

**Children's Aid Society – Nipissing Parry Sound
Phone System Replacement
RFP-11-09-19**



**Main Office
433 McIntyre St. West,
North Bay, Ontario
P1B 2Z3**

RFP-011-09-19

**The Children's Aid Society of Nipissing Parry Sound
Request for Proposal to Replace the
Telephone and Voicemail System
September 2011**

**Closing Date: October 28, 2011
Closing Time: 3:00pm**

**Contact: Norman Pollard
 Telcom Enterprises**
Phone: 705-429-8323
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1. DEFINITIONS

The following definitions apply to the interpretation of the Bid Documents:

1. **“Addenda or Addendum”** means such further additions, deletions, modifications or other changes to any Bid Documents.
2. **“Agency”** means The Children's Aid Society Nipissing Parry Sound, as identified in the Call for Proposals, and Proposal Documents and for the purpose of the award and execution and performance of the Project shall mean the entity awarding the Project.
3. **“Award”** means the acceptance by CAS Nipissing Parry Sound of a proposal to supply specific goods and/or services.
4. **“Bid Documents”** means collectively all of the documents comprising the Call for Bids, namely the RFP, and its related appendices.
5. **“Bid or Bid Form”** means the Bid in the form prescribed by these Bid Documents and completed and submitted by a Proponent(s) in response to and in compliance with the Call for Bids and the Bid Documents and for the purpose of entering into the Project with the Owner in the event of award.
6. **“Board”** means the governing board of The Children's Aid Society Nipissing Parry Sound.
7. **“Call for Proposals”** means the Call for Proposals on the terms and conditions set forth in the Proposal Documents.
8. **“Closing Time”** means the time specified in Section 2. (c), by which all Proposal submissions shall be received and stamped by the Owner.
9. **“Conflict of Interest”** means an actual or potential situation in which the personal interests of a vendor, employee, or official are, or appear to be, in conflict with the best interests of the agency.
10. **“Consultant/Contractor/Service Provider/Vendor”** means the individual, firm, company, or corporation to whom a contract has been awarded against an offer and who has undertaken to provide the goods/services required by this proposal.
11. **“Contract”** means the agreement in writing governing the Supply and Services which has been executed by the Owner and successful Proponent following acceptance by the Owner of the successful Proposal submission.
12. **“May”** used in this document denotes permissive.

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13. **“Owner”** means The Children's Aid Society Nipissing Parry Sound, as identified in the Call for Proposals and Proposal Documents and for the purpose of the award and execution and performance of the Project, shall mean the entity awarding the Project.
14. **“Proponent”** means any individual/firm/company/corporation receiving this invitation to submit a proposal in response to this Request for Proposal.
15. **“Recommended Proponent”** means the proponent that has had its proposal recommended for acceptance by the owner for Board approval.
16. **“Request for Proposal (RFP)”** means the document issued by CAS Nipissing Parry Sound to which proponents are invited to propose solutions that will result in the satisfaction of the owner's objectives in a cost efficient manner.
17. **“Responsive Proponent”** means a Proponent that follows and meets all of the requirements of the RFP, includes all requested documentation, is of timely submission, and has the appropriate authorized signatures as required on each document.
18. **“Responsible Proponent”** means who has the capability to perform the project requirements and the integrity and reliability that will assure good faith performance.
19. **“Selected Proponent”** means the proponent whose submitted proposal has been selected by CAS Nipissing Parry Sound for further consideration.
20. **“Shall and Will”** where used in this document denotes imperative.
21. **“Successful Proponent”** means the proponent whose proposal has been accepted by CAS Nipissing Parry Sound and its respective authoritative bodies.
22. **“Supply”** means to supply the necessary tools, material, equipment, and product to satisfy the Proposal requirements.
23. **“Work”** means work/service performed to meet a demand to comply with the conditions of the Project, delivery dates, specifications and technical assistance.

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2. General

- a) CAS Nipissing Parry Sound (hereinafter called “CAS Nipissing Parry Sound” or “the Agency”) is seeking proposals from qualified vendors for the supply, delivery and installation, commissioning, training and a maintenance support term of three (3) years for their new communications system. This system will replace the existing Nortel Norstar telephone switches and voicemail systems.
- b) The proposed new digital voice over internet protocol enabled telephone system is to be installed in their North Bay Head Office with Voice over Internet Protocol (VoIP links to their three (3) North Bay Branch sites as well as Burks Falls and Parry Sound offices.
- c) Proposals will be received by CAS Nipissing Parry Sound at: 433 McIntyre St. West, North Bay, Ontario P1B 2Z3 (Attention: Manager of Finance and Administration) sealed in appropriate envelopes using the labels provided herein, up to **October 28, 2011 3:00pm (“Closing Date”)**.

For a proposal to be considered responsive and responsible, it must be legibly signed by an individual who has the authority to bind the organization.

Faxed or electronic submissions will not be accepted in response to this RFP.

The onus, unequivocally, remains with the proponent to ensure that submissions are delivered to: 433 McIntyre St. West, North Bay by the closing time stipulated herein, in accordance with the submission process. Misdirected submissions, submissions received after the closing date and/or time will not be accepted and will be returned unopened after being date stamped or marked. Requests for extensions of closing date or time will not be granted and adjustments to submissions by telephone, fax, or electronically will not be considered.

Proponents will be permitted to withdraw their proposal unopened after it has been deposited, if such request is received in writing by the Manager of Finance and Administration, prior to the closing date and time specified in this document.

- d) The pricing submitted in your Proposal is to be firm and irrevocable for ninety (90) days from the Closing Date.
- e) Interested Proponents must attend a **mandatory site/information meeting** as follows:

Date: October 20, 2011
Time: 10:00am (Local Time)
Location: 457 Main Street W, Boardroom B
North Bay, ON

- f) Failure of a Proponent to attend the mandatory site/information meeting to be registered and be present for the entire meeting, from the time the meeting is called to order until the meeting is adjourned, will automatically result in suspension of their eligibility to submit a Tender for this Work. Proposals received from such Contractors shall be found non-responsive and disqualified.

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- g) The scope and nature of the Work will be reviewed and a formal tour of the Sites shall be conducted as appropriate. Refer to “Timeline” under “Description of Bid Process” in Section 6. f) on Page 9.

3. Project Background

CAS Nipissing Parry Sound is a Children’s Aid Society with about one hundred and seventy-five (175) staff members working at six (6) main sites, three (3) of which are located in North Bay at: 433 McIntyre Street West, 471 Main Street East; 457 Main Street West and 6 Airport Way in North Bay. The other two (2) locations are located in Burks Falls and Parry Sound. CAS Nipissing Parry Sound is a non-profit social service agency working under the authority of the Ministry of Children and Youth Services to protect children in danger of harm or neglect.

The currently installed Nortel Norstar Telephone System hardware utilized at all six (6) offices has been “manufacture discontinued” for many years and the maintenance support is on a best effort basis.

CAS Nipissing Parry Sound staff wants to be able to utilize new features not available on the current system (see features required on new system). All handsets, switches and associated hardware are owned by CAS Nipissing Parry Sound. As this is a major installation decision, CAS Nipissing Parry Sound wants to ensure that they are aware of all the technology capabilities, particularly features that could be utilized to enhance the safety of their staff.

