

City of Coquitlam

Request for Proposals
RFP No. 21-020

Telephone System Replacement
and
Internet Services

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[PROPOSAL SUBMISSION FORM](#)

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 21-020 Telephone System Replacement and Internet Services
Overview of the Opportunity	The purpose of this RFP is to invite Proposals from qualified firms for the supply, delivery and provisioning a Telephone System Replacement and for the provision of Internet Services as described in this RFP.
Closing Date and Time	2:00 pm local time Tuesday February 9, 2021
Instructions for Proposal Submission	Proposals are to be consolidated into one PDF file and uploaded electronically through Qfile, the City's file transfer service accessed at qfile.coquitlam.ca/bid <ol style="list-style-type: none"> In the "Subject Field" enter: RFP Number and Name Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from Qfile to confirm receipt.) Phone 604-927-3037 should assistance be required.
Obtaining RFP Documents	RFP Documents are available for download from the City of Coquitlam's website: www.coquitlam.ca/Bid-Opportunities Printing of RFP documents is the sole responsibility of the Proponents.
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: Instructions to Proponents
Questions	Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the Closing Date sent to email: bid@coquitlam.ca
Addenda	Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: : www.coquitlam.ca/Bid-Opportunities
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.
Terms and Conditions of Contract	City of Coquitlam Standard Terms and Conditions - Purchase of Goods and Services are posted on the City's website and will apply to the Contract awarded as a result of this RFP.

DEFINITIONS

“Accepted” “Approved” “Authorized” “Required” or words of similar import are used, such words refer to the approval, acceptance, requirement, or authorization of the City unless expressly stated otherwise

“City” means City of Coquitlam.

“Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“Contractor” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and works.

“CSA” means Canadian Standards Association;

“Including” “Includes,” or any variation thereof, when followed by an enumeration of items or things, in every case, are to be read as though the word “including” or “includes,” or the variation thereof, was followed by the words “but without restricting the generality of the foregoing” and in no case presume that the items or things enumerated are complete or exhaustive or descriptive of the whole for which the items or things are constituent parts;

“Manufacturer” means refers to the company that manufactures the components and equipment backed by a warranty against defects. They also provide recommendations on the proper application and installation methodology of their products;

“Proponent” means responder to this Request for Proposals.

“Proposal” means the submission by the Proponent.

“RFP” “Request for Proposals” shall mean and include the complete set of documents, specifications, drawings and addenda incorporated herein, and included in this Request for Proposals.

“Services” means and includes the provision by the successful Proponent of all services, duties and expectations as further described in this RFP.

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

“Shall” “Is to” “Will” “Mandatory” means a requirement that is to be met.

“Work” “Works” shall unless the context otherwise requires, mean the whole of the work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor, including construction, installation, completion, protection, repair, replacement, maintain and testing of the work.

1 INTRODUCTION

1.1 Project Description

The City invites Proposals from professional, qualified, experienced companies for the design, hardware procurement, installation, provisioning, training, maintenance, including ongoing support of the solution proposed.

Through this RFP, the City is seeking to:

1. Replace existing telephone system with a Unified Communications Platform
2. Upgrading Local Loop and SIP Trunking Services
3. Upgrading Internet Services

The need for functionality, scalability, reliability and manageability requirements for solutions proposed are outlined in this RFP document.

Proponents may choose to provide a Proposal on one or all of the Services listed above. The City reserves to right award all the Services to one Proponent or to break out the Services and award to multiple Proponents, based on what the City determines as best value.

Proposals should reflect a complete system replacement as the City does not desire upgrading, fixing or otherwise integrating any part of the existing system. Upon successful replacement and operation of the new telephone system, the old telephone systems are to be removed.

1.2 Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

Proponents are to submit along with their Proposal Submission in **Excel format:**

Appendix B – Replacement Requirements and Response

Appendix C – Pricing – Telephone System Replacement and Internet Services

1.3 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City will evaluate those departures as per the Evaluation Criteria stated within this RFP.

1.4 Evaluation Criteria

The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Reputation, Capacity and Resources – 20 points

- Company profile, years in business
- Business and technical reputation and capabilities;
- Financial stability, capacity and resources

- Experience, and demonstrated successful performance on projects of similar size, scope and complexity
- Demonstrated ability to complete projects on time and within budget
- Project team and key personnel
- Suppliers and Sub-contractors
- References

Technical – 50 points

- Project understanding
- Hardware and software
- Requirements stated in **Appendix B – Replacement Requirements and Response**
- Methodology and workplan(s) as to project management; business process review; delivery, storage and handling; and deployment, test and acceptance
- Security
- Quality assurance
- Risk factors
- Training and documentation
- Customer Service
- Safety
- Schedule and completion date
- Maintenance requirements
- Stated departures
- Licensing and service agreements
- Warranty

Financial and Value Added – 30 points

- Total Cost
- Value Added
- Sustainable Benefits and Social Responsibility

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

The criteria listed above will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the work outlined in this RFP.

