

**Addendum #1 – Q&A**

**November 1, 2021**

**RFP 2021-23**

**Supply, Installation, and Support of  
Cloud Hosted Telephony System**

Questions are answered in the order in which they were received.

**Q&A – Set 1**

<b>Proponents Questions</b>	<b>Responses</b>
1. Do all common areas have Cat5e cabling currently in place?	Current telephony infrastructure is RJ11 wiring. All rooms should have cat5e. Some cabling work may be required depending on phone installation location.
2. Is there POE for common area sets currently in place?	Our current infrastructure was recently upgraded and our new switches support PoE.
3. Is the Townships Corporate data Network support QOS?	Yes.

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4. Can you please provide a logical diagram?	Will be provided to successful proponent.
5. Is there local internet at each location?	Our satellite locations are low use. We'd like a system that could be extended to those locations, however; we are focused on getting the administrative campus where our office work is done set up.
6. Are there any analog devices that are on the system?	Security system is still on analog and would require a landline connection to remain. This landline is also planned to be used for emergency telephone communication.
7. Any integrated with overhead paging?	There is no overhead paging.
8. How many handsets are required for the common areas conference Rooms etc.?	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
9. What Microsoft licensing does the Corporation using now?	Microsoft 365 Business Premium – 49 Licenses Microsoft 365 Business Basic – 14 Licenses Exchange Online (Plan 1) – 20 Licenses
10. What type of devices are you currently using for teams now?	Teams is used on corporate Laptops, Phones.
11. Does the Call Recording need to be 100% of the calls or required an at hoc basis?	Call recording on ad hoc basis.
12. Would you accept a bid for a full Microsoft teams environment?	Yes, we would like to hear a bid for full Microsoft Teams environment implementation provided it meets functional requirements outlined in the RFP.
13. Does the township need to integrate with any audio visual requirement?	The township does not currently have a requirement for this, however; we would encourage bidders to provide information on additional capabilities of their systems for future planning.

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<b>Proponents Questions</b>	<b>Responses</b>
1. How many hard phones will be required for each site?	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
2. Do you have a specification for the hard phones that you require?	We will require 2 sidecars for reception.
3. Is there data cabling (Cat 5/6) at each location where the hard phone will be located?	Each room that will have VOIP handset has RJ45 cabling. Some cabling may be required.
4. If not, will the Township extend data cabling to each location?	Some cabling work may be required. This work will be discovered during the assessment phase. The proponent may include per hour cabling cost for consideration.
5. Will the satellite site leverage the internet connectivity of the main office?	The administrative campus runs on 100/100 internet connection. For the purpose of this RFP we are focusing on getting the administrative campus on VOIP.
6. If not, what is the bandwidth at each site?	Satellite sites have low usage and currently have 6Mbps, 800Kbps connections. They will be considered for future inclusion with data connection upgrades, However; they are not in scope of the RFP.
7. If the bandwidth is not enough to support both normal data as well as VoIP will the Township be willing to upgrade?	Township will upgrade data connection as required. Up to 1Gbps Fibre available. Currently 100/100.
8. Will any of the 40 extensions be working from home or will all work be done in the office?	All handsets would be in office. Work from home would connect via Softphone or Mobile App.
9. Would we be accountable for the uninstallation and disposal of the existing phone system?	Yes.

**Q&A – Set 3**

<b>Proponent Questions</b>	<b>Responses</b>
1. What is the total amount of incoming lines you require?	3
2. How many mobile user licences are required?	38 users have corporate cell phones.

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3. Does every user require a handset? Can virtual extensions be utilized to reduce cost	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
4. Do calls need to be encrypted?	Yes.
5. Do you require call recording?	Ad-hoc
6. Is there a central receptionist, or do you require callers to be greeted by an auto attendant?	Auto Attendant, as stated in RFP.

