



City of Coquitlam

REQUEST FOR PROPOSALS

RFP No. 14-01-02

Telephone System Maintenance

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

Wednesday, February 5, 2014

(Closing date and time)

Obtaining RFP Documents

RFP Documents are available for downloading from the City of Coquitlam's website:

www.coquitlam.ca/BidOpportunities

Printing of RFP documents and drawings is the sole responsibility of the Proponents.

Addenda

Proponents are required to check the City's website for any updated information and addenda before the closing date at the City website: www.coquitlam.ca/BidOpportunities

Proposals Submissions

The City reserves the right to accept or reject any or all Proposals or accept a Proposal deemed to be in the best interest of the City.

The City will not be responsible for any costs incurred by Proponents in preparing a response.

D. Trudeau, Purchasing Manager

Issue Date: January 15, 2014

DEFINITIONS

“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.

“City” means City of Coquitlam.

“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.

“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” “Must” “Will” “Mandatory” means a requirement that must 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.

1. INSTRUCTIONS TO PROPONENTS

1.1. Request for Proposals

The City of Coquitlam (“City”) Information and Technology (ICT) Services department serves the information and communications technology needs of the City. Telephone systems have been deemed essential to the operation of the City, both for ongoing daily activities and for emergency response/civil protection.

The City requests proposals from experienced, qualified service providers to provide **Telephone System Maintenance** (“Services”) that includes but is not limited to:

- Telephone Systems Maintenance
- System Monitoring
- Moves, adds, changes and repairs to Telephone equipment
- Purchase of telephone related equipment as required

1.2. Term

The City wishes to enter into a contractual agreement, commencing approximately March 1, 2014 for a period of Five (5) years from the date of award with a qualified vendor being an authorized **Avaya Platinum Partner** that has an established service area within the Metro Vancouver area (MV) that includes the City of Coquitlam and operating distribution center(s) within the MV.

The contract may be renewed for additional years based on mutual agreement of price and service.

1.3. Background

The City supports 18 buildings that are interconnected to each other by a private fibre network utilizing VoIP. Primary PSTN trunks are located at City Hall and Austin Service Centre. Data networks are composed primarily of Nortel Passport 8600 and Avaya 4550 switches.

The City’s current telephone system is comprised of:

- 2 CSE 1000 telephone PBX systems (Redundant)
- 1 CSE 1000 configured as Branch Office
- 4 CSE 1000’s configured as Media Gateway’s
- 700 Avaya 1140e telephone sets
- < 5 digital line sets including M2004, M2616 and M2216

Advanced telephony applications include:

- Avaya Call Pilot voicemail
- Avaya Aura Contact Centre
- Meridian Integrated Conference Bridge
- MIRAN voice services
- Telephony Manager (TM)
- Avaya ACE – Lync/CS1000 integration

Refer to:

- Appendix A – Certificate of Insurance
- Appendix B – Telephone System Inventory
- Appendix C – Telephone System Licenses

1.4. Closing Date & Time

Proposals will be received by the City of Coquitlam on or before 2:00 pm (local time):

Wednesday, February 5, 2014

1.5. Instructions for Proposal Submission

Proposal submissions are to be uploaded through Qfile, the City's file transfer service accessed at website:

<http://qfile.coquitlam.ca/bid>

1. in the "Subject" field enter: RFP Number and Name
2. Add files in .pdf format and Send (ensure you receive 2 emails from Qfile to confirm upload is complete)

Proposals submitted shall be deemed to be successfully received when displayed as new email in the in-box of the City email address. The City will not be liable for any delay for any reason including technological delays, or issues by either party's network or email program, and the City will not be liable for any damages associated with Proposals not received.

The City reserves the right to accept Proposals received after the closing date and time but is under no obligation to evaluate.

Proposals will not be opened in public.

Proposals may be withdrawn upon request sent to email: bid@coquitlam.ca prior to time set as closing time for receiving Proposals.

1.6. Inquiries

All inquiries are to be submitted in writing quoting the RFP name and number sent to email: bid@coquitlam.ca

Questions are to be submitted in writing 3 business days prior to the closing date.

The City shall determine, at its sole discretion, whether the query requires response, and such responses will be made available to all Proponents by issue of Addenda posted on the City's website that will be incorporated into and become part of the RFP.

No oral conversation will affect or modify the terms of this RFP or may be relied upon by the Proponent.

1.7. 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 address:
www.coquitlam.ca/BidOpportunities

If a change, or additional information related to the original version of the Request for Proposals is warranted, the City's response will be communicated to all Proponents by means of written Addenda prior to the closing date and posted on the City's website. Upon submitting a Proposal, Proponents are deemed to have received all Addenda posted on the City website and deemed to have considered the information for inclusion in the Proposal submitted.