1.5 Examination of Proposal Documents

The Proponent is to carefully examine the Proposal Documents. The Proponent may not claim, after the submission of a Proposal, that there was any misunderstanding with respect to the requirements and conditions imposed by the City.

There will be no opportunity to make any additional claim for compensation or invoice for additional charges that were not considered and included in the Proposal price submitted, unless the City, at its sole discretion, deems that it would be unreasonable to do so, or there are additional work requirements due to unforeseen circumstances.

All information in this RFP Document, Drawings, Specifications, Investigation, and any resulting Addenda will be incorporated into any Contract between the City and the successful Proponent, and therefore is to be considered by the Proponent in preparing their Proposal.

1.6 Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services. Taxes are to be shown separately at time of invoicing.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licenses, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

Pricing is to be submitted on [Appendix C – Pricing – Telephone System Replacement and Internet Services](#) workbook **IN EXCEL FORMAT**, attached to this RFP.

1.7 Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Commercial General Liability (CGL) insurance \$5M coverage provided on the [City's Standard Insurance Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)

d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for the Services.

2 GENERAL CONDITIONS OF CONTRACT

2.1 Terms and Conditions

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), as published on the City's website, the Conditions listed below, the Request for Proposals Documents, Appendices, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

In addition, the following terms and conditions will also apply to this Contract:

2.2 Operations and Coordination of the Services

The Contractor shall agree to coordinate the execution of the Services with the City such that disruption of the work of all involved is minimized.

2.3 Hours of Work

The Contractor is to carry out the work during regular business hours or hours that will suit the operational hours of the site. For work that may be less disruptive completed outside regular business hours, the Contractor will seek approval from the City prior to that work being scheduled.

2.4 Regulatory and Compliance Requirements

Contractor is to comply with the latest British Columbia Building Code, and Canadian Electrical Code, including all provincial and other amendments, and local by-laws. When multiple codes and/or regulations apply, follow the most stringent provision:

- Canadian Standards Association (CSA)
- Canadian Electrical Code (CE)
- Worker's Compensation Act;
- Payment Card Industry Data Security Standard (PCI DSS)
- BC's Personal Information Protection Act, SBC 2003 c. 36
- Federal Personal Information Protection and Electronic Documents Act, SC 2000 c 5
- Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165 (FIPPA)

2.5 Progress Claims

Progress claims is to be made once per month and is to only cover labour for current month and for equipment which has been delivered to site.

3 SCOPE OF SERVICES

3.1 Overview of Services

The City is seeking to replace the current telephone system with a Unified Communications System that with the capability to service remote locations with the same features and functionality regardless of location. The proposed system is to be expandable to add locations as and when required.

The Services consist of:

- Telephone System Replacement / Unified Communications System
 - supply, installation
 - provisioning
 - testing
 - hardware
 - software
 - maintenance and support
 - training and documentation
- Local Loop/SIP Trunking
- Internet Services

The City will consider the following systems in making a decision:

- On Premise solution
- Cloud
- Hybrid (Combination of Cloud and on premises)

Proposals are to include all incidental or related products materials, equipment, labour, and services necessary to complete the Services.

Any solution proposed is to reduce potential single points of failure. Refer to [Section 3.5 Requirements](#)

3.2 Qualifications

The Contractor is to have been regularly engaged in the supply and installation, service and maintenance of a Unified Communication Systems similar to that specified herein for a minimum period of ten years.

3.3 Hardware and Software Products

All products specified and supplied in this project is to be sourced through manufacturers authorized distribution channels. The Contractor is authorized by the manufacturer or manufacturers approved distribution channels to supply, install and service products specified or approved for use in this project.

Upon request, the Contractor is to show proof of a contractual relationship with the manufacturer or manufacturers authorized representative to supply service and /or provide warranty service and is to submit the manufacturer's certification to City and/or the City's authorized representatives. Verification is to be specific to this job and

generic (To Whom It May Concern) letters may not be deemed as acceptable verification.

The Proponent is responsible for all costs associated with the supply of required equipment through authorized supply channels and is to be fully responsible for all costs related to warranty issues of product.

3.4 Overview of Current Environment

Please see [Appendix A – Telephone System – Current Environment](#).

3.5 Requirements

i. General

a) Unified Communications System

- Automated Attendant
- Basic Features and Functionality
- Call Centre
- Telephone Sets
- Voice Mail
- PCI
- Integration with:
 - Microsoft Active Directory
 - Microsoft Exchange
 - Skype for Business / Microsoft Teams
- Maintenance and support

b) Local Loop/SIP Trunking - provide PSTN access to the system proposed above for and long distance telephone call processing.