**Q&A – Set 4**

<b>Proponents Questions</b>	<b>Responses</b>
1. As mentioned in the RFP, Current Voice Cabling is obsolete, should also include cabling in their scope for Hard Phones?	There are some areas where cabling may be required to be run. This will be determined after
2. How many spare LAN ports are available at each workstation?	Generally, each workstation has a single LAN port.
3. Is all of the existing network infrastructure L2 & L3 capable?	Yes.
4. Do you have Power over Ethernet (POE) switches with the necessary power budget?	Switches were recently upgraded. See below.
5. Please share the Switch Make/Model numbers for better clarity.	All switches were recently upgraded to the following: Aruba 1930 48G PoE 4SFP/SFP+ 370W
6. In the absence of POE infrastructure, will you accept a Power Injector solution for IP Phones?	N/A
7. Do you have one spare Power socket available at each workstation to plug in the Power Injectors?	N/A
8. Are you using Native VLAN in your network?	Yes.
9. Can you please confirm the VLAN design in your network?	This will be provided to the successful proponent.
10. Please share the Current Network Architecture and Topology.	All locations are a standard configuration with a firewall and switch at minimum.

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11.	Do you know the current utilization of your Internet?	During the workday, download is typically 85Mbps+. Download is typically 90Mbps+ available with standard workload. Full connection is close to 100/100.
12.	Are you experiencing any issues/slower response with any of your existing applications?	Post installation of new firewall, there are some DNS issues being worked out.
13.	Can you please confirm if you can provide the reliable symmetrical internet path for Voice traffic with minimum 100-128Kbps per call requirement?	Yes. The administrative campus meets this requirement. We have satellite locations that would likely
14.	Do you have any Paging requirements? Please share the details of Paging solution in place.	No paging requirements
15.	Is the expectation that the winning vendor will guarantee QOS and prioritization across the local LAN, WAN, Internet to the cloud servers?	Yes. Within reasonable limitations.
16.	Can you please share the existing Microsoft license plan and count details?	Microsoft 365 Business Premium – 49 Licenses Microsoft 365 Business Basic – 14 Licenses Exchange Online (Plan 1) – 20 Licenses
17.	Can you please share the current usage of your telecom system?	Data not available.
18.	In terms of percentage, What is your telecom usability between Ontario Vs International Dialing?	Estimated to almost exclusively be within Canada. (99%+)

**Q&A – Set 5**

#	Proponents Questions	Responses
	<b>Section 2.3</b>	
1	Section 2.3.1 discusses Call Recording. Can you clarify whether Automatic or Ad-Hoc Call Recording is required/desired?	Ad-Hoc recording.
2	Section 2.3.1 discusses Call Recording. Should the individual end users be able to control whether calls are recorded, or would the	Call recording as an option initiated by the user.

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	Township like for all calls to be recorded automatically?	
3	Section 2.3.1 discusses Call Recording. Can you clarify whether common area phones require Call Recording?	We would expect that call recording is available to employee workstations and 2 common meeting rooms. Common rooms would not be required to have this feature.
4	Section 2.3.3 mentions several handsets will be required for common areas and work sites. Please provide an inventory list of current handsets, or advise total quantities required for each separate area that needs a new physical handset (Reception, conference/meeting room, council chamber, foyer, shop, firehall, library)	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
5	Does every common area handset location have an existing RJ45 ethernet connection to accommodate a VoIP handset?	Every room should have an RJ45 connection. It is possible that some cabling work would be needed depending on location of the phone.
6	Does the Township's current Switch support Power over Ethernet (POE)?	All switches were recently upgraded to the following: Aruba 1930 48G PoE 4SFP/SFP+ 370W
7	How many PoE ports are on the current Switch?	All switches were recently upgraded to the following: Aruba 1930 48G PoE 4SFP/SFP+ 370W
8	What is the make and model of the township's current Switch?	All switches were recently upgraded to the following: Aruba 1930 48G PoE 4SFP/SFP+ 370W
9	Is purchase of new PoE Switch in scope of this RFP and need to be included/factored for in our RFP response and pricing?	We don't anticipate that new PoE switches will be required as we recently upgraded.
10	Does the current phone system have a UPS that can be repurposed?	There is currently a UPS attached to the rack or switches and Toshiba Strata system.
11	If no UPS currently protecting Toshiba system, would the Township like a UPS included in this RFP proposal?	For the purpose of the RFP assume the UPS is currently effective.
12	If UPS desired to be included in RFP proposal, please advise desired runtime requirements for UPS backup	None expected to required.