Should there be any discrepancy in the documentation provided, the City's original file copy shall prevail.

1.8. Privacy

Proponents are advised that submissions are subject to the Freedom of Information and Protection of Privacy Act and contents may be disclosed if required to do so pursuant to the Act.

1.9. Proposal Costs

The City will not assume any responsibility or liability for any costs incurred by the Proponent in the preparation of a Proposal.

1.10. Prices

All Prices shall be all-inclusive stated in (Canadian Funds) and shall remain **FIRM** for the duration of the **five (5) year term**.

1.11. Evaluation Criteria

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

Corporate

- Qualifications, experience, and demonstrated performance working on service contracts of similar size, scope and complexity
- Established authorized **Avaya Platinum Partner**

Technical

- Compliance with service specifications and manufacturer certifications
- Sustainable Benefits
- Value added

Financial

- Price

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

- references may be contacted
- interviews may be conducted

Upon submitting a Proposal, Proponents agree that the City may disclose their company name; however, no prices, scores, weights or totals will be provided to any Proponents.

Should there be additional similar services required over the next five year term, the City reserves the right to sole source with the successful Proponent.

1.12. Negotiation

The City reserves the right, prior to contract award, to negotiate changes to the scope of the services or to the contract documents (including pricing to meet budget) with the proponent or any one or more proponents, proposing the “best value” without having any duty to advise any other proponent or to allow them to vary their proposal as a result of changes to the scope of the services or to the contract documents; and the City may enter into a changed or different contract with the proponent(s) proposing the “best value”, without liability to proponents who are not awarded the contract.

1.13. Irrevocability and Acceptance of Proposals

The City requests that Proposals remain open for acceptance for a period of not less than sixty (60) days from the closing date and time.

The City reserves the right to waive formalities in, accept or reject any or all Proposals, cancel this RFP, or accept the Proposal deemed most favourable in the interest of the City.

The City reserves the right to accept or reject any or all Proposals. The lowest Proposal may not necessarily be accepted, rather will be analyzed to determine best overall value to the City.

The City reserves the right to cancel this RFP at any time without recourse by the Proponent. The City has the right to not award this work for any reason including choosing to complete the work with the City's own forces.

No alterations, amendments or additional information will be accepted after the closing date and time unless invited by the City.

Should a Proposal be accepted, a purchase order will be placed for the provision of these services. Contract documents may be utilized to document the agreement fully and completely.

1.14. No Claim

Except as expressly and specifically permitted in these Instructions to Proponents, no Proponent shall have any claim for any compensation of any kind whatsoever, relating to this RFP, including accepting a non-compliant bid, and by submitting a Proposal, each Proponent shall be deemed to have agreed that it has no claim.

No contractual, tort, or other legal obligations are created or imposed on the City, or any other individual, officer or employee of the City with respect to the RFP documentation or by submission or consideration by the City of any Proposal.

1.15. Conflict of Interest

Proponents shall disclose any actual or potential conflicts of interest and existing business relationships it may have with the City, its elected or appointed officials or employees.

1.16. Non-Solicitation

Proponents and their agents will not contact any member of the City Council with respect to this RFP at any time prior to the award of a Contract or the termination of the RFP, and the City may reject the Proposal of any Proponent that makes any such contact.

1.17. Liability for Errors

While the City has used considerable effort to ensure an accurate representation of information in this RFP, the information contained is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the City, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve the Proponents from forming their own opinions and conclusions with respect to the work in this RFP.

1.18. Examination of Proposal Documents and Work Sites

The Proponent must carefully examine the RFP 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 of Coquitlam.

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 and any resulting Addenda will be incorporated into any Contract between the City and the successful Proponent, and therefore must be considered by the Proponent in preparing their Proposal.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Notification of Award

The City will notify the successful Proponent (“Contractor”) in writing of its decision to award the services. The following general conditions will apply to this Contract. Proponents are to include with their proposal submission a full description of any deviations if they are unable to comply with any of these general conditions.

2.2. Indemnity

The Contractor shall indemnify and save harmless the City from and against all losses and all claims, demands, payments, suits, actions, recoveries, and judgements of every nature and description brought or recovered against him and/or the City, by reason of any act or omission of the Contractor, its agents, Sub-contractors or employees in the execution of the work.