- Provide physical address identification for 911 calls refer to [Section 3.6 - E-Comm 911 Location Identification Requirements](#)
- POTS lines for approximately 40+ facilities
- Retain all existing telephone numbers.

c) Internet Services

- 1GB internet service
- Unlimited data transfer

ii. Replacement Requirements

[Appendix B – Replacement Requirements and Response](#) provides detailed information as to the requirements for any solution proposed. Responses are to be added to [Appendix B –Replacement Requirements and Response](#) utilizing the indicators described below. Additional comments may be added in the “Comments/Notes” column. When providing responses to the requirements set forth, Proponents are to use the response indicators contained in the following:

Indicator	Meaning
S	Feature/Function is included in the proposed system release
F	Feature/Function will be available in a future system release
C	Feature/Function is not included in the current system release, and is not planned to be a part of a future system release. However, this feature could be provided with custom modifications.
T	Feature/Function is not included in the current system release, and is not planned to be a part of a future system release. However, this feature could be provided with integration with a third-party system
N	Feature/Function cannot be provided
Instructions	
If a response indicator of “F” is provided for a requirement that will be met in a future system release, the Proponent is to indicate the planned release version as well as the time the release will be generally available.	
If a response indicator of “C” is provided for a requirement that will be met through a custom modification, the Proponent is to indicate the cost of such a modification.	
If a response indicator of “T” is provided for a requirement that will be met by integration with a third-party system, the Proponent is to identify this third-party system and include a cost proposal to secure this system.	

The Proponent is to submit [Appendix B – Replacement Requirements and Response](#) along with their Proposal Submission.

3.6 E-Comm 911 Location Identification Requirements

With only two CSE1000 switches supporting multiple physical locations, it will be necessary for Proponents to translate location identification information passed on to E-Comm (i.e. in the case of a call to 911) based on telephone locals rather than CSE1000 locations. In order to facilitate this, the City has assigned local number ranges to specific physical addresses ([see Appendix A – Telephone System – Current Environment](#)) and has put restrictions on number portability.

Proponents must describe how their proposed system will handle this requirement, what agreements they have in place with Telus or E-Comm for the transmission of this information and any undertakings that might be required by the City to accommodate this requirement. In particular, the method and frequency of database management and maintenance should be clearly defined. Any costs associated with this service including any costs for required third party solutions should be identified in pricing spreadsheet [Appendix C – Pricing – Telephone System Replacement and Internet Services](#).

3.7 Network Resiliency

Contractor is to provide resiliency for the Services (SIP Trunk and Internet Services) stated within this RFP.

Any solution that proposes on premise equipment, can be housed at one of the following City datacenters:

Data Centre	Location
Primary data centre	Coquitlam City Hall
Secondary data centre	Poirier Sports and Leisure Complex
Tertiary data centre	Austin Service Centre

The three data centres are connected via single mode optical fibre in a ring configuration.

If redundant connections in the City are possible via the Internet Service Provider or by contracting with multiple Internet Service Providers, it is encouraged to provide these as possible options in the Proposal. When describing options for improved resiliency for the SIP Trunk, Proponents should indicate the difference in service level commitments and the prices associated with each option presented.

3.8 Security and Confidentiality

The Proponent will be required to fill out a standard Privacy Impact Assessment, enter into a Contract containing privacy related provisions, and a Non-disclosure agreement.

All data or information is to be stored on servers inside Canada.

Software –as-a-Service (SaaS)

For hosted or Software-as-a-Service (SaaS) solution, it is required to:

- Be in compliance with all applicable privacy legislation and legislative requirements and best practices in relation to privacy and record-keeping including:
 - BC's Personal Information Protection Act, SBC 2003 c. 36
 - Federal Personal Information Protection and Electronic Documents Act, SC 2000 c 5
 - Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165 (FIPPA)
- Submit a standard Privacy Impact Assessment
- Enter into a Contract containing privacy related provisions
- Enter into a Non-disclosure agreement

For encryption or security requirements, refer to [Appendix B – Replacement Requirements and Response](#).

The Proponent is to provide responses to SaaS requirements as requested and submit [Appendix B –Replacement Requirements and Response](#) along with their Proposal Submission.

3.9 Implementation Services

i. Project Management

The Contractor will assign a project manager to oversee and manage project

scope, timeline and provide resources through all requirements in this RFP and agreed to project objectives and will included the following:

- Project Plan
- Detailed Deployment/Transition schedule
- Weekly status reporting, raising risks or issues
- Attend status meetings with the City Project Manager and Project Team on a weekly basis or a scenario requiring discussion and/or escalation
- Include Deployment check list and user sign off process
- Manage Risks
- Manage issue management and escalation path for the City required escalations

ii. Gap- Fit Analysis (Business Process Review)

The Contractor will analyze the functional and technical requirements set forth and provide a detailed explanation, demonstrating how it intends to address each requirement.

This gap-fit analysis will identify areas where the City may be required to change existing business processes to accommodate system functionality. To conduct the gap-fit analysis, the City expects that the vendor will review all business and technical requirements with the City staff in a series of meetings.

The Contractor will review and confirm all requirements and update the requirements list with any necessary changes to ensure the Contractor and the City have a common understanding of all business and technical requirements.