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13	Is there an available Network Closet or Rack Space in the Administrative Campus to house a new switch and UPS if required?	Yes.
14	If there is an available Network Closet or Rack Space in the Administrative Campus to house a new switch and UPS, how many U available?	We don't anticipate requiring new switches.
15	If every common area handset location does not have RJ45 ethernet, would the Township like us to quote on running/installing new CAT6 lines to each handset location?	All common areas have an RJ45 connection. It is possible that cabling work might need to be completed on an as needed basis. This requirement will be discovered during the assessment phase. Price per hour for cabling work can be included in RFP for consideration.
16	Is WiFi available at Administrative Campus for use with mobile/softphone?	Wi-Fi is available. Recently upgraded.
17	What make and model firewall are currently in production?	SONICWALL TZ 470
18	Section 2.3.3 mentions several handsets will be required for common areas and work sites. How many conference and meeting rooms would require their own physical conference phone.	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
19	How many common area handsets are currently in the library?	
20	Would handsets with added side-cars be required for receptionists?	2
21	Is Fax in scope?	No
22	How many Fax machines or MFP printers which currently fax over RJ11 are required to have service if Fax is in scope?	N/A
23	Is current phone system on the same account/associated with Internet services? Looking to understand any services dependencies that might be tied to porting out from existing telco.	Phone line and internet are on separate accounts.

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24	Is the Township under contract currently with existing Telco?	Not currently under contract.
25	If the Township is under contract currently with existing Telco, how many months remaining on the term?	N/A
26	Do any current alarm systems, or security monitoring systems, rely on existing RJ11 telco system?	The Township will maintain POTS for alarm system and emergency use (Two phones).
27	If current alarm systems or security monitoring systems rely on existing RJ11 telco system, are new VoIp lines to replace those analog RJ11 lines also in scope of this RFP?	The Township will maintain POTS for alarm system and emergency use (Two phones).
28	Any overhead or loudspeaker requirements? i.e warehouse or paging system?	No.
29	If overhead/loudspeaker required, how many locations and what size space?	N/A
30	Can you clarify the number of laptops in scope?	Currently at 46.
31	Is the Hard-Line telephone requested for emergency to be procured through this RFP and in scope? Or will the Township will procure that hard-line for emergency use separately?	Yes, setting up the hardline for emergency phone/alarm system is in scope.
32	Can the bid be submitted digitally through Biddingo, or is it required to be submitted in person on/before the closing date?	Yes, through Biddingo is acceptable.

**Q&A – Set 6**

#	Proponent Questions	Responses
1	Can we get a Network Diagram?	Will be provided to successful proponent
2	Do you have a call flow diagram available?	Not available.
3	For all locations requiring VoIP UC PBX solution, will the Township have a dual Voice & Data	Yes



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	Network with Minimum CAT 5 Cabling (i.e. separate cable drops). Will the Network have Managed PoE switches?	
4	What communications are required for the Fire Hall. Is this separate from any Emergency service set up?	Fire Hall requires one landline emergency phone.
5	The Township wants to maintain a hard-line telephone in the administration building for emergency calling. Does the Township require this line ported and maintained by the Vendor?	Not necessarily but could be an option if there are cost savings
6	Can we get a user/Extension list	The successful proponent will receive this information.
7	Out of the 40 staff requiring an extension, how many require physical desks sets?	To be determined. Minimum number of handsets for common rooms. Can price as per additional device.
8	Out of the 40 staff requiring an extension, how many require softphones (Cell, laptop, computer)?	All require softphones, some will prefer a hard phone on desk in addition to the softphone.
9	Can you provide full list of all common area work site handsets/extentions required?	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
10	Can you provide a list of DIDs and Toll Free Numbers to be ported?	3
11	What is your max # of simultaneous/concurrent calls at any given time (i.e. number of phone lines). Traditionally, the ratio is 4:1	11
12	Do you require fax lines? If yes, how many?	No – fax lines are out of scope
13	Do you require an analog line for Alarm	yes
14	Do you have/require Overhead Paging using analog line?	N/A
15	The Township is currently using Microsoft Outlook, Teams, and Office 365 for collaboration, audio and video conferencing, e-mail, and chat. What MS TEAMS licenses do you currently have deployed?	Microsoft 365 Business Premium – 49 Licenses Microsoft 365 Business Basic – 14 Licenses Exchange Online (Plan 1) – 20 Licenses

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16	How many Users require call recording? And how long do require online storage ?	Call recording is ad-hoc, as needed.
17	Are there forms or a format required for RFP Response?	Only the proposal submission document. Page 10 of RFP
#	<b>Internet &amp; access</b>	
18	Type of access for main connection (e.g. Fibre, cable, wireless)	Fibre
19	Type of access for failover connection (e.g. Fibre, cable, wireless)	Cellular
20	Is the current internet failover automatic or manual?	Automatic
21	Would the Township be interested in obtaining a quote/pricing for comparable internet services with GoCo?	Not at this time.