2.3. Insurance Requirements

The Contractor shall submit, upon award by the City of Coquitlam, a Certificate of Insurance signed by the Insurance Company certifying that the required insurance policies are in force and that:

- a) **The City of Coquitlam** be named as “additional insured”;
- b) The policy shall not be cancelled, lapsed, transferred, assigned or materially altered without at least thirty (30) days written notice to the City of Coquitlam and the City’s written approval of the cancellation, transfer, assignment or alteration.
- c) Such certificate is to be as shown in **Appendix A – Certificate of Insurance:**

The Contractor shall carry Commercial General Liability Insurance satisfactory to the City in the amount of **TWO** MILLION DOLLARS (\$2,000,000.) inclusive per occurrence.

Automobile Liability insurance, in an amount of not less than TWO MILLION DOLLARS (\$2,000,000.) is required on all licensed vehicles owned or used by the Contractor.

Contractor’s Equipment Insurance is required for all equipment owned or rented by the Contractor and employees that provides coverage against all risks of loss or damage.

The Contractor shall ensure that all Sub-contractors carry insurance in the form and limits specified in this clause.

Note that the effective date for Certificate of Insurance will be the date of the Notice of Award.

2.4. Independent Contractor

The Contractor is an independent Contractor and this contract does not render the Contractor an agent or employee of the City.

2.5. Business Licence

The Contractor shall maintain a valid City of Coquitlam Business License. For information, contact the City's License Department (Tel: 604-927-3085).

2.6. WorkSafeBC Coverage

The Contractor shall be in good standing with WorkSafeBC and provide a WorkSafeBC Registration Number.

2.7. Inspection of Services

- a) All services provided shall be subject to inspection and shall meet the approval of the City or a designated representative. If they are not approved, the City shall have the right to reject them or to require correction.
- b) Acceptance or rejection of the work shall be made as promptly as practical, but failure to accept or reject the work shall not relieve the Contractor from responsibility for services provided not in accordance with the contract.
- c) The City will not be deemed to have accepted the services by virtue of a partial or full payment for it.
- d) The City or a designated representative shall be the final judge of all services and its decisions of all questions in dispute will be final.
- e) The Contractor will not be liable for any excess costs if failure to perform is due to strike, lockout, or circumstances beyond control. The City will not be liable where sites are not available due to strike, lockout, or unique circumstances.

2.8. Damage and Defects

The Contractor shall use due care so that no persons are injured, or no property damaged or lost in providing the services. The Contractor shall be solely responsible for all loss, damages, costs and expenses in respect of any injury to persons, damage of property, or infringement of the rights of others incurred in the performance of the services or caused in any other manner whatsoever by the Contractor or its employees. The Contractor shall rectify any loss or damage for which, in the opinion of the City, the Contractor is responsible, at no charge to the City and to the satisfaction of the City.

Alternatively, the City may repair the loss or damage and the Contractor shall pay to the City the costs of repairing the loss or damage upon demand from the City. Where, in the opinion of the City, it is not practical or desirable to repair the loss or damage, the City may estimate the cost of the loss or damage and deduct such estimated amount from the amount owing to the Contractor.

2.9. Default

The City reserves the right, at its sole discretion, to immediately terminate the contract, in whole or in part, and utilize the services of any other Contractor, if the successful Contractor:

- Fails to make delivery of the services
- Fails to perform any provision of the contract within the time specified, or within a reasonable amount of time if no time is specified, as determined by the City
- Fails to meet the City's standard of expected and agreed level of service and performance
- Be adjudged bankrupt or makes general assignment for the benefit of creditors

2.10. Cancellation

The contract may be cancelled by the City for any reason without cause or penalty upon 30 days written notice.

The Contractor would be compensated for all work provided at the date of notification.

2.11. Dispute Resolution

The parties will make reasonable efforts to resolve any dispute, claim or controversy arising out of this contract using the following dispute resolution procedures:

- a) Negotiation – the parties will make reasonable efforts to resolve any dispute by amicable negotiations and will provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate negotiations.

- b) Mediation – If all or any of a Dispute cannot be resolved by good faith negotiations within 30 days, either party may refer the matter to mediation. Within 10 days of delivery of notice, the parties will mutually appoint a mediator. If the parties fail to agree on the appointment of the mediator, then either party may apply to the BC International Commercial Arbitration Centre for appointment of a mediator. The parties will continue to negotiate in good faith to resolve the Dispute with the assistance of the mediator. The place of mediation will be Coquitlam, British Columbia. Each party will bear its own costs of participating in the mediation.
- c) Litigation – If within 90 days of the request of the mediation, the Dispute is not settled, or if the mediator advises that there is no reasonable possibility of the parties reaching a negotiated resolution, then either party may without further notice, commence litigation.