4. Current Environment

All six (6) sites employ Nortel Norstar Telephone architecture with their main office site at: 433 McIntyre, housing the main Norstar processor and voice mail system. This system is extended via two (2) fifty (50) pair copper customer owned cables with only one activated between their Main office site at: 433 McIntyre and their: 471 Main Street West and 457 Main Street locations in North Bay. These three (3) locations are linked from a telephone extension perspective on an “under one roof” concept. The number of Norstar extensions are as follows:

| <u>LOCATION</u> | <u>EXTENSIONS</u> |
|--------------------------|--------------------------|
| 433 McIntyre Street West | 76 |
| 457 Main Street West | 19 |
| 471 Main Street West | 25 |
| 6 Airport Way | 19 |
| Burks Falls | 11 |
| Parry Sound | 19 |

Burks Falls; CAS Nipissing Parry Sound, Airport Ave., North Bay and their Parry Sound offices operate on a standalone basis and each of them have Nortel Norstar Telephone systems and each are currently served by six (6) copper lines, seven (7) copper lines and nine (9) copper lines respectively.

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All of our locations have Internet access as follows:

- A) 433 McIntyre has 6 mb fiber
- B) 457 Main Street West has wireless - 10 mb
- C) 471 Main Street West has wireless - 10 mb
- D) 6 Airport Way has high speed internet 5 static ip adsl 15 gig - 5 mb down. .5 up
- E) Burks Falls has high speed internet 5 static ip adsl 15 gig - 5 mb down. .5 up
- F) Parry Sound has high speed internet 5 static ip adsl 10 gig - 5 mb down. .5 up

The following data hardware is located within the North Bay offices:

3 Cisco Catalyst 2960 (48 port), 5 Cisco Catalyst 2950 (24 port) and 1 Cisco Catalyst 2900XL (24 port). Category five (5) cabling is currently being utilized in all offices.

The data switches in each of the Burks Falls and Parry Sound offices are 2 Cisco 24 port 10/100 switches with a 1 gig uplink capability.

All data switches in North Bay are congested with data. IBM Lotus (Registered) Sametime (Registered) software is currently being implemented.

All inbound North Bay calls for staff located at: 433 McIntyre; 457 Main Street West and 471 Main Street West are routed through a Telus provided PRI terminating on the main sites' Nortel Norstar System located at: 433 McIntyre Street. In dial (DID) numbers are utilized by staff to reduce reception congestion.

Desjardins Communications, Head Office in Sudbury currently is providing telephone system maintenance on the Nortel Norstar Switches. Allstream currently provides Long Distance services at the rate of One Point two (\$0.012) cents per minute.

5. System Requirements

CAS Nipissing Parry Sound wants to have all incoming calls for Parry Sound, Burks Falls and 6 Airport Way routed through the Telus PRI, similar to 457 and 471 Main Street. Currently, calls from those three (3) locations are routed through the PRI associated with the Norstar system at: 433 McIntyre. All intra office calls are to be routed to the outlying offices on a VPN basis, similar to their current local area copper network (LAN), between the: 433 McIntyre and Main Street locations. The North Bay voice mail system is to be designed so that callers can either press a single digit routing code to select a remote branch or select the individual at the remote location from the staff directory. As well, there are five (5) copper lines located within the three cable linked sites at: 433 McIntyre; 457 Main Street West and 471 Main Street West in North Bay Ontario. The current contracts for the various network services, such as their PRI, terminate in the fall of 2012.

Inbound calls from Parry Sound may be routed via Session Initiation Protocol (SIP). Provide SIP option pricing for the hardware or licensing required to terminate two Parry Sound SIP trunks on the proposed main telephone switch which will be located at: 433 McIntyre Street in North Bay.

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The project will be implemented in the month of December, 2011. When the project is complete, it must comprise a fully integrated and converged system with 4-digit dialing between all sites. The system must support both digital and analog devices (i.e. fax machines). The system must be easily managed and allow for simple maintenance tasks by local staff (adding and changing features, setting up new users, adding phones, etc.) The Agency also requires an Automatic Call Distribution (ACD) Module to enable the Agency Intake workers at: 433 McIntyre, main office site, to prioritize and schedule based on an ongoing high volume client caseload. Currently, three (3) intake workers are located at: 433 McIntyre with one in Parry Sound and Burks Falls respectively. An in-skin voice mail system with a minimum of twenty-six (26) ports is also required.

The new telephone system should have capability to expand to Two Hundred and Fifty (250) extensions.

Please include separate pricing for the ACD Module set up for six (6) agents. Also include pricing for a sixteen (16) and twenty (20) port voice mail system.

At least three (3) different phone models should be quoted: a basic phone (80% of total order), a more advanced phone for managers and group leaders (15% of total order), and an executive level phone (5% of total order).

In addition, two (2) receptionist/attendant phone stations are required, that could be used to easily see what lines are in use at a site and to transfer calls. All phones and lines should support voicemail (with message waiting alert) and caller-ID along with common features like call forwarding, call pickup, call park, conferencing, ring again, LCD display, hands-free and headset capable. CAS Nipissing Parry Sound would like to convert Voice Mail Messages into Wave Email Files to be displayed on the various computers or printed in a hard copy.

The system must also allow shifting of console operations to one of the other North Bay offices in an emergency situation.

Include a maintenance support cost outlining four (4) options as follows:

- Option A: - includes parts and labour,**
- Option B: - includes parts, labour, no phone sets,**
- Option C: - parts only, all labour billable, and**
- Option D: - parts only, all labour billable, no phone sets.**

In the event CAS Nipissing Parry Sound decides to implement a new IP enabled telephone system the existing or upgraded servers must be able to handle private IP addresses as well as having Ethernet switches built into the IP phones. The decision to upgrade the existing data switches to accommodate voice will be considered depending on upgrade costs. Please financially structure your proposal to allow for:

- A - Integrating the new telephone system utilizing the existing data switches,
- B - Implementing the system excluding the data network.

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Switch vendors for CAS Nipissing Parry Sound system include Cisco and others. In the event CAS Nipissing Parry Sound decides to integrate both voice and data, the successful bidder must be able to assist local staff in installing and setting up Quality of Service (QOS).

This RFP does not commit CAS Nipissing Parry Sound to pay for any expenses incurred by the bidder during the preparation of its responses to this solicitation.

6. Description of Bid Process

a) Evaluation Criteria

- i. Bidders must adhere to the timeline identified in this solicitation. In the event that alterations to the timeline become necessary, all bidders who have submitted their intention to bid will be notified of the changes and an addendum will be issued amending this document.

- ii. Each criterion is evaluated and assigned a score to a possible total maximum of 1,000. Only those Requests achieving a minimum Total Evaluated Score of 70% (700 out of 1,000 possible points) or higher based on this technical scale shall be further considered in the Evaluation process.