The gap-fit analysis will be a critical point in the City-Contractor relationship, as the City intends for this exercise to provide the opportunity for both parties to gain consensus on expectations and challenges involved in the system rollout. The City expects to obtain from this analysis a clear understanding and agreement of how the Contractor intends to address its specific system needs and determine if any additional resources are needed.

iii. Training and Education

The Contractor will develop, provide and manage a detailed plan for training. This training plan must include the information described below:

- a) The Contractor is expected to provide a comprehensive training plan that incorporates multiple levels of training for City staff including the following areas; Standard Users, Call Centre, and System Administration. The City may choose to have an internal trainers undertake training with the Contractor and then provide instruction to general users (train the trainer). Training should encompass at least the core project team and technology personnel.

- b) System Administration: Installation of the system will include training for staff in system administration. Remote administration of the system is to be available to ICT staff.
- c) All system administration and end user documentation is to be provided, electronic documentation is preferred.

iv. System Documentation

The Contractor is to develop and provide documentation that describes the features and functions of the proposed application software.

The documentation is to be provided for both users and the technical personnel who will be administer and maintain the system.

The Contractor shall provide documentation in web-based and/or PDF format for each application module. Contractor is to provide a sample system documentation as part of their Proposal.

3.10 Deployment and Testing Plan

Plan is to include the transition from the City's current system to the new system, including deployment, transition and testing.

Detailed Testing Plan - All on-site tests are to be conducted in the presence of the City who may suspend or discontinue testing at any time if performance is unsatisfactory. Additional testing will be resumed when corrective action has been performed. Any additional costs incurred as a result of failed testing are the responsibility of the Contractor.

The City expects the installation of the new systems to have little or no impact to ongoing operations. All staff disruptions are to be kept to a minimum.

Provide detailed plan(s) which include:

- How Proponent would approach this project and engage with the City.
- Identify all the steps to be taken;
- Hours/days that would be required of City staff and Proponent team;
- All project phases including consultation, design, development, testing, training and implementation.
- Detailed Release Plan and checklist
- Relative timelines for transitioning the services to their network if applicable.
- Schedule for cutover to the new Services occurring outside of standard business hours to minimize disruption to staff.
- Outline a plan of moving telephone service providers, i.e. number portability
- Training Plan
- Backout Plan
- Detailed Testing Plan
- Identify any challenges the Proponent may anticipate in this project and the measures utilized to mitigate them.

3.11 City's Responsibilities

It is acknowledged that this work must be conducted jointly between the City and the successful Proponent. To that end, the City commits to the following:

- Provide a fully imaged City PC for software installation testing.
- If required, a secured centralized storage area that can be used for pre-staging of units.
- A secured staging and/or storage area will be provided at each location the day before the deployment
- Work with the proponent to create a schedule for deployment.
- Being available for any consultations or escalations regarding decommissioning and disposal throughout the course of the project.
- Provide an assigned ICT Project Manager to assist and facilitate project industry standard project management requirements, not limited to the following: overseeing City resources, assisting with planning and managing the deployment schedule, act as the point of contact to internal resources/clients and provide an escalation point to the successful proponent.
- Supply an ICT Deployment coordinator to work with and serve as the internal point of contact for the deployment teams.
- Provide necessary rack space at one of the City's two data centres.
- Provide necessary in-house technical resources to assist in the implementation of the Unified communications platform.
- The City will be responsible for the installation of third-party software.

3.12 Service Facility

The Contractor is to have a service facility with dedicated service staff, and agree to maintain such facility for the duration of the Warranty Period.

3.13 Delivery, Storage, and Handling

Contractor will supply, deliver only new materials and equipment. Deliver and store materials in original, unopened packaging. Assume all packing, transportation, and insurance costs.

All packaging material is to be removed from site at the Contractor's expense.

All equipment and materials delivered to the site are received in writing by the Contractor. The City staff are not authorized to sign for receipt of goods.

The Contractor is responsible for the safe and secure storage of materials, ensuring protection from potential damage. Contractor will coordinate storage requirements with the City.

3.14 Pricing

For any additional work that affects the project schedule or the Contract Price, the Contractor must receive written authorization from the City's Project Manager prior to commencing any additional work.

3.15 Warranty Period

Warranty all supplied products, for a minimum of one year on parts and one year on labor without limitation other than those stated herein. This warranty is to apply to all equipment malfunctions not caused by abuse or misuse by the City.

Warranty all supplied software and firmware, for a minimum of one year without limitation other than those stated herein. During this period, provide all major updates and upgrades.

Warranty the installation work for a minimum of one year on parts and one year on labor without limitation other than those stated herein. This warranty is to apply to all malfunctions directly attributable to faulty installation work or materials.

Begin the Warranty Period upon completion of work.

In the event that any manufacturers' warranties are for a longer term (extended warranties) than specified herein, ensure that all such warranties are fully transferred to the City. Transfer of any warranty to the City is to not, in any manner, diminish the Contractor's responsibilities as stated herein.

Submit manufacturer's warranty certificates and registration forms.