2.12. Confidentiality

The Contractor agrees that proprietary City information obtained in providing the services will be treated as confidential and not disclosed.

2.13. Advertisement

The Contractor shall not advertise its relationship with the City without prior written consent from the City.

2.14. Subletting

The Contractor will not, without the written consent of the City of Coquitlam, assign, sublet or transfer any subsequent contract or any part thereof.

2.15. Law

The RFP and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia.

2.16. Non-exclusivity

The intent of the City is to have one service provider but the acceptance of any proposal, and upon award, does not entitle any Contractor to exclusive rights for the provision of the services.

2.17. Payments – Invoicing

- a) Invoices are to be sent to email: apinvoices@coquitlam.ca
- b) Invoices shall indicate the Date, a unique invoice number, the City Purchase Order Number, Work Order or Purchase Contract Number and City contact name;
- c) Invoices shall be submitted on a monthly basis or upon completion of services;
- d) The Contractor shall be paid net 30 days or best effort from receipt of invoice and acceptance of the goods and/or services, whichever is the later, unless alternate payment terms have been agreed to between the Contractor and the City.
- e) Taxes are to be shown separately.



City of Coquitlam

REQUEST FOR PROPOSALS

RFP No. 14-01-02

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1. In the "Subject" field enter: RFP Number and Name
2. Add files in .pdf format and Send
(ensure you receive 2 emails from Qfile to confirm upload is complete)

Proponents are responsible to allow ample time to complete the submission process.

For assistance Phone 604-927-3060 or Fax 604-927-3035.

PROPOSAL SUBMISSION FORM

Complete and return this Proposal Submission Form

Submitted by: _____
(company name)

1. PRICE

1.1. Telephone System Maintenance

Using Appendix “B” and “C” as a guide, provide monthly and annual costs for maintenance:

Description	Amount
Annual Price on a three (3) year agreement	
Annual Price on a five (5) year agreement	

A final configuration audit to determine the equipment list is to be performed by the proponent at time of final contract signing.

1.2 Rates

The following are rates that would be used for valuing additional work and services beyond the scope of this RFP on an “as needed and when requested” basis. These rates are all inclusive without limitation, including all labour, wages, benefits, equipment, transportation, fuel, mobilization, overhead and profit.

Billable On-Site Repair / MAC	Hourly Rates
8-5 Business day *	
Evenings and Saturdays **	
Sunday and Holidays	
Minimum Hours Billed ***	
Additional billing after minimum	
Billable Remote Moves, Adds and Changes	Hourly Rates
8 – 5 Business day*	
Evenings and Saturdays **	
Sunday and Holidays	
Minimum Hours Billed ***	
Additional billing after minimum	
On-site engineering work	Hourly Rates
8 – 5 Business day*	
Evenings and Saturdays **	
Sunday and Holidays	
Project Management	
Engineering Support	
User Training	
System Administration Training	
Custom Reporting	

Legend	
* 8:00am – 5:00 pm Monday thru Friday.	
** 5:01pm – 7:49 am Monday thru Friday and all day Saturday.	
*** Pertains to repair services and remote work.	

2. Maintenance Service

Maintenance Services are services that are necessary to ensure equipment is in good working order. Service is an extremely important consideration in the award of this RFP. Repair and replacement parts for the City telephone systems are critical to ensure continued service to our community.

Item	Service	Comply (Y/N)
2.1	Proponents agree to make all necessary adjustments, repairs or replacements to defective, damaged or worn out parts after being notified by the City of a minor or major system failure of the equipment. The successful Proponent will complete the required repair.	
2.2	Should the problem relate to third party equipment or services, the Proponent will contact either the City or the third party as dictated by City.	
2.3	Proponents agree not to use subcontractors for remedial maintenance and repair to telephone systems unless previously approved by the City.	
2.4	Proponents agree to provide all preventative maintenance that is necessary or desirable for the equipment as determined by the City or as recommended by Avaya. Preventative maintenance that interferes with the business of the City shall be performed at mutually acceptable times.	
2.5	The Proponent is to automatically provide software updates and upgrades with each new software release including major releases. Software upgrades are to be made available at no-charge to the City. Software maintenance that interferes with the business of the City shall be performed at mutually acceptable times.	
2.6	Proponents agree to provide and install replacement parts for equipment at equal or better value at no additional charge to the City. Replaced parts removed become property of the successful Proponent and replacement parts installed become part of the equipment and property of the City.	
2.7	Proponents agree to perform remote diagnostic analysis of the Succession CSE 1000 PBXs 24 hours a day. Appropriate escalation and client notification procedures should result from this monitoring. The successful Proponent shall maintain a record of said analysis for a period of not less than one year from the year in which the remote diagnostic analysis is in place and will provide the City with this record during this period if requested by the City.	

