

Request for Proposal  
RFP No. ITS-2017-08-01



August 23, 2017

Strathmere Lodge Long-Term Care Home  
VoIP Phone System Implementation

Deadline for Receipt of Proposals: September 27, 2017

Proposals to be submitted by e-mail to Morgan Calvert ([mcalvert@middlesex.ca](mailto:mcalvert@middlesex.ca))

Information Technology Services  
Middlesex County  
399 Ridout St. N.  
London, ON., N6A 2P1

## 1. DEFINITIONS

In this Request for Proposal, in addition to terms defined elsewhere in this Request for Proposal, the following terms have the following meanings:

**“Mandatory Requirement”** has the meaning described in section 4(a) of this Request for Proposal.

**“Rated Requirement”** has the meaning described in section 4(b) of this Request for Proposal.

**“Request for Proposal or RFP”** means this document inclusive of all definitions and provisions contained therein.

**“Services”** – means all of the Mandatory and Rated Requirements of this RFP as outlined in Section 6.

## 2. INTRODUCTION

The Corporation of the County of Middlesex is a municipal government located in Southwestern Ontario. Middlesex County (“the County”) with a population of approximately 80,000 is a two-tier local government which is comprised of eight incorporated lower-tier municipalities. The County, as the upper-tier municipality has several remote offices located throughout the geography of the County and maintains a headquarters located in downtown London, Ontario.

## 3. PURPOSE, BACKGROUND AND INTENT

The purpose of this Request for Proposal (RFP) is to solicit proposals from qualified vendors for the procurement, installation, end-user training and manufacturer support of a VoIP phone system solution that will meet the requirements of Middlesex County’s Long-Term Care Home, Strathmere Lodge as outlined in this RFP document.

It is the intent to replace the existing analog phone system that provides phone services within Strathmere Lodge located at 599 Albert Street, Strathroy Ontario. It is a requirement that the proposed phone system integrates with existing VoIP phone system deployed at Middlesex County’s Primary Data Centre with the idea to create a seamless end-user experience. Proponents must attempt to leverage as many existing services and hardware which are already in production.

The new phone system must include:

- i. A system that is supported by a highly qualified and reliable vendor with experience in VoIP implementations.
- ii. Mainstream products with strong manufacturer commitment and vendor support.
- iii. Easily integrate with existing County VoIP systems and network infrastructure.
- iv. Capable of providing unified communications features that integrate with the County's current VoIP and Exchange architecture.
- v. Easily maintained by Information Technology Services staff and other municipal staff as required.

#### 4. PROPOSAL CONTENT AND DOCTRINE OF SUBSTANTIAL COMPLIANCE

This RFP includes both mandatory and rated requirements. Middlesex County requests proposals which:

- i. confirm and demonstrate compliance with all of the stated mandatory requirements; and
- ii. should address or respond to each of the stated rated requirements.

##### a) **Mandatory Requirements**

Mandatory requirements are expressed in this RFP using terms such as “**must**” or “**shall**” and are followed by the letter **(M)** in section 6 of this RFP.

These mandatory requirements will be understood to constitute an imperative requirement of Middlesex County with respect to this RFP. Proponents are required to provide a clear response to each mandatory requirement item in their proposals. If a mandatory requirement is not provided in a Proposal, that Proposal will be considered non-compliant with this RFP and will be unable to be evaluated/scored under the Rated Requirements Evaluation Criteria (see Evaluation Methodology in section 7 of this RFP) unless the doctrine of substantial compliance (as defined in this RFP) is deemed to apply by Middlesex County in its sole and absolute discretion.

*If a mandatory requirement is not technically feasible, not in line with industry standards, or contradicts other requirements, the Proponent should state so in writing to Morgan Calvert (mcalvert@middlesex.ca) on or before September 6, 2017 at 12:00pm. Middlesex County in its*

*sole and absolute discretion may recommend changes to Proposals in an addendum to this RFP (see section 9a of this RFP).*

**b) Rated Requirements**

Proposals will be evaluated and scored pursuant to the Evaluation Methodology set out in section 7 of this RFP. The Rated Requirements Evaluation Criteria rates how strongly and the ease at which the characteristics of the mandatory requirements provided in proposals meet the County's needs.