- iii. The evaluation criteria and values are as follows:
 - 1. Company and Manufacturer Evaluation 30%
(Demonstrated ability & experience on similar projects)
 - 2. System Technical Requirements Evaluation 30%
(Includes approach, methodology, equipment proposed, & quality assurance procedures)
 - 3. System Management Evaluation 10%
(Qualifications & experience of the team assigned)
 - 4. System TCO Evaluation 30%

b) Mandatory Site Visit

As described in Section 2 above, **mandatory** site visits will take place during the information/site meeting at: 433 McIntyre Street West, North Bay, Ontario. **Note – ONLY those firms in attendance at this meeting and who attend at the site visit may submit a bid.** A Sign in Sheet will be provided at the meeting and only those companies that have signed in prior to the meeting being called to order and that remain in attendance until the site visit is completed will be permitted to submit a bid for this project. Please RSVP your intention to attend the mandatory site visit to; norm@telcomenterprises.com

A signed, non-disclosure agreement must be submitted at that time (see Appendix 2) as phone system details. All suppliers are requested to advise the number of staff that will be attending the pre-bid meeting and site visits at least two (2) days prior to the meeting scheduled time and date.

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c) Inquiries and Clarifications

Inquiries about this proposal must be made in writing to: Norm Pollard, President, Telcom Enterprises, via email at norm@telcomenterprises.com. Telephone calls will not be accepted.

d) Addenda

- i. If CAS Nipissing Parry Sound determines that clarification or revisions are required, all Proponents who received copies of the Request Documents shall be advised of such additions to, deletions from, or alterations to the Request Documents during the period that the Request is open by written Addenda. All such changes shall become a part of the Request Documents and shall be allowed for in arriving at the prices bid.
- ii. Proponents shall sign each Addendum in acknowledgement that the contents form a part of the Contract and submit all signed Acknowledgements in the Bid Envelope.

e) Evaluation Committee

Norman J Pollard, President, Telcom Enterprises
Neal Reeve, Manager of Finance and Administration
Lee Widdop, Bookkeeper/Statistician

f) Timeline

Date RFP Issued: **October 5, 2011**
Advertised on OPBA website: **October 10, 2011**
Mandatory Information Meeting: **October 20, 2011- 10:00am**
Mandatory Remote Branch Office Visits: **To be arranged if necessary**
Last Day to Submit Questions: **October 24, 2011**
Proposals Due: **October 28, 2011**

Evaluation of Proposals: **October 31, 2011**
Consensus Evaluation meeting: **November 4, 2011**
Presentations (If deemed necessary) by qualified vendors: **November 9, 2011**
System Decision Date: **November 11, 2011**
System Operational Date: **December 14, 2011**

7. Bidder's Response to this RFP

Bidders must indicate responsiveness to requirements by checking or "x"ing beside each requirement on the listing in Section 11 (Page 18-19). Bidders are also asked to prove compliance with the requirements by inserting proof responses within the body of this solicitation. Bidders are encouraged to insert images, pictures, and other support materials that will enhance their written responses. The evaluation team will be looking to see how well CAS Nipissing Parry Sound's requirements are met. A clear and concise description is mandatory.

Proposals must include requisite training and warranty periods for each item that is bid. All bids must clearly show how items meet solicitation requirements.

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They must also show how the items will be configured and priced. If bidders do not bid on every item, those omitted items must be clearly identified. Preference will be given, however, to a complete solution.

If questions arise concerning this solicitation, CAS Nipissing Parry Sound will answer them at the pre-bid meeting, as listed above, and follow up with an addendum. All responding bidders must attend the pre-bid meeting. Questions that arise after the information/site visits meeting may be submitted via e-mail or fax to the contact as listed on the first page of this solicitation up to October 24, 2011, the date listed as the last day for questions. Telephone requests will not be accepted.

The Proposal shall contain the following documents, as listed, in addition to the items required elsewhere by the Request Document.

- Four (4) printed originals of the entire response, which includes: all prices, cover page, table of contents, and spreadsheet showing items being proposed.
- Proponent's Qualifications, Project Team Composition, and a full description of what system and related equipment they are proposing.
- Proposals must be signed by an authorized representative of the company and shall include the company's full legal name and original signatures. All information requested should be submitted. Failure to submit all information requested may result in CAS Nipissing Parry Sound requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. CAS Nipissing Parry Sound may reject proposals which are substantially incomplete or lacking key information. **Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject for negotiation.**
- Proposals should be organized in the order in which the requirements are presented in the Request for Proposal (RFP). All pages of the proposal should be numbered.

Companies who submit a response to this Request for Proposal (RFP) may be required to give an oral presentation of their proposal to the evaluating committee. Only those companies that achieve the three highest scores, as outlined previously in this document, may be invited to make an oral presentation.

This will provide an opportunity for those companies to clarify or elaborate on their Proposals. This is a fact finding and explanation session only and will not include any negotiations.

CAS Nipissing Parry Sound will schedule the time and location of these presentations.

Submit responses to:

CAS Nipissing Parry Sound
433 McIntyre Street West
North Bay, Ontario
P1B 2Z3

ATTENTION: Manager, Finance and Administration

By: **October 28, 2011 3:00pm** (Local time)

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Bids not received by the due date and time will not be considered and will automatically be disqualified. There will be no exceptions to this rule.

8. Additional Information

The award will be made to the proposal that offers the most features and room for future growth at the lowest Total Cost of Ownership (TCO) based on equipment and maintenance costs. CAS Nipissing Parry Sound requires proposals based on a VoIP solution, meeting the system requirements as outlined in this Request For Proposal. The decision of CAS Nipissing Parry Sound will be final and without the right of appeal from any proponent.

The bidder is free to bid and suggest other different ways of meeting CAS Nipissing Parry Sound's requirements, as outlined in this bid, but each alternative solution must be submitted in separate envelopes. Any alternative solutions proposed will be considered and evaluated with CAS Nipissing Parry Sound reserving its rights to accept or reject any solutions proposed as an alternative.

Bidders must consider the existing Nortel switches, phone sets and related equipment for resale/trade-in value, which will be applied against the overall quotation price.

9. Award

Award of the Contract for the replacement of the telephone and voicemail system shall be confirmed to the successful Vendor by way of an agreement (See Sample Agreement included in this document as Appendix 5), referencing this Request for Proposal and the Proponent's Submission, both of which will be attached and form part of the total agreement.

10. General Terms and Conditions

10.0 Selection of Proponent

CAS Nipissing Parry Sound anticipates that they will select a proponent within sixty (60) days of the Proposal Submission Deadline. Notice of selection by CAS Nipissing Parry Sound to the selected proponent will be in writing. A proponent who submits conditions, options, variations or contingent statements to the terms set out in this RFP, either as part of its proposal or after receiving notice of selection and receipt of the agreement for execution shall be disqualified.

10.1 Failure to Enter into Agreement

In addition to all of CAS Nipissing Parry Sound's other remedies, if a selected proponent fails to accept and sign the agreement or satisfy any other applicable conditions within ten (10) days of notice of selection, CAS Nipissing Parry Sound may, in its sole and absolute discretion and without incurring any liability, rescind the selection of that proponent and proceed with the selection of another proponent.

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10.2 Notification to Other Proponents of Outcome of Procurement Process

Once CAS Nipissing Parry Sound has issued the Purchase Order awarding the work to the successful proponent, within twenty (20) days the other proponents will be notified by CAS Nipissing Parry Sound, in writing, of the outcome of the procurement process, including the name of the successful proponent and the award of the contract to the successful proponent.

10.3 Debriefing

Proponents may request a debriefing after receipt of a notification of award. All requests must be in writing to the CAS Nipissing Parry Sound, Manager of Finance and Administration and must be made within sixty (60) days of notification of award.