Item	Service	Comply (Y/N)
2.8	Proponents agree to conduct yearly traffic studies, and shall provide the City with a written report containing a summary of its findings, together with recommendations, if required, as to the addition of trunks, features, software or equipment or deletion of trunks, features, software or equipment to improve the City’s telephone services and systems, together with an estimate of the cost involved in implementing such recommendations.	
2.9	Proponents agree to provide the City with a complete report of the maintenance services provided to the City upon completion of services. The City will review and sign off each report to confirm acceptance.	
2.10	Proponents must ensure technicians are instructed to send the City a copy of the completed work order in electronic format either by e-mail upon completion of the work at any City site.	
2.11	Proponents agree to maintain a sufficient inventory of spare parts for all City equipment used in order to provide maintenance services in a timely basis. Proponents further agree to ensure technicians servicing the City sites maintain a “car stock” with sufficient inventory of spare parts for all City equipment used in order to provide maintenance in a timely basis.	
2.12	Proponents agree to maintain accurate and up to date equipment records on the City sites and equipment used. This includes accurate listings of telephone line configurations and any peripheral equipment used as part of the City telephone systems. This equipment record will be sent to the City on a monthly basis or provided as a shared document for the City to access.	
2.13	Proponents further agree to perform monthly backups of the systems. Should there be the need for several modifications to a site system, an updated backup will be performed prior to the completion of the work. The Proponent agrees to ensure backups for all systems are kept in a secure place and that the City be provided a copy of each backup file once completed. The City agrees to ensure backup files are kept in a secure place.	

3. Coverage

Item	Service	Comply (Y/N)
3.1	Proponents must be capable of responding 24 hours per day, 7 days per week, to any trouble repair calls from the City and to any alarms generated by the systems.	

4. Maintenance Response/Repair Criteria

Proponents must agree to the City’s requirements for maintenance response times as detailed below for both major and minor system failures. The City will notify the successful Proponent to report any major, critical or minor system failure as soon as detected. Major System Failure pertaining to Equipment is defined as “*non-performance, malfunctioning or breaking down of Core Equipment*” and must be addressed immediately to minimize possible dangers to staff and citizens:

- a. A major system alarm
- b. Total system failure
- c. A main facility answering position (main reception) telephone not working
- d. More than 6 general phones not working
- e. Failure of an entire trunk group/T 1
- f. Failure of any ACD queue
- g. Failure of more than 2 ports connected to the CallPilot voicemail
- h. Failure of the Symposium server and/or call center group

Item	Service	Comply (Y/N)
4.1	In the event that a facility experiences a Major System Failure, Proponents agree to respond and repair in the following manner:	
	a. Failures will be reported by telephone or electronically to the Proponents’ customer service desk.	
	b. An authorized and qualified technician will respond by telephone within 10 minutes.	
	c. An authorized and qualified technician will appear at the site or dial in remotely (via secure VPN or other negotiated method) to the affected system within one (1) hour.	
	d. Upon completing the service call, Proponents agree to provide the City with a report detailing the problem and action taken to remedy the problem.	
	e. Equipment requiring replacement will be immediately replaced at the same time using technician’s car stock.	
	f. Should immediate replacement not be possible, the failed equipment will be replaced within 3 hours unless agreed upon by the City.	
	g. Should the successful Proponent not be able to meet the response and repair times as specified in this document, the City reserves the right to issue a penalty of \$1,000.00 per occurrence. Weather and unforeseen factors will be considered prior to issuance.	
	h. Should more than six (6) penalties be issued to the successful Proponent within a six (6) month period, the City reserves the right to cancel the contract for service and/or equipment.	

Item	Service	Comply (Y/N)
4.2	Minor System Failure pertaining to Equipment is defined as “ Any failure (non-performance, malfunctioning or breaking down of equipment) other than a major system failure” must be addressed as outlined below:	
	a. The successful Proponent shall respond by telephone or electronic mail within one hour of notification from the City.	
	b. The successful Proponent shall respond onsite or dial in remotely (via secure VPN or other negotiated method) within twenty four (24) hours of notification or next business day.	
	c. Upon completing the service call, Proponents agree to provide the City with a report detailing the problem and action taken to remedy the problem.	
	d. Equipment requiring replacement will be immediately replaced at the same time using technician car stock.	
	e. Should immediate replacement not be possible, the failed equipment will be replaced within 24 hours unless agreed upon by the City.	
	f. Should the successful Proponent not be able to meet the response and repair times as specified in this document, the City reserves the right to issue a penalty of \$200.00 per occurrence. Weather and unforeseen factors will be considered prior to issuance.	
	g. Should more than six (6) penalties be issued to the successful Proponent within a six (6) month period, the City reserves the right to cancel the contract for service and/or equipment.	