*Note to Proponents: It is essential that Proposals are stated in a clear and concise manner. Failure to provide complete information as requested will be to the Proponent's disadvantage.*

**c) Doctrine of Substantial Compliance**

While it remains the County's prerogative in its absolute and sole discretion to exclude any proposal from further evaluation or consideration for having failed to meet a mandatory requirement, Middlesex County nevertheless reserves the right in its absolute and sole election to determine that a proposal substantively complies with a mandatory requirement. In such a case, substantive compliance means where the solution proposed or the proposal itself:

- i. accomplishes a mandatory requirement using an alternative method than that envisaged by Middlesex County; and
- ii. the degree that the proposal is apparently non-compliant with the specified requirement is considered by Middlesex County to be minor and not material to the overall procurement intent of this RFP.

## **5. AWARD OF THIS RFP**

Middlesex County reserves the right to accept or reject any and or all proposals should such be determined by Middlesex County to be in Middlesex County's best interest. Should only one proposal be received, Middlesex County reserves the right to reject it. In the event there is a successful Proponent to this RFP, the Award will allow the successful Proponent the sole ability to provide the Services as outlined in the Mandatory and Rated Requirements (Section 6) of this RFP.

## 6. MANDATORY AND RATED REQUIREMENTS OF THIS RFP (M)(R)

### a) Mandatory Requirements (M)

**Notice to Proponents:** The Information Technology Services team has determined that a Cisco ONE ISR 4331 best fits our environment and requirements (refer to Appendix A), experience, technical expertise, training and overall integration with existing VoIP systems and network infrastructure.

Proponents may submit a proposal that incorporates other types of equipment. If this is the case, Proponents must provide a submission that best matches the technical specifications of the equipment mentioned below. Proponents must also provide an integration plan, support agreement and any training requirements that would ensure Middlesex County staff can effectively and efficiently manage the proposed system.

### VoIP Phone System Requirements for Strathmere Lodge

#### I. Features and Requirements

- Voicemail for 27 users
- Voicemail to email capability for 14 voicemail users
- Instant Messaging, Presence and Exchange email integration for 15 users
- Auto-attendant with capability to schedule holidays, day and night hours
- Ability to identify the location of emergency callers
- SRST failover to local ISR gateway with analog lines
- Integration with existing Public Address (PA) System (see related hardware)
- Integration with existing analog intercoms (2)

#### II. Technical Specifications

- 35 Cisco IP Phones model #8811
- 2 Cisco IP Phones model #8851
- 2 Cisco CP-BEKEM key expansion modules
- 22 Cisco Wireless IP Phones model #8821
- 19 Cisco CP-DSKCH-8821-BUN charging stations
- 6 Spare batteries for Cisco model #8821
- 6 protective cases for Cisco model #8821
- ATA 190 for integration with existing analog intercoms
- Licensing for all requirements and capabilities as outlined in Section 6

#### III. Additional Network Infrastructure

- 1 x 48 port Cisco 2960X-48LPS-L switch

- 3 x Meraki MR42 Access Points
- **No Professional Services required for the installation of the switch and access points mentioned in this particular section.**

#### IV. Professional Services

- Installation and implementation of all components, features and requirements as outlined in Section 6 with the exclusion of Additional Network Infrastructure
- Integration with existing VoIP system as identified in Appendix A
- Verification of existing network configuration relating to Quality of Service on all existing network infrastructure relating to this project

### **Additional Requirements**

The proposed VoIP Phone System:

- I. must integrate with the County's Primary VoIP Phone System for centralized voicemail and unified communications
- II. has a separate Business Telephone Number based on its location
- III. must integrate 4-digit extension dialing between sites
- IV. shall route inbound and outbound calls through main phone system's SIP trunk located at Middlesex County Primary Data Centre
- V. will use local analog lines for emergency (911) calling and SRST failover should the network link fail to the primary phone system which is located at the Middlesex County Primary Data Centre

#### **b) Strength of Mandatory Requirements (R)**

The extent to which and ease at which the specific characteristics of the Mandatory Requirements (section 6) provided in proposals meet Middlesex County's intention and needs as stated in section 3 of this RFP will be rated (R) pursuant to the Rated Requirements Evaluation Criteria set out in section 7(b) of this RFP.

#### **c) Infrastructure Requirements (M)(R)**

- I. Must seamlessly integrate with existing network and communications infrastructure (as outlined in Appendix A).

#### **d) Pricing Model (M)(R)**

The Pricing Model in each Proposal must:

- I. include a cost breakdown (as appropriate) of each Mandatory Requirement as described in section 6.
- II. include one year of manufacturer warranty.
- III. A total cost of all components and services as outlined throughout this RFP.