The intent of the debriefing information session is to aid the proponent in presenting an improved proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

10.4 Prohibited Proponent Communications

The proponent shall not engage in any Conflict of Interest communications and should take note of the Conflict of Interest Declaration set out in the Form of Offer.

10.5 Proponent not to Communicate with Media

A proponent may not at any time, directly or indirectly, communicate with the media in relation to the RFP or any contract awarded pursuant to the RFP without first obtaining the written permission of CAS Nipissing Parry Sound.

10.6 Confidential Information of CAS Nipissing Parry Sound

All information provided by or obtained from CAS Nipissing Parry Sound in any form in connection with this RFP either before or after the issuance of this RFP:

- (a) is the sole property of CAS Nipissing Parry Sound and must be treated as confidential;
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent Contract;
- (c) must not be disclosed without prior written authorization from CAS Nipissing Parry Sound;
- (d) shall be returned by the proponents to CAS Nipissing Parry Sound immediately upon request of CAS Nipissing Parry Sound.

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10.7 Freedom of Information and Protections of Privacy Act

The Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.F.31, as amended, applies to information provided to CAS Nipissing Parry Sound by a proponent.

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by CAS Nipissing Parry Sound. The confidentiality of such information will be maintained by CAS Nipissing Parry Sound, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed on a confidential basis, to CAS Nipissing Parry Sound's advisers retained for the purpose of evaluating or participating in the evaluation of their proposals.

By submitting any Personal Information requested in this RFP, proponents are agreeing to the use of such information as part of the evaluation process, for any audit of this procurement process and for contract management purposes. Where the Personal Information relates to an individual assigned by the successful proponent to provide the deliverables, such information may be used by CAS Nipissing Parry Sound to compare the qualifications of such individual with any proposed substitute or replacement in accordance with the "Performance by Specified Individuals Only" paragraph of the Form of Agreement.

If a proponent has any questions about the collection and use of Personal Information pursuant to this RFP, questions are to be submitted to CAS Nipissing Parry Sound Contact in accordance with the Bidders to Review RFP section.

10.8 Reserved Rights of CAS Nipissing Parry Sound

CAS Nipissing Parry Sound reserves the right to:

- a. CAS Nipissing Parry Sound has the right to cancel this call for Proposal and any acceptance of a Proposal for any reason and, at any time, without any obligation whatsoever to a Vendor.
- b. CAS NIPISSING PARRY SOUND RESERVES THE RIGHT TO REJECT ANY OR ALL PROPOSALS RECEIVED; THE LOWEST PROPOSAL WILL NOT NECESSARILY BE ACCEPTED. CAS Nipissing Parry Sound's selection will be based on which potential vendor has provided a Proposal which CAS Nipissing Parry Sound determines, in its sole discretion, objectively exercised to provide the greatest value based on quality, service and price and determined on the evaluation criteria contained in these Proposal Documents.
- c. CAS Nipissing Parry Sound reserves the right to correct arithmetical errors in any and all Proposals where such errors affect the Total Contract Price or any other of the Contract Prices bid. Corrections to extensions, based upon unit prices; sums, differences or other arithmetical operations will be identified in the Tender Document by CAS Nipissing Parry Sound and acknowledged in each instance by the initials of

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the Proponent's and CAS Nipissing Parry Sound 's authorized signatories. Such corrections will become part of the Proponent's Submission. Failure of the Proponent to acknowledge such corrections will result in its Proposal submitted being deemed non-responsive and disqualified.

- d. make public the names of any or all proponents;
- e. request written clarification or the submission of supplementary written information in relation to the clarification request from any proponent and incorporate a proponent's response to that request for clarification into the proponent's proposal;
- f. assess a proponent's proposal on the basis of:
 - i. a financial analysis determining the actual cost of the proposal when considering factors, including transition costs arising from the replacement of existing goods, services, practices, methodologies and infrastructure (howsoever originally established);
 - ii. information provided by references;
 - iii. the proponent's past performance on previous contracts of a similar nature.
 - iv. the information provided by a proponent pursuant to CAS Nipissing Parry Sound exercising its clarification rights under this RFP process, or
 - v. other relevant information that arises during this RFP process;
- g) verify with any proponent or with a third party any information set out in a proposal;
- h) check references other than those provided by any proponent;
- i) disqualify any proponent whose proposal contains misrepresentations or any other inaccurate or misleading information;
- j) disqualify any proponent or the proposal of any proponent who has engaged in conduct prohibited by this RFP;
- k) make changes, including substantial changes, to this RFP provided that those changes are issued by way of addenda in the manner set out in this RFP;
- l) select any proponent other than the proponent whose proposal reflects the lowest cost to CAS Nipissing Parry Sound or the highest score;
- m) cancel this RFP process at any stage;
- n) cancel this RFP process at any stage and issue a new RFP for the same or similar deliverables;
- o) accept any proposal in whole or in part; or
- p) reject any or all proposals;

and these reserved rights are in addition to any other express rights or any other rights which may be implied in the circumstances and CAS Nipissing Parry Sound shall not be liable for any expenses, costs, losses or any direct or indirect damages incurred or suffered by any proponent or any third party resulting from CAS Nipissing Parry Sound exercising any of its express or implied rights under this RFP.

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By submitting its proposal, the proponent authorizes the collection by CAS Nipissing Parry Sound of the information set out under (e) and (f) in the manner contemplated in those subparagraphs.

10.9 Governing Law of RFP Process

This RFP process shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.

10.10 Insurance

- a) As a condition of award of this Contract, the Proponent shall provide to CAS Nipissing Parry Sound certificates from a properly licensed Insurance Company, entitled to provide insurance in the Province of Ontario, for the following types of insurance in the amounts specified within ten (10) business days of notification of acceptance of its Request by CAS Nipissing Parry Sound :
 - I. Commercial General Liability Insurance in an amount of not less than two million dollars (\$2,000,000.00) per occurrence;
 - II. All Risks Property Insurance in an amount of not less than the total value of the contract with a deductible in an amount of not more than \$10,000.00, and
 - III. Automobile Liability Insurance in an amount of not less than two million dollars (\$2,000,000.00) per occurrence.
- b) The Certificate of Commercial General Liability Insurance shall reference the Contract Name and Number and include the following as additional insureds:
 - I. The Children's Aid Society Nipissing Parry Sound
- c) All certificates of insurance shall include a provision requiring the insurer to give CAS Nipissing Parry Sound thirty (30) calendar days, prior written notice, of any changes to or cancellation of the required insurance policies.
- d) Failure by the Proponent to comply with these requirements shall result in the award of the Contract being declared VOID.

10.11 Workplace Safety and Insurance Certificate

The Proponent to whom this Contract is awarded must furnish a valid Workplace Safety and Insurance Clearance Certificate for the premium rate class, subclass or group as appropriate for the Work of this Contract, as issued by the Workplace Safety and Insurance Board, within ten (10) business days of notification of acceptance of its Request by CAS Nipissing Parry Sound. Failure by the Proponent to comply with this requirement shall result in the Contract award being declared VOID.

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10.12 Conflict of Interest

Proponents are advised that the ***Conflicts of Interest Act (Ontario)*** shall apply to this Request for Proposal.