3.16 Support and Maintenance

The Contractor will provide support and maintenance of the proposed system as it relates to:

- Remedial Maintenance
- Preventative Maintenance
- Software Maintenance
- Replacement Parks
- Remote Diagnostic Monitoring
- Traffic Studies
- Maintenance Service Reports
- Spare Parts/Equipment
- Equipment Records/Backup
- Coverage
- Maintenance Response/Repair Criteria
- Preventative Patch Maintenance Services
- Chargeable Services
- Customer Participation

3.17 Billing and Reporting

A sample invoice that clearly represents the type of information the Proponent would provide in support of charges itemized on the invoice for the Services contemplated in their Proposal.

In addition, provide details of any electronic billing or reporting available to assist the City with management of the Services.

APPENDIX A

TELEPHONE SYSTEM CURRENT ENVIRONMENT

The City's telecommunications network provides connectivity to over 19 buildings most of which are located in 3 primary campuses: City Centre, Austin Works Yard and Poirier Sports and Leisure Centre (see Appendix B). All buildings are connected via the City's redundant fibre-optic network.

The City has two 1Gb internet connections, one terminates at City Hall and the second terminates at Poirier Sport and Leisure Centre (PSLC)

- 2 Data Centres with 2 independent fibre links between them that supports 10GB network and 16Gb Fibre Channel
- Avaya/Extreme network
- Ruckus Wireless network
- 850 Desktop/Laptops
- 900 VOIP telephones
- 400 Mobile Devices
- 1200 - 1600 Employees (dependent on the season)
- 1000+ AD accounts
- 300 Servers
- 150 Tb of storage
- Remote/Mobile work force
- Microsoft Active Directory, Exchange and Skype for Business. The City plans to migrate to Microsoft teams within the next 12 months.

Telephone System

The Avaya telephone system currently supports approximately 840 telephones and utilizes the equivalent of six PRI trunks for local loop access. The capacity of the system is meeting the City's current call volume requirements.

- CS1000 – Call Server. Two call servers that are redundant and load balancing.
- MG1010 – Configured as a Branch Office and/or media gateway at select locations
- Signaling Server(s)
- Telephony Manager – TM
- Voice Mail – Call Pilot. Physical appliance
- Call Centre – Avaya. Deployed as a virtual machine.
- Avaya 1140 E Handsets
- Avaya 2050 softphone
- Avaya 6120 WLAN Wireless IP phone

Telephone switching equipment is located at:

Location	Equipment	PRI's
City Hall	CS1k Call Server / Signaling Server / Voice Mail / Call Centre	3 PRI's
Austin Service Centre	CS1k Call Server / Signaling Server	3 PRI's
Town Centre Fire Hall	MG1010 Branch Office	½ PRI
Pinetree Community Centre	MG1010 Media Gateway	No
Mariner Fire Hall	MG1010 Media Gateway	No
Austin Fire Hall	MG1010 Media Gateway	No
Poirier Admin	MG1010 Media Gateway	No

Call Centre / Auto attendant Menu

The City runs the Avaya Contact Center (Build 8.0.0.206) and is configured as follows:

1. 14 Supervisors
2. 86 Agents

The City supports the following Call Center groups:

1. Information and Communications Technology
2. Engineering and Public Works / Garbage and Recycling (24x7)
3. Revenue Services
4. Parks, Rec and Culture
5. Human Resources
6. Parks and Facilities Work Control

In addition to the Call Center, the City maintains the follow auto attendant menus:

- City Hall - Main number
- City Hall – Permits
- City Hall – Planning and Development
- PRCS – City Centre Aquatics Complex
- PRCS – Pinetree Community Centre
- PRCS – Glen Pine Pavillion
- PRCS – Dogwood Pavilion
- PRCS – Poirier Sports and Leisure Centre
- PRCS – Information line
- Animal Shelter
- Fire Department – Town Centre Fire Hall

Direct Inward Dialing (DID's)

The City maintains a blocks of Direct Inward Dialing (DID's) numbers in a single central office (927) and they are as follows:

DID Range(s)
3000 – 3099
3400 – 3749
3900 – 3999
4300 – 4399
6000 – 6499
6700 – 6799
6900 – 6999
7360 – 7399

Centrex series of numbers:

External	927	6520-6538
Evergreen Cultural Centre	927	6548-6567
TCWY	927	6589-6599
External	933	6100-6169

Distribution of DID's and Handsets are as follows:

City Facilities	DID's (1)	Digital (2)	Handsets
City Hall	518	36	407
City Hall ANNEX	41	0	41
Glen Pine Community Centre	13	0	11
City Archives @ City Central Library	4	0	4
City Centre Aquatics Center (CCAC)	15	0	15
Pinetree Community Centre	24	5	16
Innovation Centre	18	0	15
Austin Service Centre (AWY)	135	7	126
Coquitlam Animal Shelter	13	3	10
Town Centre Works Yard (East Zone)	3	0	3
Town Centre Fire Hall (TCFH)	73	10	63
Mariner Fire Hall (MFH)	21	2	19
Austin Heights Fire Hall (AFH)	17	1	16
Burke Mountain Fire Hall (BMFH)	14	1	13
Smiling Creek Activity Center	1	0	1
Mundy Park Fieldhouse	1	0	1
Robinson Memorial Park Cemetery	3	0	3
Poirier – Community Centre	4	0	4
Poirier – Sport Centre	43	0	42
Poirier - Centennial Activity Centre	1	0	1
Poirier – Admin Building	22	3	18
Poirier – Dogwood Pavilion	12	0	12
Town Centre Stadium	0	0	0
Totals (3)	996	68	841