*\*Note to Proponents: In separating the cost associated to each Mandatory Requirement (section 6), you are acknowledging that Middlesex County can pick and choose, in its sole discretion, which Mandatory Requirements to include in the initial cost of the project and that the price for each Mandatory Requirement will not change depending on the number of choices made.*

*If Middlesex County does not choose to purchase a Mandatory Requirement at the initial scope of this project, it will be a requirement that Middlesex County shall have the option before the project is completed (as indicated through a sign-off procedure) to purchase any Mandatory Requirement at the price originally provided.*

#### **e) Experience and Qualifications (M)(R)**

Respondents must provide three (3) references with like projects that we may contact. Respondents must provide a brief description of the work that was provided to the three (3) listed references and how it relates to the requirements as outlined in this RFP.

Middlesex County will consider past working experience with the potential Proponent as it relates to previous projects between the County and the Proponent.

#### **f) Timelines for Project Completion (M)(R)**

Respondents must provide assurance that the phone system outlined in this RFP can be installed and fully operational by December 4, 2017.

Middlesex County retains the right to adjust the Project Completion date if it's in the best interest of Middlesex County.

#### **g) Implementation Plan (M)(R)**

Respondents must include an Implementation Plan that includes;

- I. An assigned Project Manager.
- II. Scope of Work.
- III. Middlesex County staff involvement throughout the duration of the project including any deliverables and expectations of the vendor.
- IV. Required vendor access to systems, both physical and logical

- V. Timelines including any milestones keeping in mind the Timelines for Project Completion as outlined in section 6(f).
- VI. Proposed roll-out plan: Big Bang or Phased approach.
- VII. Proposed end-user and support staff training
- VIII. Any other information that is not listed here.
- IX. Project Sign-Off

**h) WSIB Clearance Certificate (M)(R)**

Proponents must include a copy of their WSIB Clearance Certificate.

## 7. EVALUATION METHODOLOGY

**a) Examination for Compliance with Mandatory (M) Requirements**

Proposals will first be examined for compliance with the mandatory requirements of this RFP. If a mandatory requirement is not provided in a proposal, that proposal will be considered non-complaint with this RFP and will be unable to be evaluated/scored under the Rated Requirements Evaluation Criteria (section 7 of this RFP) unless the doctrine of substantial compliance (as defined in this RFP) is deemed to apply by Middlesex County in its sole and absolute discretion.

**b) Rated (R) Requirements Evaluation Criteria**

The rated requirements of compliant proposals will be evaluated under the Rated Requirements Evaluation Criteria provided in the table below.

The lowest costed, or any proposal at all, will not necessarily be accepted by Middlesex County. The basis for selection of a proposal will be the proposal that provides the best overall value as determined by the exercise of the Rated Requirements Evaluation Criteria.

Middlesex County reserves the right to accept or reject any or all proposals should such be deemed by Middlesex County in its sole discretion to be in its best interest. Should only one proposal be received, Middlesex County reserves the right to reject it.

Item	Rated Requirements Evaluation Criteria	Evaluation Weighting
1	Pricing Model	45
2	Strength of Mandatory Requirements	20
3	Experience and Qualifications (including quality of references)	15
4	Demonstrated understanding of the project deliverables and professionalism of proposal	10



5	Implementation Plan	10
Total		100%

## 8. ADDITIONAL GENERAL CONDITIONS OF THIS RFP

### a) **Independent Contractor Status of Proponent; Indemnity and Insurance Acknowledgement**

The Proponent acknowledges that in providing a proposal that it provides such as an independent contractor and for the sole purpose of executing the Services as outlined in Section 6 of this RFP. Neither the Proponent nor any of its personnel is engaged as an employee, servant or agent of Middlesex County.

As an independent contractor, the Proponent further acknowledges that in the event it was to enter into an agreement with Middlesex County for the provision of the Services as outlined in Section 6, it would be required to:

- i) release, indemnify and hold completely harmless Middlesex County from any and all liability, including legal costs, which may be attributed to the negligence of the Proponent in its provision of services;
- ii) carry a Commercial General Liability Insurance policy on an occurrence basis in an amount and with appropriate policy coverage as determined to be appropriate by Middlesex County; and
- iii) carry Errors and Omissions coverage for potential errors and omissions arising from the provision of its services in an amount determined to be appropriate by Middlesex County which is underwritten by an insurer licensed to conduct business in the Province of Ontario.

