



**INFORMATION TECHNOLOGY  
DEPARTMENT**

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**Request for Proposals**

**(IT2009-02)**

**Telephone System**

**At**

**New Public Library Building**

**Street**

Issued Date: Tuesday August 4th, 2009

Submission Deadline: Thursday August 20th, 2009 @ 3:00 PM Local Time

## **PROJECT DESCRIPTION & BACKGROUND:**

The new Collingwood Public Library is currently under construction and will be a LEED® gold certified building. It will be a three storey building with the Public Library occupying the lower two floors and the Planning and Building Departments on the third floor.

Planning and Building staff currently work from the Townhall building (97 Hurontario Street) which utilizes a Nortel BCM 400 (ver. 4.0 Software). Library occupants are currently working from the existing Library building (100 Second Street) which utilizes an older meridian norstar system with no voicemail.

The selected vendor will be responsible for the engineering, supply and installation of a new telecommunication phone system at the new Public Library building and its connectivity to the existing Town Nortel BCM 400 IP trunk based communication systems. They will also be responsible for providing warranty support and maintenance for a period of one year from the initial installation.

Attached to the proposal is "Appendix A" which details equipment required. This list is not intended to be exhaustive and the Corporation will consider other options however, it should be considered as a minimum.

## **GENERAL:**

1. It is the Corporation's intention to purchase outright the proposed equipment.
2. The equipment must be installed and operational no later than Sept. 30<sup>th</sup>, 2009
3. Upon the delivery of the equipment, any equipment which does not meet the agreed specifications shall be immediately replaced.
4. Any equipment that does not perform as promised will be replaced immediately.
5. The Corporation reserves the right to cancel any order if delivery is not made as agreed.
6. There will be a public opening of the proposals for the purposes of registration. A subsequent evaluation of the proposals will be conducted administratively by staff members of the Corporation, and at a time subsequent to the public opening.
7. A User's Reference Manual shall be supplied with each piece of equipment along with any authorization "Key codes".
8. Vendors are welcome to submit more than one single proposal e.g. different configurations.

9. Service is a primary concern. The Telephone system is considered essential to the Corporation's operations. As such service will be expected within four (4) working hours from receipt of call. The service response times are noted on Appendix "A".

Equipment / Vendor selection will be determined by, however not limited to the following considerations:

- Firm delivery schedule
  - Warranties
  - Ease of operation/operator comfort
  - Ability to meet/exceed all specifications and requirements
  - Performance
  - Cost
  - References
  - Best value to the Corporation
  - Nortel Certification
10. All questions pertaining to this document and the Corporation's requirements shall be directed to;

**Larry Irwin, Director of Information Technology**

Phone: (705) 445-1800 x 2223

Fax: (705) 445-2549

Email: [lirwin@collingwood.ca](mailto:lirwin@collingwood.ca)

### **INFORMATION TO BIDDERS:**

1. The award of the contract is solely at the discretion of the Corporation. The right is reserved to accept or reject any or all of the proposals submitted. The lowest or any proposal will not necessarily be accepted. The corporation also reserves the right to award solely on the basis of the proposals or to negotiate further with one or more of the vendors.
2. The bidder, if awarded the contract, agrees to protect, defend and save harmless the Corporation against any demand for payment for the use of any patented material, process, article or device that may enter into the manufacture, construction or form a part of the work covered either by order or contract and further agrees to indemnify and save harmless the Corporation from suits or actions of every nature and description brought against it for or on account of any injuries or damages received or sustained by any party or parties, by or from any of the acts of the contractor, his servants or agents.
3. The Bidder shall agree to fulfill all of its obligations in compliance with the Occupational Health and safety Act, and further agrees to take responsibility for any health and safety violation that may occur. Furthermore, if the municipality, (or any of its council members or employees) shall be made a party to any charge under the

Occupational Health and Safety Act in relation to any violation of the said Act arising out of this agreement, the Bidder shall indemnify and save harmless the Corporation from any and all charges, fines, penalties and costs that may be incurred or paid by the Corporation.

4. The successful bidder shall supply current Material Safety Data Sheets upon delivery of each piece of equipment. A file of all data sheets shall be submitted to the Corporation prior to delivery. The successful bidder shall forward updates to the Information Technology Department as they occur.
5. It is the intention of the Corporation to award this Contract to a bidder who furnishes satisfactory evidence in this class of work, and who has sufficient capital and resources to enable them to pursue and complete the same successfully, and to complete it in the time named in the contract.
6. This Request for Proposals will be publicly advertised on the Town's Web Site.
7. All information provided by or obtained from the Corporation as a result of participation in this Request for Proposals and any subsequent negotiation or agreement is confidential, must not be used for any purpose other than replying to this Request for Proposals and in the performance of any subsequent agreement, and must not be disclosed without written authorization from the Corporation.
8. Information provided by a bidder may be released in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* R.S.O. 1990, c.M 56, as amended. A Proponent should identify any information in its Proposal or any accompanying documentation for which confidentiality is to be maintained by the Corporation.
9. A bidder may not at any time directly or indirectly communicate with the media in relation to this Request for Proposals or any contract awarded pursuant to this Request for Proposals without first obtaining the written permission of the Corporation.
10. Each bidder must disclose in its Proposal, information pertaining to any situation which may be a real, perceived or potential direct, indirect or deemed conflict of interest in submitting a Proposal or, if selected, with the contractual obligations of the successful bidder under any subsequent agreement.
11. The successful bidder will be required to provide proof of insurance to the following limits:

**Commercial General Liability Insurance**, which coverage shall include premises and all operations liability to be performed by the bidder, his/her employees, and/or agents. This insurance coverage shall be subject to limits of not less than Five Million Dollars (\$5,000,000.00) inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof for any one occurrence.

**Standard Automobile and Non-Owned Automobile Liability Insurance** shall protect against all liability arising out of the use of owned or leased vehicles used by the bidder, its employees or agents. The limits of liability for both owned and non-owned vehicles shall not be less than Two Million Dollars (\$2,000,000.00) per occurrence.

**Professional Liability Insurance** in the amount of not less than Two Million Dollars (\$2,000,000.00) per occurrence.

**PROPOSAL INFORMATION:**

1. The proposal shall be priced as follows:

Equipment Hardware Costs:  
Installation & Configuration:

2. G.S.T. and P.S.T. amounts should be indicated separately. Prices quoted shall include all transportation and delivery charges.
3. Vendors are required to submit three (3) references with the proposal.
4. Proposals shall include detailed specifications for all equipment being supplied
5. Proposal shall include details about service response times.
6. The proposals shall also include a time line outlining installation details and staff training.
7. A sealed envelope, identified as to contents, shall be used when submitting a proposal. A return address shall appear on the envelope. Electronically transmitted submissions (facsimile, e-mail, etc.) will NOT be accepted for this Request for Proposals.
8. The Corporation reserves the option to re-negotiate its requirements.
9. Proposals shall be clearly marked and returned to:

***Town of Collingwood  
PO Box 157, 97 Hurontario Street  
Collingwood, ON. L9Y 3Z5***

***Attention: Clerks Office***

***Library Building Telephone System Proposal # I.T. - 2009-02***

***Full name and return address of the bidder.***

10. Proposals will be received up to and including:

**Thursday August 20th, 2009 @ 3:00 PM Local Time**

Late submissions will be returned unopened to the bidder.

11. Proposals shall remain irrevocable within sixty (60) days of the proposal submission deadline.

**General Provisions**

Item	Description
A.	The Equipment to be provided under this proposal will be composed of individual components that meet or exceed the specifications for each component as stipulated in the following sections.
B.	Where minimums are called for, the equipment must meet, or exceed the capacity, size or performance specified.
C.	The specification lists only the major details of the Phone System. It will be the responsibility of the Successful Bidder to deliver fully equipped Equipment with compatible components that will provide dependable, efficient service.

**Requirements**

Item	Description	Requirement	Compliance (Yes / No)
1.	Nortel Business Communication Manager Model #400 (4.0 Software)	Capable of the following: <ul style="list-style-type: none"> <li>• 8 Telephone Lines</li> <li>• 32 Digital Extensions</li> <li>• 32 Call Pilot Voice Mail Boxes</li> <li>• Rack Mounted</li> <li>• Networked with the (3) other existing BCM 400 units on our corporate network</li> </ul>	
2.	Installation and Configuration c/w with IP Network connectivity	<ul style="list-style-type: none"> <li>• Installation Prior to September 30<sup>th</sup>, 2009 (During Regular Business Hours)</li> </ul>	
3.	Nortel Digital Phones - Model T7316e	<ul style="list-style-type: none"> <li>• Qty 30</li> </ul>	
4.	Nortel IP Conference Phones – Model 2033	<ul style="list-style-type: none"> <li>• Qty 2</li> </ul>	
5.	Service – Warrantee	<ul style="list-style-type: none"> <li>• 1 Yr Minimum Complete System Warranty Parts and Labour</li> <li>• 4 Hour Response – During Regular Business Hours</li> <li>• 12 Hour Response – After Normal Business Hours</li> </ul>	

**Bid Sheet**

I/ we do hereby agree to supply the Town of Collingwood in accordance with the attached specifications and conditions, the following:

ITEM	UNIT COST	EXT. AMOUNT
Nortel Business Communication Manager Model #400 As per specifications Required		
Installation & Configuration		
<b>SUB TOTAL</b>		
<b>PST</b>		
<b>GST</b>		
<b>TOTAL AMOUNT</b>		

**Additional Notes or Comments from Vendor**

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**Telephone System – Equipment & Services RFP # I.T. - 2009-02 Submitted By:**

Vendor Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Sales Contact: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

Date Submitted: \_\_\_\_\_