Proponents, including all members of their Project teams, must declare in their submissions any and all associations, which may preclude or restrict involvement in the contemplated work, as defined in the ***Conflicts of Interest Act (Ontario)***.

Proponents, including all members of their Project teams, must declare that they have no financial or other interest that would cause or appear to cause a conflict of interest in carrying out their obligations in the work.

CAS Nipissing Parry Sound will review any submissions by proponents under this provision and may not consider any RFP submission where, in the opinion of CAS Nipissing Parry Sound, the proponent could be in a conflict of interest or could be perceived to be in a possible conflict of interest if the vendor were to become a contracting party pursuant to this RFP.

10.13 Identification of Proposal Envelope/Package:

The Bid Envelope (properly sealed) shall be returned in a separate envelope or package, sealed and identified.

Proposals may be hand delivered or delivered by a registered carrier (i.e. Purolator) to the designated location. No other correspondence or other proposals should be placed in the envelope.

11. Response Structure

The response should be structured as follows:

Bidder's Contact Section:

Please list all contact information of personnel responsible for clarifying bidders' responses to this RFP. Include phone numbers and e-mail addresses. If multiple persons are responsible for clarifying individual sections of the response, please list each person and indicate which part(s) they are responsible for.

Company and Manufacturer Evaluation Section:

Profile the bidder's company. Indicate its experience in providing similar solutions to organizations like CAS Nipissing Parry Sound. Indicate the bidder's commitment to the proposed manufacturer's solution. Include number of certified technicians, length of time representing manufacturer, approximate number of similar manufacturer systems installed, etc. Indicate the bidder's ability to support the installation, service, and maintenance needs for the proposed system. Include hours of operation, response times, spare inventory, etc. Profile the manufacturer of the proposed system. Indicate experience in providing similar solutions to other

**CAS Nipissing Parry Sound
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organizations. Indicate the number of years the manufacturer has been in the phone system business and the number of years they have offered the proposed system.

Provide any legal issues or constraints (such as pending litigation) that could affect a relationship with CAS Nipissing Parry Sound.

Provide those elements that differentiate your organization from your competitors as relevant to this RFP. State that all equipment proposed is new and not refurbished.

References:

Please provide a minimum of three (3) customer references using the form provided or on the bidder's own form providing all information requested is contained therein. These customers must be able to be contacted and/or visited to view system performance and to judge the ability of the system to meet CAS Nipissing Parry Sound's needs as defined in this solicitation. Include customers with similar systems in use, size, and scale to the proposed system.

Required Equipment Section:

List each type of device, hardware, and equipment individually as needed to meet the requirements of this proposal.

Each item must be listed separately along with a price and description of the item. Quantity of each item required per site will be listed in a later section.

Description of Proposed System:

- Provide an overview of the proposed solution and discuss how it meets CAS Nipissing Parry Sound's needs.
- Discuss how the system supports VoIP and IP trunking.
- Discuss how the system will continue to operate in the event of a power failure.
- Discuss how the system will continue to operate (if at all) if the Telus PRI goes down due to network problems.
- Describe how the proposed system can be expanded in the future without radically changing or replacing the initially purchased equipment.
- Describe how the system accommodates and supports E911 (Emergency 911) calls.
- Describe how the system accommodates hunt groups.
- Discuss how the system supports redundant power, disk mirroring and other redundant features.
- Discuss how the proposed system protects against hacker attacks.
- Describe how the system supports connections of PCs to IP telephone sets to support PC Ethernet connectivity.
- Describe the system's ability to use an Ethernet connected PC to act as a telephone. Can the Ethernet PC be anywhere on the Internet or must it be located on the site premises?
- Describe how the solution allows for unified messaging and Computer Telephony Integration.
- Describe how power is provided to the digital phones and other required devices. If multiple options are available, please identify them.
- Discuss the trunking options available for the proposed system.

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- Describe how the proposed system accommodates analog phones, fax machines, and the report management system.
- Discuss the options available with the proposed system for connection to the public switched network provided by our local carrier.
- Describe how the voice mail system works and any features you feel are pertinent to CAS Nipissing Parry Sound's needs. Also include the capacity for call handling of the voicemail.
- The proposed system must be capable of Hot Desking – Sharing of IP Phone lines by several users.
- The Proposed system must be capable of allowing Teleworkers to utilize IP phone at home over high speed internet.

Feature Requirements:

Please indicate compliance of the proposed system for each feature listed below. Indicate if the feature is standard or an option, list any exceptions or enhancements, and indicate additional charges, if any.

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| Feature | Standard | Option | Not Available |
|--|-----------------|---------------|----------------------|
| Conference Calling (at least 4-way) | | | |
| Attendant Alternate Answer | | | |
| Attendant Barge-In | | | |
| Attendant Night Transfer | | | |
| Attendant Overflow | | | |
| Attendant Transfer | | | |
| Automated Attendant | | | |
| Call Forward (Time of Day) | | | |
| Call Forward (Busy) | | | |
| Call Forward (Remote) | | | |
| Call Park | | | |
| Call Pickup | | | |
| Call Queuing | | | |
| Call Transfer | | | |
| Called Number Display | | | |
| Calling Number Display | | | |
| Name Display (Internal) | | | |
| Name Display (External) | | | |
| Distinctive Ringing | | | |
| Volume Control (Handset) | | | |
| Volume Control (Intercom & Speakerphone) | | | |
| Volume Control (Ringer) | | | |
| Multiple Ring Tones | | | |
| Visual Ringing Indicator | | | |
| Flexible Key Assignment and Soft Keys | | | |
| Speakerphone/ Hands Free | | | |
| LCD Display | | | |
| Last Number Redial | | | |
| Ring Again | | | |
| Least Cost Routing | | | |
| Message Waiting Indicator | | | |
| Automatic Set Relocation | | | |
| Multiple Console Operation | | | |
| PC Used as Attendant Console | | | |
| Music on Hold | | | |
| Off Premise Connections via IP | | | |
| “Soft” Phones using PC | | | |
| Internal Paging | | | |
| Intercom Groups | | | |
| Power Failure Transfer | | | |
| Trunk Failover | | | |
| Webb Access to System Programming | | | |
| Toll Restriction | | | |

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| Feature | Standard | Option | Not Available |
|--|-----------------|---------------|----------------------|
| Consistent Station Numbering Between Sites | | | |
| System Speed Dialing | | | |
| Station Speed Dialing | | | |
| Voice Mail Integration | | | |
| Simultaneous Voice & Data per Port | | | |
| Automatic Alternate Routing | | | |
| PRI Support | | | |
| IP Trunking | | | |
| Traffic Reports | | | |
| Non-Volatile System and Phone Programming | | | |
| Headset Compatible Sets | | | |
| Support for Analog Devices | | | |
| Retrieve Voice Mail from PC | | | |
| Multiple Lines per Station | | | |
| TAPI/WAV/CTI Support (record/convert to WAV) | | | |
| IP phones Have Ethernet Switches | | | |
| 10 Mbps Ethernet | | | |
| 100 Mbps Ethernet | | | |
| 10/100 Mbps Ethernet | | | |
| LCD Displays on All Phones | | | |
| Voice Mail Configuration | | | |
| Minimum Mailboxes | | | |
| Maximum Mailboxes | | | |
| Storage Capacity | | | |
| Growth Capacity | | | |
| Charges for Additional Mailboxes | | | |
| Automatic Station Identification | | | |
| Broadcast Messages | | | |
| Distribution Lists | | | |
| Outcall Notification | | | |
| Message Waiting Indication Control | | | |
| Delivery Priority | | | |
| Return to Operator or Other User | | | |
| Retrieve Messages from PC | | | |
| Fax Support | | | |