### b) **Subcontracting and Assignment**

The Proponent acknowledges that in any potential contract with Middlesex County, no subcontracting or assignment of rights and obligations of the Proponent will be permitted without the written consent of Middlesex County.

## 9. ADDITIONAL SPECIAL CONDITIONS OF THIS RFP

### a) **Addenda**

Middlesex County reserves the right to revise this RFP up to the final date for the deadline for receipt of proposals (September 27, 2017 by 4:30pm) Any necessary addenda to this RFP will be

posted on Middlesex County website (www.middlesex.ca) ONLY. Middlesex County at its discretion may or may not change the date for submissions depending on the date and extent of any Addenda.

**b) Question Period**

In the event any proponent has clarification question(s) on the requirements for the submission of a proposal pursuant to this RFP, such questions must be submitted by email to Morgan Calvert (mcalvert@middlesex.ca) on or before September 6, 2017 at 12:00pm. Answers to all clarification questions with respect to the submission of a proposal will be provided in an addendum which will be posted on Middlesex County website (www.middlesex.ca) ONLY, on September 13, 2017. Only answers requesting clarification on the requirements for the submission of a Proposal will be answered.

**c) Ownership**

All files including but not limited to, configuration files, backup files, project documentation and any other data created during the execution of all Services as outlined in Section 6 of this RFP belong to Middlesex County and will be provided to Middlesex County prior to project completion and sign-off.

All equipment, software, software licenses and hardware purchased through the Services as outlined in the Mandatory and Rated Requirements of this RFP (Section 6) belong to Middlesex County and will be provided to Middlesex County prior to project completion and sign-off.

**d) Confidentiality**

The Proponent acknowledges that any and all information relating to the business and affairs of Middlesex County are confidential and that any and all information exchanged relating to this RFP is strictly confidential.

## **10. SUBMISSION OF PROPOSALS AND TIMELINE OF RFP EVENTS**

**a) Submission of Proposals**

Please ensure that your Proposal:

- Email subject line is clearly marked **“VoIP Phone System Implementation”**
  - o Failure to do so may cause the submission to be overlooked
- Follow the flow of this RFP document, ***including numbering scheme***
- Include name, contact information, experience and qualifications of all team members who will contribute to this project
- Include an overview of your understanding of this project

- Provide for and addresses all mandatory (M) and rated (R) requirements of this RFP (see Section 6)
- Include a scanned copy of an original endorsed RFP Response Form (final page of this document) and;
- Is submitted via e-mail to Morgan Calvert ([mcalvert@middlesex.ca](mailto:mcalvert@middlesex.ca)) by September 27, 2017 at 4:30pm