5. Preventative Patch Maintenance Service

Item	Service	Comply (Y/N)
5.1	Proponents agree to perform preventative patch maintenance within 30 days of problem identification or patch release.	
5.2	As the underlying technologies require proactive patch management, the Proponent agrees to audit the system on a monthly basis and ensure that all security, functionality and other preventative maintenance patch are installed in a pro-active manor, not in excess of 30 days from the date of release by Avaya, Microsoft or other.	

6. Chargeable Service

Item	Service	Comply (Y/N)
6.1	Proponents agree to notify the City of any chargeable service calls and obtain approval before proceeding.	
6.2	Chargeable service calls include any repairs made to equipment not covered under the terms of this document, repairs made to equipment that has been damaged by the City and repair requests issued in error on the part of the City.	
6.3	Rates are not to exceed the quoted rate for labor and materials as outlined in the Proposal Forms section.	

7. Customer Participation

Item	Service	Comply (Y/N)
7.1	Proponents agree to offer a discount on the maintenance service charges to the City based on Customer Participation whereby the City agrees to perform troubleshooting and basic administrative procedures associated with maintenance, MAC's and repair of the City telephone equipment. This includes replacing defective equipment where possible with City surplus equipment. The successful Proponent would then pick up the defective equipment and replace at no charge.	

8. Training

Item	Service	Comply (Y/N)
8.1	Proponents agree to arrange for administrative training to the City as required on new equipment or new releases of software.	
8.2	Proponents must detail any costs associated with this based upon offering training up to two (2) of the City's technical staff, two (2) courses per year.	

9. Moves, Adds, Changes (MAC)s

Item	Service	Comply (Y/N)
9.1	It is the City’s intention to perform normal MAC work itself. However, Proponents agree to perform MAC requests as part of this agreement on an as needed basis. The successful Proponent will be responsible for major system moves, additions of equipment and changes to equipment as required.	
9.2	Proponents agree to respond to MAC programming requests via web or telephone within one (1) business day.	
9.3	Proponents agree to respond onsite if necessary and complete MAC requests within three (3) business days.	
9.4	Proponents agree to provide the City with an accurate and up-to-date breakdown of all associated costs prior to beginning any chargeable MAC work. Rates will be charged at the quoted rate for labor and materials as outlined in the Proposal Forms section.	
9.5	The City agrees to provide to the successful Proponent as much notice as possible prior to any chargeable MAC work requests with a minimum baseline of 3 business days.	

10. SUSTAINABLE PRACTISES AND INITIATIVES

Describe all initiatives, policies or programs that illustrate your firm’s efforts towards sustainable practises and responsibility in providing the services.

(Social/Ethical, Environmental, Economic/Financial)

11. 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:

12. EXPERIENCE AND REFERENCES

Proponents shall be competent and capable of performing the services requested and successfully performed the services for contracts of similar in size, scope and complexity:

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

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

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

13. ACCEPTANCE

The City requests that Proposals remain open for acceptance for a period of not less than sixty (60) days from the closing date.

We, the undersigned, confirm that this proposal is open for acceptance by the City for a period of: _____ days.

14. 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	Date Received

15. AUTHORIZATION

We hereby submit our Proposal for the services in accordance with the information provided in this RFP.

Company Name	
Street Address	
City, Province & Postal Code	
Tel No.	
Fax No.	
E-mail	
GST Registration No.	
WorkSafeBC Account No.	
Name and Title (please print)	
Signature	
Date:	

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

- End of Proposal Submission Form -

THIS FORM IS TO BE COMPLETED BY THE INSURANCE BROKER

(A fillable form is also available for electronic completion on the City's website): http://www.coquitlam.ca/Libraries/Coquitlam_Forms/Certificate_of_Insurance_-_Standard_Form.sfb.ashx

This certifies that policies of insurance as described below have been issued to the Insured named below and are in full force and effect at this time. It is understood and agreed that **thirty (30) days' notice of cancellation** or reduction in applicable limit of any of the policies listed below, with the exception of ICBC, will be given to the holder of this certificate.