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System Administration Features:

- Discuss how internal staff can maintain and support system users. What type of interface is provided and how much training is required?
- What abilities do users have to make changes to their stations without the help of a technician?
- Can changes be made to the system without reboots or disruption of services?
- Discuss how an audit trail is generated to track system changes
- Training for new users is very important to CAS Nipissing Parry Sound. Discuss how a new user will get functioning quickly with a minimal amount of technical support. Discuss help screens, voice mail setup, feature management, etc.
- Discuss how CAS Nipissing Parry Sound could transparently support a user at home with the system (i.e. how can workers work from home during a bad storm?).
- Discuss how CAS Nipissing Parry Sound could transfer console control of the system to an alternate office during a crisis.

System Cost of Ownership:

- Discuss the manufacturer's history of software revisions to installed systems. What is the policy for upgrades and are there charges involved when a new revision is released?
- How many years of hardware warranty are available? What type of response time would we see for failures?
- Terms of warranty and ongoing maintenance cost, upon maintenance plan expiration.

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Appendix 1

Frequently Asked Questions

1. *Can one vendor quote more than one solution?*

Yes, but the alternative solution must be submitted in a separate envelope.

2. *How will power be supplied to the phones?*

The vendor should present us with what they consider to be the best solution for powering the phones.

3. *If the PSTN lines are located centrally, what would be the preferred solution to allow calling if the Telus PRI goes down?*

The vendor should decide how the system will work if a trunk goes down. Some type of backup/emergency plan should be provided. It is important that CAS Nipissing Parry Sound have some way of dialing out if the Telus PRI goes down. Every phone doesn't necessarily have to work, but some type of service should be available. Multiple options can be presented so that we can decide based on price vs. functionality what is best for CAS Nipissing Parry Sound.

4. *Have the copper line cable network and building networks been evaluated for performance?*

No. The vendor(s) will have access to the network for performance testing if needed.

5. *Will the network switches be upgraded as part of the bid?*

Perhaps.

6. *Are the specs written to favor one specific manufacturer?*

No manufacturer or vendor was involved in writing the system specs. We looked at RFP's issued by other government agencies and used our own requirements to write the specifications. Some terminology may appear to relate to a manufacturer, but that is purely coincidental.

7. *How many devices (line drops, not phones) are in the RFP?*

Sizing of the replacement system (incoming/outgoing lines versus business sets) is left up to the vendor based on stated requirements.

8. *What is the timeframe for completion of the project?*

The project must be completed (installed and commissioned) by December, 2011.

9. *Will any analog lines be kept?*

It depends on what your solution is for emergency calling if power, fibre and/or the Telus PRI become inoperable.

10. *What type of e-mail system is used?*

Email system used is Lotus notes. IBM Lotus (Registered), Sametime (Registered) is currently being implemented.

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11. *Is it preferable for phones to have switches?*

Yes 10/100 Mbps switches are preferred.

12. *Does the current system have separate or central dialing plans?*

The three North Bay main sites, excluding Airport Way, have centralized four-digit dialing to other sites. The Airport Way site in North Bay currently operates as a standalone system, as does Burks Falls and Parry Sound.

13. *Should existing numbers and extensions be ported to the new system?*

Yes.

14. *Do the switches have battery backups?*

All switches currently have battery backups.

15. *What type of maintenance response times is required?*

There is no set response times included in the RFP. We will make a determination of response times for different items as part of the contract if and when it is awarded.

Obviously, key items will necessitate a faster response time than a business set problem.

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Appendix 2

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

THIS AGREEMENT is entered into this _____ day of _____, 2011, by and between The Children's Aid Society Nipissing Parry Sound ("Discloser") and _____ ("Recipient").

WHEREAS, Discloser possesses certain ideas and information relating to detailed technical information that is confidential and proprietary to Discloser (hereinafter "Confidential Information");

WHEREAS the Recipient is willing to receive disclosure of the Confidential Information pursuant to the terms of this Agreement for the purpose of the Professional Services Contract.

WHEREAS, the release or misuse of the Confidential Information could be detrimental to Discloser and Discloser is entitled to assurances that such information will be disclosed and used only for purposes of this Agreement and accomplishment of the purposes of the Professional Service Contract between the parties; and

WHEREAS Discloser is willing and able to provide the Confidential Information under the terms and conditions hereinafter set forth.

NOW, THEREFORE, in consideration of the undertakings as set forth in this Agreement, the parties hereto agree as follows:

1. Recipient shall not, without the prior written authorization of the Discloser, utilize any Confidential Information for any purpose whatever except as stated herein. Recipient shall not communicate to third parties any Confidential Information without the prior written authorization of the Discloser and Recipient will not utilize any Confidential Information to the technical or economic disadvantage of the Discloser.
2. Confidential Information shall be disseminated within Recipient's organization (including affiliated companies) only to those who have a "need to know".
3. Recipient shall afford Confidential Information the same security and care in handling and storage as Recipient provides for its own similar confidential information.
4. All Confidential Information shall be retained by the parties subject to the terms of confidentiality specified herein; provided that any Confidential Information disclosed by the Discloser shall remain the property of the Discloser and, upon the request of the Discloser, all Confidential Information shall be returned to the Discloser.

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5. The obligations of Recipient shall not apply with respect to any specific portion of the Confidential Information, when such Confidential Information:

- (a) is known to Recipient prior to receipt and such knowledge is documented in Recipient's records;
- (b) is lawfully received from a third party without restriction imposed by or for the benefit of the Discloser and without breach of this Agreement;
- (c) is now, or subsequently becomes, generally available to the public by publication or otherwise through no act or wrongful failure to act on the part of Recipient;
- (d) was independently developed by Recipient without use of the Confidential Information; or
- (e) was ordered to be publicly released by the requirement of a government agency.

6. The obligations of this Agreement shall be continuing until the Confidential Information disclosed to Recipient is no longer confidential.

7. This Agreement shall be binding upon, inure to the benefit of, and be enforceable by (a) Discloser, its successors, and assigns; and (b) Recipient, its successors and assigns.

IN WITNESS WHEREOF, the parties have executed this agreement effective as of the date first written above.

