpha-numeric, display;
- Speaker phone w/ hands-free, echo-cancellation operation;
- Integrated (minimum 2x RJ45 ports) with minimum 10/100/1000 Base-T Ethernet Switch.

Conference Set shall have the following functionality as minimum:

- Caller ID;
- Graphical LCD display;
- Volume Adjust;
- Mute/Unmute;
- Speaker phone w/ hands-free, echo-cancellation operation; and
- Optional Extension microphones

Operator or Attendant Console – Optional

Though not a requirement of this proposal, please outline what options are available for an attendant position to monitor and manage all extensions in the organization including software based and telephone set add on options. Include details regarding any costs associated with each option.

9.4.4 Unified Messaging

Please describe how the proposed solution will provide a unified communications platform for the District. In particular, cover the following desired areas:

- Support for Microsoft Exchange and Outlook 2010/2013/2016
- Voicemail to email integration (notification, voicemail attachment, etc.)
- Outlook integration (presence, click to dial, etc.)
- Web browser integration

9.4.5 Reliability and Redundancy

The District requires a system that has failover capabilities and an acceptable level of redundancy in case of system, power or network failure, i.e. Remote Site Survivability.

Please describe:

- How the solution is designed to tolerate hardware, power and network failures (particularly remote office locations).
- Assume that each location has at least one analog line directly connected to the PSTN for faxing purposes.
- Which specific features will be lost if a remote location loses network connectivity to the central call processor and fails into local survivable mode.
- How the solution ensures maximum system uptime.

9.4.6 Mobile Users – Optional

Though not a requirement of the District, please describe how your system can support remote or teleworking staff including:

- Solutions to allow remote offices with internet only access.
- What options are available for integrating the District's iPhone users.

- Please indicate what, if any, of this functionality is included in the proposed base system and if not included what the licensing costs would be.

9.5 Proposal Pricing

The District would like to consider a proposal:

- a) For all locations – include all listed locations as part of this pricing proposal.
- b) Provide pricing information for the proposed solution as set out in all sections below:

9.5.1 Base System (System, Voicemail, Hardware, Software)

- System requirements are found in section [9.4 - Functional and Technical Specifications](#). Include specifics regarding all components (hardware, software and license breakdown costs) that will be included in the total turnkey solution.
- Primary locations: District Hall and Rec Centre. Costs for Public Works Shop and Firehall to be listed separately for consideration. Please explain if specific server hardware is required.

9.5.2 Telephone Sets

- All requirements found in section [9.4 - Functional and Technical Specifications](#)
- Please include a per device pricing model as well for future purchase comparison

9.5.3 Installation Services

Provide a ‘not-to-exceed’ estimate for all labour required to deliver the proposed solution.

9.5.4 Training

Please provide a proposed pricing model to deliver the required training as outlined in section [9.3 - System Support and Training](#).

9.5.5 Warranty, Maintenance, and Support Options

In this section please identify:

- All applicable Annual Support and Maintenance package costs and options.
- If discounts are available for multi-year support agreements, please provide this information regarding the length of term and the net discount percentage.
- The initial warranty length of any and all parts, materials and labour included in this proposal.
- Your cost structure (hourly labour cost, travel etc.) for any work not covered under an Annual Maintenance or Support package.

9.5.6 Other Costs

Respondent must list any and all charges, expenses, and/or costs to be incurred by the District that are not included in the previous sections. Failure to specifically and thoroughly enumerate such items may be a cause for disqualification.

9.6 References

The Proponent shall provide a minimum of three (3) references for similar work with other municipalities in British Columbia.