NOTE: **INSURANCE COMPANIES MUST BE LICENSED TO OPERATE IN BRITISH COLUMBIA.**

This Certificate is issued to: **City of Coquitlam**, 3000 Guildford Way, Coquitlam, BC V3B 7N2

Insured	Name:		
	Address:	Email:	Phone:

Broker	Name:		Agent's Name:
	Address:	Email:	Phone:

Project to which this Certificate applies:

RFP No. 14-01-02:	Project Name & Description: Telephone System Maintenance
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COMMERCIAL GENERAL LIABILITY coverage is required to insure against liability from the activities arising out of operations or work in connection with the above-described project, including liability arising out of the use of City property.

Type of Insurance	Insurer Name and Policy Number	Policy Term (dd/mm/yy)	Limits of Liability/Amounts
Section 1: Commercial General Liability <input checked="" type="checkbox"/> Occurrence Form <input type="checkbox"/> Claims Made Form		From:	Bodily Injury, Death & Property Damage
		To:	\$ _____ Per Occurrence <input checked="" type="checkbox"/> MINIMUM \$2,000,000
<input type="checkbox"/> Umbrella Liability		From:	\$ _____ Aggregate
		To:	\$ _____ Deductible
<input type="checkbox"/> Excess Liability		From:	\$ _____ Umbrella Limit
		To:	\$ _____ Excess Limit
Section 2 Other:		From:	\$ _____ Limit
		To:	\$ _____ Deductible

Particulars of General Liability Insurance (Sections 1 & 2): indicates that the coverage is included.

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> City of Coquitlam as Additional Insured | <input checked="" type="checkbox"/> Coverage is Primary and not contributory | <input type="checkbox"/> 12 months Completed Operations |
| <input checked="" type="checkbox"/> Premises & Operations | <input checked="" type="checkbox"/> Personal Injury | <input type="checkbox"/> 24 months Completed Operations |
| <input checked="" type="checkbox"/> Broad Form Products & Completed Operations | <input type="checkbox"/> Use of explosives for blasting | <input type="checkbox"/> Aircraft/Aviation Liability |
| <input checked="" type="checkbox"/> Owners & Contractors Protective | <input type="checkbox"/> Vibration from pile driving or caisson work | <input type="checkbox"/> Non-owned aircraft liability |
| <input checked="" type="checkbox"/> Blanket Contractual | <input type="checkbox"/> Removal or weakening of support of property, building or land whether support is natural or otherwise | <input type="checkbox"/> Watercraft liability |
| <input checked="" type="checkbox"/> Unlicensed Automobile Liability | <input type="checkbox"/> Water Ingress Coverage | <input type="checkbox"/> Non-owned watercraft liability |
| <input checked="" type="checkbox"/> Cross Liability/Severability of Interests | <input type="checkbox"/> Work below ground level over 3 meters (XCU extension) | <input type="checkbox"/> Pollution Liability |
| <input checked="" type="checkbox"/> Employees As Additional Insureds | | <input type="checkbox"/> Asbestos |
| <input checked="" type="checkbox"/> Non-Owned Automobile | | |
| <input checked="" type="checkbox"/> Attached Machinery | | |
| <input checked="" type="checkbox"/> Occurrence Property Damage | | |
| <input checked="" type="checkbox"/> Contingent Employer's Liability | | |
| <input checked="" type="checkbox"/> Broad Form Loss of Use | | |

Section 3: Automobile Liability (owned or leased vehicles)	If insured by ICBC, attach a copy of the ICBC form APV-47	From:	Personal Injury & Property Damage
		To:	\$ _____ Limit <input checked="" type="checkbox"/> MINIMUM \$2,000,000

It is understood and agreed any deductible or reimbursement clause contained in the policy shall be the sole responsibility of the Named Insured.

Broker Authorization (Signature & Stamp) _____

Date _____

INTERNAL USE ONLY	
Certificate	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved

COMPLETE & SUBMIT TO: CITY OF COQUITLAM
Email: bid@coquitlam.ca

Appendix B –Telephone System Inventory

City Hall - Main CS1000E Rls 7.5 - Campus-redundant Core

Qty	Description
1	CS1000E Core 1 - CPPM (NTDW61)
3	Signaling Servers 1. Prim UCM - IBM3350 2. Leader TPS SS – CPPM 3. SIP GW & SIP Line- IBM3350
1	System Manager (HP DL360G7)
2	Session Managers (HP DL360G7)
5	MGC (NTDW60BA)
4	96-port DSPDB (NTDW64AA)
4	32-port DSPDB (NTDW62AA)
1	Universal Trunk Cards EXUT (NT8D14)
3	PRI Cards (NTRB21)
3	Analog Cards (NT8D09)
1	MIRAN (NTEZ56AA)
1	MICB (NT5D51)
1	MIPCD (NT5G71)
1	Reach Line Card (
1	MGATE Card (NTRB18)
1	CallPilot 702T Rls 5.0
1	CallPilot Reporter - CPE server
1	Avaya Aura Contact Center 6.2 - (CPE Server)
1	Telephony Manager 4.0 - CPE Server
2	Agile Communication Environment (redundant servers – 2xHP DL360G7 servers)