Notes

1. DID – Direct inward Dialing. The count reflects the current number of DID's that are assigned either to a physical handset, call center or virtual number.
2. Digital – The current phone system supports legacy analog/digital lines. For those buildings that have either a CS1k/Media Gateway/Branch Office an analog line is used to support fax
3. Total Number of items are an approximate and will be confirmed at the outset of the project.

Analog/Digital Lines

The City maintains approximately 80 analog/digital lines across the City for:

- Alarms
- Elevators
- Fax lines
- Pump Stations
- Traffic Signal

Call Redirect

In the event of a local telephone system outage, the City has established a call redirect service with the current incumbent. The service redirect's numbers at the Central Office to dedicated analog lines and/or City assigned cell phones. Each redirect line has 6 options.

- Call redirect lines in place:
 - Engineering and Public Works
 - Town Centre Fire Hall - Administration Building
 - Town Centre Fire Hall - Alarm Company
 - Parks
 - Collections
 - Information and Communications Technology
 - Emergency Operations Centre - Helpline
 - Coquitlam Search and Rescue
 - Pinetree Community Centre
 - City Centre Activity Centre
 - Poirier Sports and Liesure Centre
 - Coquitlam Animal Centre

Major City Facilities and Addresses

Location	Address
City Hall	3000 Guildford Way, Coquitlam, BC V3B 7N2
City Hall – Annex	201-3007 Glen Drive, Coquitlam
City Centre Aquatics Center (CCAC)	1210 Pinetree Way, Coquitlam, BC V3B 7T8
Pinetree Community Centre	1260 Pinetree Way Coquitlam, BC V3B 7Z4
Community Innovation Centre	1207 Pinetree Way, Coquitlam, BC V3B 7Y3
Glen Pine Community Centre	1200 Glen Pine Court, Coquitlam, BC V3B 2P7
Glen High Office Tower	2963 Glen Drive, Coquitlam, BC V3B 2P7
Town Centre Works Yard (East Zone)	1250 Pipeline Road, Coquitlam, BC V3B 4S1
Town Centre Stadium	1250 Pipeline Road, Coquitlam, BC V3B 4S1
Town Centre Fire Hall (TCFH)	1300 PineTree Way, Coquitlam, BC V3B 7S4
Mariner Fire Hall (MFH)	775 Mariner Way, Coquitlam, BC V3C 6C6
Austin Heights Fire Hall (AFH)	428 Nelson St., Coquitlam, BC V3K 6N4
Burke Mountain Fire Hall	3501 David Avenue, Coquitlam, B.C. V3C 3V4
Austin Service Centre (AWY)	500 Mariner Way, Coquitlam, BC V3K 3S2
Coquitlam Animal Shelter	500 Mariner Way, Coquitlam, BC V3K 3S2
Poirier – Centennial Room	625 Poirier St., Coquitlam, BC V3J 6B1
Poirier – Community Centre	624 Poirier St., Coquitlam, BC V3J 6B1
Poirier – Admin Building	640 Poirier St., Coquitlam, BC V3J 6B1
Poirier – Dogwood Pavilion	624 Poirier St., Coquitlam, BC V3J 6A9
Poirier – Sport Centre	633 Poirier St., Coquitlam, BC V3J 6A9

APPENDIX B

REPLACEMENT REQUIREMENTS AND RESPONSE

(attached as a separate Excel file)

APPENDIX C

PRICING – TELEPHONE SYSTEM AND INTERNET SERVICES

(attached as a separate Excel file)



City of Coquitlam
REQUEST FOR PROPOSALS
RFP No. 21-020

**Telephone System Replacement
and
Internet Services**

Proposals will be received on or before 2:00 pm local time on:

Tuesday February 9, 2021
(Closing Date and Time)

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be consolidated into one (1) .pdf file and uploaded electronically through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

- 1. In the "Subject Field" enter:** RFP Number and Name
- 2. Add files in .pdf format and Send** (Ensure your web browser remains open until you receive two emails from Qfile to confirm upload is complete.)

Proponents are to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

Proposal Submission Form

Complete and return this Proposal Submission Form along with:

- ☐ **Appendix B - Replacement Requirements and Response – in EXCEL**
- ☐ **Appendix C – Pricing – Telephone System Replacement and Internet Services – in EXCEL**

Submitted by: _____
(company name)

1. PRICE

All Services provided is to be in accordance with all governing regulatory authorities within the City of Coquitlam.

Pricing provided should be inclusive of the labour, materials, tools, equipment, transportation, fuel, supervision, disposal fees, incidentals and any other items required for completion of the Services.