Discloser:

Recipient:

CAS Nipissing Parry Sound

Signed

Signed

Print Name

Print Name

Title

Title

Date

Date

APPENDIX 3

PROPOSAL FORM

CAS Nipissing Parry Sound

433 McIntyre St. West, North Bay, Ontario, P1B 2Z3
RFP-11-09-16

Replacement of Telephone and Voicemail System

CHECKLIST

DOCUMENTS TO BE ENCLOSED WITH THIS PROPOSAL

- Proposed Financial Pricing Summary
- Pricing Schedules
- Proponents Information Form Signed & Sealed
- Complete Table of Contents for Proposal
- One page letter of Introduction
- Complete listing of Equipment and Software proposed
- Proposed Project Work Schedule
- List of Sub-Contractors
- List of Key Personnel
- W.S.I.B. Clearance Certificate
- Proof of Insurance Coverages
- References to previous Projects
- Other Information to be included

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**APPENDIX 4
CAS Nipissing Parry Sound
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PROPONENT'S INFORMATION FORM

**BIDDERS must complete this form and include with the BID Envelope
Please ensure all information is legible.**

| | |
|--------------------------------|--|
| 1. Bidder's Contact Individual | |
| 2. Address | |
| 3. Office Phone # | |
| 4. Toll Free # | |
| 5. Cellular # | |
| 6. Pager # | |
| 7. Fax # | |
| 8. e-mail address | |
| 9. Website | |
| 10. GST Registration # | |

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

**This will acknowledge receipt of addenda Nos. _____ through _____ (inclusive) and,
that our response includes the provisions set out in such addenda.**

Check here if NO Addendum received.

Bidder/Vendor: _____ **Date** _____

Signature: _____

THIS PAGE MUST BE INCLUDED WITH THE RFP SUBMISSION IN THE BID ENVELOPE

**CAS Nipissing Parry Sound
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**APPENDIX 5
FORM OF PROPOSAL**

To CAS Nipissing Parry Sound, Hereafter called the "Owner":

I/WE _____ the undersigned declare:

1. THAT no Person(s), Firm or Corporation other than the one whose signature(s) of whose proper officers and the seal is or are attached below has any interest in this Proposal or in any of the work proposed to be undertaken.
2. THAT this Proposal is made without any connections, knowledge, comparison of figures or arrangements with any other company, firm or person making a Proposal for the same work and is in all respects fair and without collusion or fraud.
3. I/WE represent that no member of the Board, and no officer or employee of the Owner, is, or has become interested, directly or indirectly, as a contracting party, partner, stockholder, surety or otherwise howsoever in or on the performance of the said Proposal, or in the supplies, work or business in connection with the said Proposal, or in any portion of the profits thereof, or of any supplies to be used therein, or in any monies to be derived there from.
4. THAT the several matters stated in the said Proposal are in all respects true, accurate, and complete.
5. THAT I/WE do hereby Propose and offer to enter into an agreement to Supply and deliver all materials mentioned and described or implied therein including in every case freight, duty, currency exchange, G.S.T. and P.S.T. in effect on the date of the acceptance of Proposal, and all other charges on the provisions therein set forth and to accept in full payment therefore, in accordance with the prices and terms set forth in the Proposal.
6. THAT additions or alterations to or deductions from the said Proposal, if any, shall be made in accordance with the prices stated in the Schedule of Unit prices in strict conformity with the requirements of the Proposal.
7. THAT this Proposal is irrevocable and open to acceptance until the formal Proposal is executed by the awarded Proponent for the said Work or Ninety (90) days, and prices for as long as stated elsewhere in the document, whichever event first occurs and that the Owner may at any time within that period without notice, accept this Proposal whether any other Proposal has been previously accepted or not.
8. THAT the awarding of the Proposal, by the Owner is based on this submission, which shall be an acceptance of this Proposal.
9. THAT if the Proposal is accepted, I/WE agree to furnish all documentation, security and certifications as required by the Proposal Document and to execute the agreement in triplicate within Seven (7) Working Days after notification of award. If I/WE fail to do so, the Owner may accept the next lowest or any Proposal or to advertise for new Proposals, or to carry out completion of the works in any other way they deem best and I/WE also agree to pay to the Owner the difference between this Proposal and any greater sum which the Owner may expend or incur by reason of such default or failure or by reason of such action as aforesaid on their part, including the cost of any advertisement for new Proposals, and shall indemnify and save harmless the Owner and their officers from all loss, damage, cost, charges and expense which they may suffer or be put to by reason of any such default or failure on my/our part.

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10. THAT I/WE agree to save the Owner, its agents, or employees, harmless from liability of any kind for the use of any composition, secret process, invention, article or appliance furnished or used in the performance of the Proposal of which the Proponent is not the patentee, assignee, or licensee.

The undersigned affirms that he/she is duly authorized to execute this Proposal.

PROPONENT'S SIGNATURE AND SEAL

POSITION:

WITNESS

POSITION:
(If Corporate Seal is not available, documentation should be witnessed)

DATED AT THE
_____ of _____

(City/Town)
THIS _____ DAY OF _____ 2011.

THIS PAGE MUST BE INCLUDED WITH THE RFP SUBMISSION IN THE BID ENVELOPE

**CAS Nipissing Parry Sound
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**APPENDIX 6
REFERENCE FORM**

Each bidder shall provide the reference information as requested in the RFP on page 12.

Reference #1

| | |
|----------------------|--|
| Company Name | |
| Company Address | |
| Contact Name | |
| Contact Phone Number | |
| Date Work Undertaken | |
| Nature of Assignment | |

Reference #2

| | |
|----------------------|--|
| Company Name | |
| Company Address | |
| Contact Name | |
| Contact Phone Number | |
| Date Work Undertaken | |
| Nature of Assignment | |

Reference #3

| | |
|----------------------|--|
| Company Name | |
| Company Address | |
| Contact Name | |
| Contact Phone Number | |
| Date Work Undertaken | |
| Nature of Assignment | |

This information may be submitted on Vendor created sheets, but it must contain all of the above requested information and MUST be labeled "REFERENCES."

THIS PAGE MUST BE INCLUDED WITH THE RFP SUBMISSION IN THE BID ENVELOPE

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**APPENDIX 7
SUB-CONTRACTORS**

If the services proposed by the Proponent include the use of subcontractors, they must be identified below and the history and related experience of the organization and its personnel in the Proposal. The Proponent will assume full responsibility for any services provided by any subcontractor. Sub-contractors must be approved by CAS Nipissing Parry Sound.

| Company Name, Address | Contact Name and Telephone Number | Previous related experience and Area of responsibility for this project |
|----------------------------------|--|--|
| | | |
| | | |
| | | |
| | | |

**Information will be accepted on Vendor created sheets, but it must be labeled
“Sub-Contractors”.**

THIS PAGE MUST BE INCLUDED WITH THE RFP SUBMISSION IN THE BID ENVELOPE

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**APPENDIX 8
KEY PERSONNEL**

Identify the key personnel to be assigned to this project, setting out their names, Responsibilities, and relevant experience and training on the proposed solution. Include the names of the projects on which the personnel have been a primary resource.

| Name and Location | Title and Responsibilities | Experience and Training |
|--------------------------|-----------------------------------|--------------------------------|
| | | |
| | | |
| | | |
| | | |
| | | |

**Information will be accepted on Vendor created sheets, but it must be labeled
"Key Personnel".**

THIS PAGE MUST BE INCLUDED WITH THE RFP SUBMISSION IN THE BID ENVELOPE

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APPENDIX 9
PRICING SUMMARY**

This Pricing Summary page must be completed and submitted with your proposal form.

Detailed pricing should be provided along with the proposed solution descriptions in the sections above.

If your firm is quoting on more than one option (i.e. hosted PBX services), please submit separate proposal packages.

