

Request for Proposals

Telephone System – Q&A and Addendum

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Due Date: Noon on Monday, May 8th, 2017 by email



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Inquiries

General

1. One of the requests is the data to be stored in Canada, preferably BC. Is this mandatory? Voicemail is hosted on US servers but, we can make it send them to the recipient via email wave file.	That solution is agreeable. Our preference is for most of our data to be in Canada, but we do understand that the nature of telecommunications means some data may be via the US.
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Specific to 190 Alexander

1. Is there a suite number?	Yes – units 201 and 202
2. Are you installing a data network at this location, e.g. switches, cabling etc. or does this already exist?	We will be. The space was previously used by a tech company so much of the cabling is already in place.
3. Please provide details of the above?	I do not have any further details. If you absolutely require this, you will need to conduct a survey at your time/expense.
4. Have you already ordered telephone lines for the new building and if so what service and how many lines?	No. As we do not yet know what system we are implementing, we have not ordered the phone lines.
5. What will be the desktop environment in the new office, e.g. Windows, MAC, Outlook (Exchange or cloud)?	We use Windows and Outlook. We have Exchange, but also use Office 365 online.
6. What Internet connectivity will be at this location, i.e. provider and bandwidth?	It will be through Telus and that location has the capacity for 100Mbps download / 20Mbps upload.
7. On page 3 [Purpose and Scope] you say that the telephone system should be capable of “providing unified communication features for our needs”. Can you describe the UC features that you would like to have on the system at day one and how they will help you to conduct your service?	Be able to manage our telecommunications easily through the phone system. We’re looking for a system that is easy to use and allows users to configure their telecommunications to their needs, so they can better do their jobs. For example, this may include (but is not limited to): being able to forward landlines to cell phones easily and seamlessly; have features like voicemail to some form of text capability (email or SMS); and or be able to easily access the system when they’re off site.

Specific to Other Office Locations

<p>1. What type of phone systems are currently deployed at the other 3 offices?</p>	<p>Two sites have a phone system (PBX) on site. They are both very old systems but still currently functioning. One site has VOIP and is on a one-year contract (from Dec 2016). This site may be reviewed close to the one-year mark.</p>
<p>2. Please provide details of the data network and cabling deployed at the other 3 offices?</p>	<p>I do not have any further details.</p>
<p>3. How many phone lines are deployed at each office and who is the current provider?</p>	<p>The two PBX sites:</p> <ul style="list-style-type: none"> - 20 extensions over one phone number at 101 East Cordova - 12 extensions over two separate phone numbers at the Surrey office. <p>The 405 Powell site will have 15 users, ten of which are direct lines and the rest are extensions on the main line.</p>
<p>4. What will be the desktop environment in these offices, e.g. Windows, MAC, Outlook (Exchange or cloud)?</p>	<p>We use Windows and Outlook. We have Exchange, but also use Office 365 online. One user in the organization uses Mac.</p>
<p>5. What Internet connectivity is provided at the 3 offices location, i.e. provider and bandwidth?</p>	<p>I do not have this information.</p>

Additional Questions for the RFP

<p>1. Do you provide a service level agreement (SLA)? Please give details.</p>
<p>2. What is your average resolution time for incidents, events and problems</p>
<p>3. What is the total downtime of your system in the past two years?</p>
<p>4. Office Relocation – please provide details if we relocate our office (notice period, service details, cost, etc.).</p>