Pricing is to be stated in Canadian funds and held firm for the completion of the work. Pricing is to exclude GST.

Pricing for hardware, software, labour and warranty is to follow the format in **Appendix C – Pricing – Telephone System Replacement**.

****Pricing is to be completed and submitted in Appendix C – Pricing – Telephone System Replacement and Internet Services** and submitted in Excel format.**

2. REQUESTED DEPARTURES – CONTRACT

The Proponent has reviewed the City's Contract and the [Standard Terms and Conditions - Purchase of Goods and Services](#) . I/We would be prepared to enter into that Contract, amended by the following departures (list, if any):

--

3. SOFTWARE LICENSING AND SERVICE LEVEL AGREEMENTS

Proponent is to provide copies of all Licensing and Service Level Agreements that would be applicable as to the solution proposed.

Submitted: Yes ☐ No ☐

If No, please explain why:

--

4. VALUE ADDED

Provide information on what makes your firm innovative, what is your competitive advantage, and what other services your firm provides that would assist or be of benefit to the City:

--

5. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

5.1. Sustainable Benefits

Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City:

--

5.2. Social Responsibility

- a) What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:

--

- b) What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises:

--

6. BUSINESS INFORMATION

Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):

No.	Information Requested	Proponent's Response
i.	Location and branches	
ii.	Years in business	
iii.	Stability of the Proponent	
iv.	Organizational Structure	

7. EXPERIENCE, CAPABILITIES AND CAPACITY

- i. Proponent is to provide a narrative as to their experience and capabilities in delivering goods and Services similar to those requested in this RFP:

- ii. Proponent is to provide a narrative as to their capacity to take on this project with respect to manpower and other contracts that may affect their ability in delivering the goods and Services within the timeline expectations of the City:

- iii. Proponent is to provide a narrative confirming their firm has been providing similar systems and services as requested in this RFP for a minimum of ten (10) years including supply, installation, services and maintenance:

8. PROJECT TEAM AND KEY PERSONNEL

Proponents to provide information on the background and experience of all key personnel proposed to undertake the Services (use the spaces provided and/or attach additional pages, if necessary):

	Name	Title/Position	Role and Responsibility	Qualifications	Years Experience
i.					
ii.					
iii.					
iv.					
v.					
vi.					

9. SUB-CONTRACTORS

The Proponent is to provide information on the background and experience of all sub-contractors proposed to undertake the Services. The Contractor is responsible for all work on this project and confirms that subcontractors are identified and will comply with all terms and conditions of the RFP:

	Sub-Contractor	Services Performed	Experience and Qualifications	Supporting Documentation attached (certifications, qualifications etc.) (Yes/No)	Years in Business
i.					
ii.					
iii.					

10. SUPPLIERS

The following suppliers will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP:

	Description of Goods (including software)	Company Name	Authorized by manufacturer or approved distribution channels (Yes/No)
i.			
ii.			
iii.			
iv.			
v.			

11. REFERENCES

Proponents are to be professionally qualified to perform the services required and have successfully completed recent Telephone System projects similar in size, scope and complexity. Provide current references that the City may contact to verify successful performance of the Services.

Description of Contract or Project	
Year Started	
Year Completed	
Company	
Contact Person	
Telephone and Email	
Contract Value	

Description of Contract or Project	
Year Started	
Year Completed	
Company	
Contact Person	
Telephone and Email	
Contract Value	

Description of Contract or Project	
Year Started	
Year Completed	
Company	
Contact Person	
Telephone and Email	
Contract Value	

12. BILLING AND INVOICING

a) Proponent is to attach a sample invoice:

Attached: Yes ☐ No ☐

If No why:

--

b) Provide details of any electronic billing or reporting available to assist the City with management of the Services:

--

13. DEMONSTRATED ABILITY TO COMPLETE PROJECTS ON TIME AND WITHIN BUDGET

i.	Proponent is to describe how they will complete the Services on time and within the Proposal Price:
ii.	In the past 5 years, has the Proponent been delayed in completing a project of similar scope and complexity? Yes <input type="checkbox"/> No <input type="checkbox"/>
iii.	What were the reasons for the delay?
iv.	How did the Proponent attempt to mitigate the issue?
v.	In the past 5 years, has your firm needed to request an increase to the Price in completing a project of similar scope and complexity? Yes <input type="checkbox"/> No <input type="checkbox"/>
vi.	What were the reasons for requesting an increase to the Price?
vii.	How did the Proponent attempt to mitigate the issue?

14. PROJECT UNDERTSANDING

Proponent is to provide a narrative that illustrates an understanding of the city's requirements and Services requested:

15. SOLUTION PROPOSED

Proponent is to provide information as to solution proposed. Information is to include what the solution is, why this solution is being proposed. Include software and hardware proposed as part of the solution.