10 Evaluation of Proposals

- a) District staff will be reviewing proposal submissions. The District reserves the right to accept any or none of the proposals submitted and will evaluate proposals based on best value and not necessarily the lowest cost.
- b) Notwithstanding any custom or trade practice to the contrary, the District reserves the right to, at its sole discretion and according to its own judgement of its best interest to waive any technical or formal defect in a proposal and accept that proposal.
- c) The District reserves the right to award the contract to other than the lowest Proponent.
- d) Award of any contract resulting from this RFP may be subject to Council approval and/or budget considerations.
- e) The District reserves the right to accept any or none of the proposals submitted and will evaluate proposal submissions based on “best value” using the following criteria:

Overall solution cost <ul style="list-style-type: none"> • Annual support costs • Handset/hardware costs • License costs • Total cost of solution 	40%
Support and Maintenance <ul style="list-style-type: none"> • Training strategy • Hardware replacement policy • System updates (can District staff download and install? Cost?) 	25%
Experience <ul style="list-style-type: none"> • Quality of references • Qualifications of project/support team • Experience with similar implementations 	20%
System Capability and Scalability <ul style="list-style-type: none"> • Analog device integration • Scalability and remote survivability • Unified communications offerings and compatibility • System administration and ease of use 	15%

11 No Contractual Obligations or Claims for Compensation

The District intends to select a preferred Proponent based on its assessment of its best interests, and the District may select none of the proposals submitted.

By issuing this Request for Proposals, the District is not seeking binding offers and no contractual obligations whatsoever shall arise between the District and any Proponent, including as a result of the issuance of this RFP or the submission of a proposal, unless the District and a Proponent execute and deliver a written contract for the provision of the services contemplated under this RFP. Without in any way limiting the foregoing, no Proponent shall have any claim for any compensation of any kind

whatsoever, as a result of participating in the Request for Proposal, and by submitting a proposal, each proponent shall be deemed to have agreed that it has no claim.

12 Negotiation

As part of this RFP process, the District may choose to negotiate with one or more proponents with respect to any aspect of this RFP, the contents of a proposal or the terms of any contract to be entered into for the project.

13 Form of Agreement

If the District and a proponent enter into a contract for the performance of some or all of the services contemplated under this RFP, it is anticipated that the following clauses would be included in that contract:

Proponent's Risk and Warranty

(a) The Proponent will indemnify and save harmless the District, its elected and appointed officers, its employees, agents from and against any and all losses, claims, damages, actions, causes of action, costs and expenses the District may sustain, incur, suffer or be put to at time either before, or after the termination of the contract, where the same or any of them are based upon, arise out of or occur, directly or indirectly, by reason of any act or omission of the Proponent or of any agent, employee, officer, director or sub-contractor of the Proponent pursuant to this contract, excepting always liability arising out of the independent negligent act of the District.

Laws of British Columbia

(b) The Proponent will comply with the laws of British Columbia (including applicable District of Lillooet Bylaws) applicable to the project. The Proponent shall strictly comply with the current Occupational Health and Safety Regulations and Workers Compensation Act of WorkSafeBC and remain in good standing under the Act. Other applicable federal, provincial and local regulations or policies concerning the health and safety of workers and the general public shall also be followed.

14 Conflict of Interest

Proponents are to include, with their proposal, and at any subsequent time where requested to do so by the District, full details of any financial or personal relationship or affiliation between the proponent, or any of its officers or employees or proposed subcontractors, and the District, or any of the District's respective elected or appointed officials, officers and employees, and shall promptly advise the District of any change to the foregoing from time to time.

15 Freedom of Information and Protection of Privacy

Proponents are advised that the District is subject to the provisions of British Columbia's Freedom of Information and Protection of Privacy Act and that the District may be required to disclose all or part of a proposal. A proponent may stipulate that trade secrets included in their proposal are supplied in confidence and the release of which could significantly harm their competitive position, however, the District's disclosure obligations will be governed by the Freedom of Information and Protection of Privacy Act and proponents are

advised to review that Act for further information.

16 Liability for Errors

While the District has expended considerable efforts to ensure an accurate representation of information in this Request for Proposal, the information contained herein is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the District, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposal is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in the Request for Proposal

17 Confidentiality

Any proponent and any other person who, through this RFP process, gains access to confidential information of the District is required to keep strictly confidential all information which in any way reveals confidential business, financial or investment details, programs, strategies or plans, learned through this RFP process. This requirement will continue with respect to such information learned by the successful Proponent, if any, over the course of any Contract for service which arises out of this RFP process.

18 Ownership of Documents

All proposals and other documents and materials submitted in response to this RFP shall become the property of the District.