**Q&A – Set 7**

<b>Proponent Questions</b>	<b>Responses</b>
1. Will the Township supply a recent network diagram (with model and software revision of switches / security appliance / and router)?	SONICWALL TZ 470 Aruba 1930 48G PoE 4SFP/SFP+ 370W Most recent revisions. Diagram will be provided to successful candidate
2. Does the Township have Quality of Service deployed across your network?	No, QoS available
3. Since the existing Toshiba Telephone System is utilizing Cat3 cable (RJ11 Jacks) is there a computer with a minimum Cat5e cable located next to every existing Toshiba Telephone? If not, is the cabling part of this proposal? If so, will the township be supplying the specifications and drawings to be quoted?	All common areas have an RJ45 connection. It is possible that cabling work might need to be completed on an as needed basis. This requirement will be discovered during the assessment phase. Price per hour for cabling work can be included in RFP for consideration.

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4. How many common area telephones are required (physical telephone)?	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
5. How many conference telephones are required (physical telephone)?	Possibly one. (Should be quoted separately as an option)
6. How many general office telephones are required (physical telephone)?	10 for common areas. Price for additional hard phones per unit should be quoted to accommodate for user preference.
7. Is there a service partner that manages the Township of Georgian Bay’s computer network? If so, who is the service partner?	Yes. We will disclose that company to the successful bidder.
8. Is there a service partner that manages the Township of Georgian Bay’s telephone system? If so, who is the service partner?	Yes. There is someone who provides legacy support. We will disclose that company to the successful bidder.

**Q&A – Set 8**

<b>Proponent Questions</b>	<b>Responses</b>
1) The RFP document notes that the township is sized between 45-60 employees but estimates 40 staff needing their own extension. Should proposals account for any extra voice mailboxes beyond 40 or should all pricing be based around 40 users?	For the purpose of the RFP, please use 50 users with extensions.
2) How many hard phones are required and what features are needed from the hard phones? Do these phones count as part of the 40 users or extras? If extra, please quantify.	10, standard features. Price for additional hard phones per unit should be quoted to accommodate for user preference.
3) How many single line telephone/analog devices (fax, SLT conference phone, etc.) are required to be connected to the new cloud system? Do these devices count as part of the 40 users or extra?	2 Hardline phones needed for emergency/alarm. One at firehall, one at admin building, also connected to alarm system.

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<p>4) The hard-line telephone for emergency calling, will that analog POTS line be already supplied by the Township or should the proponent be supplying pricing for this phone service as well?</p>	<p>Ensuring the connectivity of the POTS line to emergency phones/alarm system should be part of the proposal.</p>
<p>5) What are the standard operating hours if the transition is planned for afterhours?</p>	<p>8am-4:30pm</p>
<p>6) Does the Township have all the required licensing to support a telephony integration to their MS Teams environment?</p>	<p>We will require additional licensing that is required to use MS teams with VOIP.</p>
<p>7) Do you require pricing for USB headsets compatible with softphones? If so, what are the minimum specifications the Township is seeking in terms of quality and quantity?</p>	<p>Staff currently are supplied Jabra Evolve 65 UC stereo – headset.</p>
<p>8) Does the Township have existing PoE network switches for the few hard phones required?</p>	<p>Yes.</p>
<p>9) Are there any call centre requirements? If so, how many agents and supervisors?</p>	<p>Township is not a high-volume call centre. Most calls come in direct to extensions. We have a receptionist who handles general calls.</p>
<p>10) Do you need to integrate with any other 3rd-party applications (such as CRM software?)</p>	<p>Not Applicable</p>
<p>11) Is there any need to integrate into an overhead paging system? If so, how many amplifiers or buildings are needing to be connected?</p>	<p>Not Applicable</p>