16. METHODOLOGY AND WORKPLAN

Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the work *(use the spaces provided and/or attach additional pages as necessary)*.

a) Unified Communications System

i. Project Management

Project management – As per [3.9 Implementation Services](#), provide a description of your project management methodology that will meet the City's requirements.

ii. Gap-Fit Analysis (Business Process Review)

Analysis - As per [3.9 Implementation Services](#), the Proponent will provide a plan and describe the approach of how it conducts the review of business processes relating to the existing telephone system and call centre.

iii. Delivery, Storage and Handling

Materials delivery, storage handling and clean up – Proposals should address the plan for the delivery, storage, protection and handling of materials. Provide detail as to how the material is protected from damage, recycle or reuse for surplus materials, cleanliness of work site.

iv. Deployment, Test and Acceptance

Deployment, testing, verification and acceptance of the work – As per [Section 3.10 Deployment and Testing Plan](#), provide a detailed plan that provides the methodology on the transition from the City's current telephone system to the new system, including testing and acceptance. The testing plan and verification measures are to be comprehensive to verify the system is working correctly.

v. Security

Proponents are to discuss their approach to security, including at a minimum:

- a. **Security practices and standards** - List and describe all security practices, standards or methodologies the Proponent's solution follows to ensure client data is secured against malicious activity

- b. **Security breaches** - Describe any security breaches the Proponent or their clients have incurred in the past five years as a result of using the Proponent's solution. What is the Proponent's typical response to a security breach? What steps are taken? What if any access to the network does the solution require?

- c. **Security measures** – State and describe other security measures taken by the Proponent

- d. **Hosting services** - Provide information on the physical location of the primary and secondary/backup hosting services.

- e. **Multiple sites** - Does the proposed solution make use of multiple compute sites, data storage or content delivery locations? If so where are these located?

vi. Quality Assurance

Quality Control and Assurance - Provide the measures the Proponent's project manager will use to maintain quality control to completion of the project. Proponent is to include historical project diagrams, system record drawings and/or proposed drawings for what is being requested within this RFP.

vii. Risk Factors

Risk and mitigation - Describe the risk factors for each activity throughout the project and the mitigation measures the Proponent will utilize.

viii. Training and Documentation

System education, documentation and training - As per [3.9 Implementation Services](#), provide a detailed plan that addresses system education, documentation and training requirements that will be provided. System documentation is to include screen shots of administrative interface, end user interface. Include examples of documentation, training material, methods of training delivery, screen shots of interfaces, sample reports for departmental usage, billing invoices, call queue reports, samples of documentation and training material.

ix. Customer Service

Customer Service – Proposals are to provide a customer service plan that provides a seamless implementation with minimal staff disruptions. Include what disruptions would look like, what portion of the project, length of time disruption would be for, etc.

x. Safety

Site Safety - Proposal is to provide how the Proponent would address safety on the work site.

b) Local Loop/SIP Trunking

Proponent is to state if they are leasing or reselling the Local Loop/SIP Trunking Services or if they are the original supplier. Provide details:

c) Internet Services

Proponent is to state if they are leasing or reselling the Internet Services or if they are the original supplier. Provide details:

17. SYSTEM REQUIREMENTS

Proponent is fill out ALL Worksheets on **Appendix B – Replacement Requirements and Response**.
Appendix B (in Excel format) is TO BE SUBMITTED along with the **Proposal Submission Form**.

18. TECHNICAL SPECIFICATIONS AND DESCRIPTION – NON SPECIFIED EQUIPMENT

Proponent is to provide a description and technical specifications of all significant equipment, wiring or features deemed by the Proponent to be necessary to the function and operation of the system, but not specified in the RFP (use the space provided and/or attach additional pages, if necessary):

19. WARRANTY

Proposal must include full description of warranty and extended warranty options for the equipment proposed and associated accessories.

- a) Please provide a summary of the manufacturer/distributor warranty information for new equipment purchases. (Detailed warranty information by Manufacturer may be provided separately)

- b) Provide details as to the any additional manufacturer/distributor warranties.

20. SCHEDULE & COMPLETION DATE

The City is anticipating to make an award February 2021 with completion of the Services by September 1, 2021. Dates stated are estimates.

The Proponent is to state when they are available and ready to start this project. Provide high-level timelines for key activities, including but not limited to supply, implementation, configuration and end-user training.

Indicate the timeframe for each activity including starting date and completion date and include the time in days to complete the activity.

Proposed Project Schedule			
Activity	Start Date	Completion Date	Days
PROJECT COMPLETION DATE			
DAYS TO COMPLETE PROJECT			

21. ADDENDA

We acknowledge receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal:

Addendum No.	Date Issued

22. AUTHORIZATION

We hereby submit our Proposal for the supply and services as specified and undertake to carry out the work in accordance with all Regulations and Codes, applicable to this RFP.

We agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our proposal be selected, will accept the City's contract: [Standard Terms and Conditions - Purchase of Goods and Services](#)

The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP submission, electronic signatures will be accepted.

Company Name:	
Address:	
Phone:	
GST Registration No.:	
Project Contact: Name and Title of Individual <i>for communication related to this RFP</i> (please print)	
Contact Email:	
Name & Title of Authorized Signatory: (please print)	
Signature:	
Date:	