**b) Timeline of RFP Events**

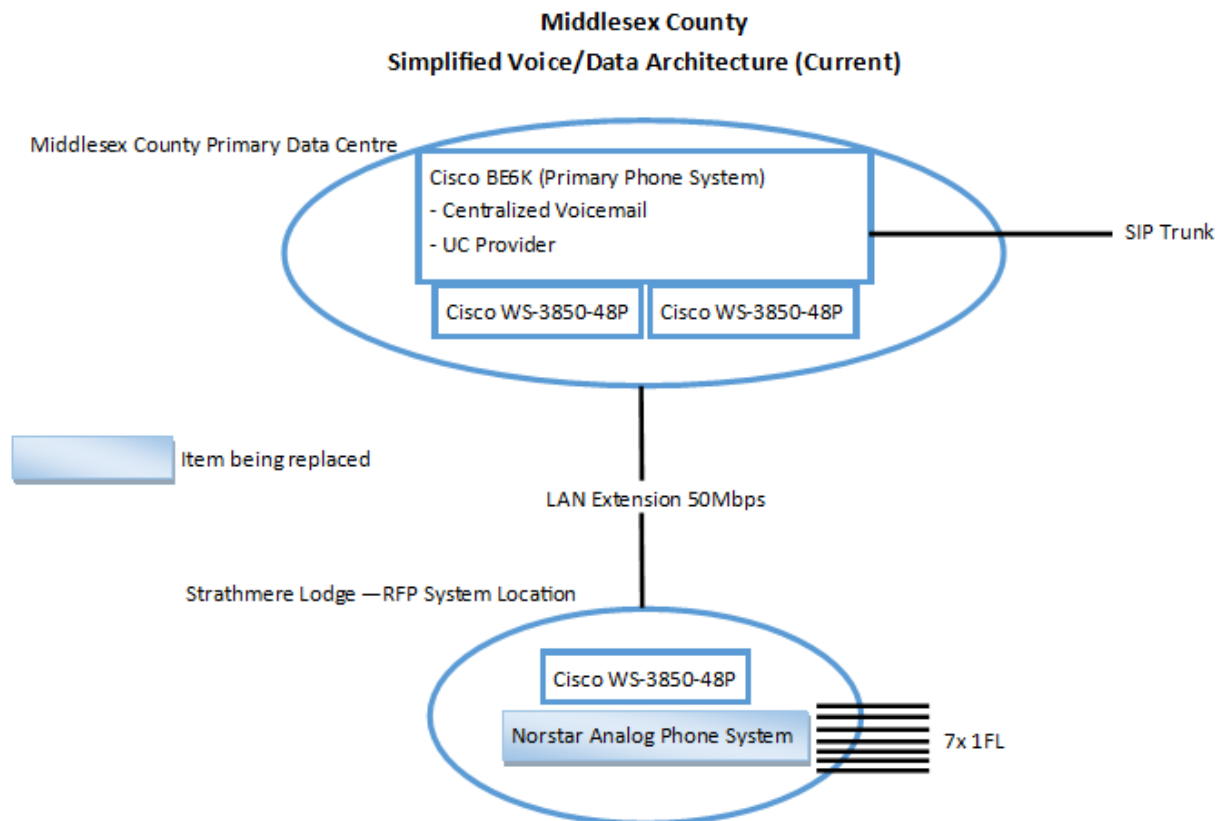
Event	Date
Posting of RFP <ul style="list-style-type: none"> <li>- Middlesex County (<a href="http://www.middlesex.ca">www.middlesex.ca</a>)</li> <li>- MISA (<a href="http://www.misa-asim.ca">www.misa-asim.ca</a>)</li> </ul>	August 23, 2017
Final date of submission of clarification questions (by 12pm)	September 6, 2017
Final date of submission of non-feasible mandatory requirements (by 12pm)	September 6, 2017
Posting of answers to clarification questions <ul style="list-style-type: none"> <li>- Middlesex County (<a href="http://www.middlesex.ca">www.middlesex.ca</a>) ONLY</li> </ul>	September 13, 2017
Deadline for receipt of Proposals (by 4:30pm)	September 27, 2017
Evaluation of Proposals with a decision to be made by	October 4, 2017
Project to be completed by	December 4, 2017

**As required by the *Accessibility for Ontarians with Disabilities Act* and its regulations, Middlesex County is able to provide accessible versions of this RFP upon request. Should any person or entity require an accessible version of this RFP in another format please contact Morgan Calvert by email, [mcalvert@middlesex.ca](mailto:mcalvert@middlesex.ca) or by phone, 519-434-7321.**

## **Appendix A – Current Infrastructure**

Below is a list of current infrastructure and systems that the phone system as outlined in this RFP will be required to integrate with.

Location	System / Manufacturer	Description
Overall	<ul style="list-style-type: none"> <li>- Microsoft Exchange 2010/2016</li> <li>- Microsoft Active Directory Domain Services</li> </ul>	Shared Infrastructure Services
Installation Location (Strathmere Lodge)	<ul style="list-style-type: none"> <li>- Cisco 3850 48 port PoE</li> <li>- TOA 900 Series II Amplifier P-912MK2 Overhead PA System</li> <li>- Analog intercom x2</li> </ul>	Switches PA System Intercom
Middlesex County Primary Data Centre (primary phone system for integration)	<ul style="list-style-type: none"> <li>- Cisco BE6K (SIP trunk)</li> </ul>	Phone system



RFP RESPONSE FORM (ACKNOWLEDGEMENT)

Request for Proposal  
RFP No. ITS-2017-08-01  
Strathmere Lodge Long-Term Care Home  
VoIP Phone System Implementation

I/We have read and understand this RFP, including all Addenda to this RFP, and hereby agree to all of the terms and conditions noted in this RFP and all Addenda thereto.

Dated at \_\_\_\_\_, Ontario this \_\_\_\_ day of \_\_\_\_\_, 2017.

\_\_\_\_\_ Name of Proponent (please print)

\_\_\_\_\_

\_\_\_\_\_ Address

\_\_\_\_\_ Telephone

\_\_\_\_\_ Facsimile

\_\_\_\_\_ Email

Per: \_\_\_\_\_ Signature of Proponent

\_\_\_\_\_ (Name), \_\_\_\_\_ (Position)

I have authority to bind the \_\_\_\_\_ (business type)