PRICING SCHEDULE

| Site | Description | Price (CDN \$) |
|---|--------------------------------------|-----------------------|
| 433 McIntyre Street West, North Bay, ON | | |
| | Software | |
| | Hardware Phones | |
| | Hardware Networks | |
| | Hardware UPS | |
| | Professional Services (Installation) | |
| | | |
| 457 Main Street West, North Bay, ON | | |
| | Software | |
| | Hardware Phones | |
| | Hardware Networks | |
| | Hardware UPS | |
| | Professional Services (Installation) | |
| | | |
| 471 Main Street West, North Bay, ON | | |
| | Software | |
| | Hardware Phones | |
| | Hardware Networks | |
| | Hardware UPS | |
| | Professional Services (Installation) | |
| | Rewiring/Upgrade Cost | |
| | | |
| 6 Airport Way North Bay, ON | | |
| | Software | |
| | Hardware Phones | |
| | Hardware Networks | |
| | Hardware UPS | |
| | Professional Services (Installation) | |

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| | | |
|-----------------|--------------------------------------|--|
| Burks Falls, ON | | |
| | Software | |
| | Hardware Phones | |
| | Hardware Networks | |
| | Hardware UPS | |
| | Professional Services (Installation) | |
| | Rewiring/Upgrade Cost | |
| | | |
| Parry Sound, ON | | |
| | Software | |
| | Hardware Phones | |
| | Hardware Networks | |
| | Hardware UPS | |
| | Professional Services (Installation) | |
| | Rewiring/Upgrade Cost | |
| | | |

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| Site | Description | Price (CDN \$) |
|--------------------------|--|-----------------------|
| ACD Module | | |
| | Hardware Phones | |
| | Hardware Networks | |
| | Hardware UPS | |
| | Software | |
| | Professional Services (Installation) | |
| | | |
| Training | | |
| | End User Training | |
| | Technical Support/Administration staff | |
| | | |
| | Subtotal | |
| | GST (5%) | |
| | PST (8%) | |
| | Grand Total | |
| | | |
| | Less TRADE-IN VALUE | |
| | | |
| | Final Grand Total | |
| | | |
| Maintenance Plans | OPTIONS | |
| Option A | Includes Parts & Labour | |
| | | |
| Option B | Includes Parts & Labour, no Phone Sets | |
| | | |
| Option C | Parts only, Labour billable | |
| | | |
| Option D | Parts only, Labour billable, no Phone Sets | |
| | *3-year term | |
| | | |
| | Leasing cost/month (36 month lease) | |
| | | |
| | | |
| | | |
| | | |

* All Costs to be quoted in Canadian Funds.

Per Diem costs for Additional Work: _____ per hour

_____ per day

**CAS Nipissing Parry Sound
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**APPENDIX 11
Personal Submission Form**

Proposal Submitted by: _____

Company Name: _____

Date: _____

Address: _____

Phone #: _____ Fax #: _____

THIS PAGE MUST BE INCLUDED WITH THE RFP SUBMISSION IN THE BID ENVELOPE

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**APPENDIX 12
SAMPLE AGREEMENT**

THIS AGREEMENT made in duplicate this _____ day of _____ 2011.

- BETWEEN -

THE CHILDREN'S AID SOCIETY NIPISSING PARRY SOUND
433 McIntyre St. West,
North Bay, Ontario., P1B 2Z3

Hereinafter called the "Agency"
(of the first part)

- AND -

COMPANY NAME

Address

Hereinafter called the "Consultant/Contractor"
(of the second part)

WHEREAS the Agency is desirous of obtaining an agreement for (enter the service provided), as set out in the Region's Request for Proposal document # RFP-11-09-19, dated (enter proposal issue date) and the proposal of the service provider dated (enter date of provider's proposal) together comprising "Appendix 8" forming part of this agreement;

NOW THEREFORE THIS AGREEMENT WITNESSETH that in consideration of the premises and other good and valuable consideration, the sufficiency whereof is acknowledged hereby by the parties, the parties hereto agree with each other as follows:

1. The "*Consultant/Contractor*" shall provide the services as set out in the RFP-11-09-19, pursuant to all the terms and specifications set out therein. If there should be any conflict between the provisions of this Agreement and the provisions of the RFP, the provisions of this Agreement shall prevail.
2. The term of this Agreement shall commence _____.
3. The Region shall pay the Consultant/Contractor for consulting/contracting services as outlined in the RFP-11-09-19.
4. If either party, acting reasonably, determines that the other party has failed to perform its obligations pursuant to this Agreement, then such party may terminate this Agreement upon giving at least thirty (30) days' written notice to the other party.
5. The Consultant/Contractor shall indemnify and save harmless the Agency, its employees, officers, servants and agents, from and against all actions, claims, demands, damages, suits, proceedings or costs of any nature which may be made by any person or entity arising from or in connection with the service provided pursuant to this agreement,

**CAS Nipissing Parry Sound
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**APPENDIX 13
NOTICE OF NO BID
DOCUMENT NUMBER RFP-11-09-19**

TELEPHONE AND VOICEMAIL SYSTEMS REPLACEMENT

It is important to the Agency to receive a reply from all invited bidders. There is no obligation to submit a bid however, should you choose not to bid completion of this form will assist the Agency in determining your interest in future bids.

INSTRUCTIONS

If you are unable, or do not wish to bid on this proposal, please complete the following portions of this form. State your reason for not bidding by checking applicable box(s) or by explaining briefly in the space provided. It is not necessary to return any other quotation/tender documents. Just return the completed form by mail or by FAX prior to the closing date.

FAX NUMBER – (705) 472-2185

1. We do not manufacture/supply this commodity/service.
2. We do not manufacture/supply to this specification.
3. Unable to quote competitively.
4. Cannot handle due to present work load.
5. Quantity/job too large.
6. Quantity/job too small.
7. Cannot meet delivery/completion requirements.
8. Agreements with distributors/dealers do not permit us to sell directly.
9. Licensing restrictions.
10. Do you wish to bid on this commodity/service in the future? Yes No

Other reasons or additional comments:

COMPANY NAME: _____ CONTACT : _____

PHONE NUMBER: _____ FAX NUMBER: _____

EMAIL ADDRESS: _____

**CAS Nipissing Parry Sound
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**APPENDIX 14
Main Envelope Label Format**

For convenience, please affix the following address labels to the envelope(s) containing your submission.

Main outer envelope or package

Return Address Label

From: _____

Contact: _____

DELIVER PROPOSALS TO:

CAS Nipissing Parry Sound
433 McIntyre St. West,
North Bay, Ontario, P1B 2Z3
ATTN: Manager of Finance and Administration

SEALED PROPOSAL

Proposal Number: RFP-11-09-16

Description: Telephone and Voicemail System

Closing Date: October 28, 2011 3:00pm (local time)

Late Proposals will NOT be accepted!

CAS Nipissing Parry Sound Staff use only

Date & Time Received:

Staff Initial: _____

**CAS Nipissing Parry Sound
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**BID ENVELOPE LABEL
TECHNICAL PROPOSAL
RFP-11-09-16
REPLACEMENT OF TELEPHONE AND VOICE MAIL SYSTEM**

FROM: _____

CONTACT: _____

PHONE #: _____

(To be sealed and inserted in main outer envelope)

CLOSING DATE AND TIME: October 28, 2011 - 3:00pm (local time)