Austin Service Center

Qty.	Description
1	CS1000E Core 1 - CPPM (NTDW61)
2	2 Signaling Servers
1	Backup UCM - IBM3350
1	Follower TPS SS - CPPM)
2	2 MGC (NTDW60)
1	1 96-port DSPDB (NTDW64AA)
1	1 32-port DSPDB (NTDW62AA)
3	3 PRI Cards (NTRB21)
1	1 Universal Trunk Cards EXUT (NT8D14)
1	1 Analog Cards (NT8D09)

Mariner Fire Hall

Qty.	Description
1	Media Gateway Controller - MGC (NTDW60)
1	96-port DSPDB (NTDW64AA)
1	32-port DSPDB (NTDW62AA)
1	Universal Trunk Cards EXUT (NT8D14)
1	Analog Cards (NT8D09)

Pinetree Community Center

Qty.	Description
1	MGC (NTDW60)
1	96-port DSPDB (NTDW64AA)
1	32-port DSPDB (NTDW62AA)
1	Universal Trunk Cards EXUT (NT8D14)
1	Analog Cards (NT8D09)

Poirier

Qty.	Description
1	MGC (NTDW60)
1	96-port DSPDB (NTDW64AA)
1	32-port DSPDB (NTDW62AA)
1	Universal Trunk Cards EXUT (NT8D14)
1	Analog Cards (NT8D09)

Austin Fire Hall

Qty.	Description
1	MGC (NTDW60)
1	96-port DSPDB (NTDW64AA)
1	32-port DSPDB (NTDW62AA)
1	Universal Trunk Cards EXUT (NT8D14)
1	Analog Cards (NT8D09)

Town Center Fire Hall - CS1000E Branch Office

Qty.	Description
1	Branch Office CPU - CPPM (NTDW61)
1	Signaling Server - CPPM (NTDW61)
1	MGC (NTDW60)
1	96-port DSPDB (NTDW64AA)
1	32-port DSPDB (NTDW62AA)
1	PRI Cards (NTRB21)
3	Universal Trunk Cards EXUT (NT8D14)
1	Analog Cards (NT8D09)

Appendix C – Telephone System Licenses

System type is - Communication Server 1000E/CP PM – Software License inventory

	Total Licenses	Used Licenses	Remaining Licenses	Overflow Licenses
TRADITIONAL TELEPHONES	184	98	86	
DECT USERS	0	0	0	
IP USERS	784	777	7	
BASIC IP USERS	0	0	0	8
TEMPORARY IP USERS	0	0	0	
DECT VISITOR USER	0	0	0	
ACD AGENTS	64	58	6	
MOBILE EXTENSIONS	0	0	0	
TELEPHONY SERVICES	50	4	46	
CONVERGED MOBILE USERS	0	0	0	
AVAYA SIP LINES	650	0	650	
THIRD PARTY SIP LINES	2	1	1	
PCA	0	0	0	
ITG ISDN TRUNKS	0	0	0	
H.323 ACCESS PORTS	330	140	190	
AST	1650	5	1645	
SIP CONVERGED DESKTOPS	0	0	0	
SIP CTI TR87	650	5	645	
SIP ACCESS PORTS	15	15	0	
RAN CON	16	16	0	
MUS CON	60	20	40	
IP RAN CON	0	0	0	
IP MUS CON	0	0	0	
IP MEDIA SESSIONS	0	0	0	
TNS	65535	2625	62910	
ACDN	24000	68	23932	
AML	16	4	12	
IDLE_SET_DISPLAY CITY OF COQUITLAM LTID	65535	0	65535	
RAN RTE	512	3	509	
ATTENDANT CONSOLES	65535	0	65535	
IP ATTENDANT CONSOLES	0	0	0	
BRI DSL	10000	0	10000	
DATA PORTS	65535	0	65535	
PHANTOM PORTS	65535	69	65466	
TRADITIONAL TRUNKS	65535	157	65378	
ELC ACCESS PORTS	0	0	0	
DCH	255	6	249	