Request for Proposals

Telephone System

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

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Introduction

Who We Are

Atira Women's Resource Society is a not-for-profit organization committed to the work of ending violence against women through providing direct service, as well as working to increase awareness of and education around the scope and impact on our communities of violence against women and children. Atira operates from three core principles; we are feminist identified, operate within an anti-oppression framework and utilize harm reduction practices in all our work. We are trauma informed and gender responsive.

The Society was incorporated under the Society Act of British Columbia in 1983 and registered with Revenue Canada as a charitable organization in 1984. In 1987, the Society opened its first transition house, Durrant House (formerly known as Atira House), in the South Surrey/White Rock community. The Society began expanding its services in 1993 and today Atira has more than 30 housing programs, a community daycare and more than a dozen support programs located across the Lower Mainland.

Purpose & Scope

The purpose of this Request for Proposal (RFP) is to obtain proposals from qualified proponents for the design, procurement, installation, training, maintenance and ongoing support of a telecommunication solution that will meet the needs of Atira Women's Resource Society's functionality, scalability, reliability, and manageability.

The acquisition will include a telephone system that:

- Is supported by a highly qualified and reliable proponent with experience in telecommunications implementations;

- Mainstream products with strong manufacturer commitment and proponent support;

- Capable of providing unified communications features for our needs;

- Easily maintained by Atira staff through an easy-to-use interface; and

- Where data is stored off-site, that it be stored in Canada, preferably British Columbia.

A Word About Language

It is important that proponents responding to this RFP are mindful that Atira staff are not technology specialists and do not necessarily "speak" the technical language regarding the proposed systems. As a result, portions of this RFP may not adequately address various fundamental technical functionalities. Any omission is unintentional and not intended to suggest that those items are unimportant.

In rating the proposals, Atira will consider how well each proponent is able to take the contents of the RFP, ask relevant questions, address the various technical issues and clearly communicate its plan to support the systems while meeting the objectives of Atira. Clear language is therefore important.

Terms & Instructions

Inquiries and Amendments

All inquiries must be received and only by email by no later than 5:00 p.m. on Friday, April 28th, 2017. All amendments will be posted by noon on Tuesday, May 2nd, 2017.

Atira reserves the right to change the schedule or issue amendments to the RFP at any time. Atira also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be posted on Atira's website at www.atira.bc.ca/contractorssuppliers.

It is the sole responsibility of the proponent to monitor Atira's website for any amendments to the RFP.

Submission Deadline

It is the responsibility of the proponent to ensure their proposal is received by Atira by the proper time. Late responses will be rejected at the sole discretion of Atira Women's Resource Society.

Right of Selection

Atira reserves the right to reject any or all proposals.

Limitation of Damages

The proponent, by submitting a proposal agrees that it will not claim damages, for whatever reason, relating to the RFP, by reason of submitting a proposal, in respect of the competitive process, or in respect of any breach of any implied duty of fairness, including but not limited to any cost incurred by the Proponent in preparing its proposal. The proponent, by submitting a proposal, waives any and all such claims.

Confidentiality

The parties agree that the content of each response to the request for proposal will be held in the strictest confidence, and details of any response will not be discussed with any other party, except for the information made public by way of reports to the Atira Board of Directors or subject to the Freedom of Information and Privacy Act.

Evaluations

If an award is made as a result of this RFP, it will be awarded to the proponent whose proposal is most advantageous to Atira with all factors considered. These factors include:

- 25% for up front cost
- 25% cost moving forward
- 25% ease of expansion
- 25% ease of use/interface

Proposal Response Format

Executive Summary

Provide an executive-level overview of the proposal, emphasizing any unique aspects or strengths of the proposal. Include a brief description of the proposed system, including its capabilities, how it will meet Atira's functional and technical requirements, as well as a sample project schedule for implementation.

Company Background

Provide a brief company history including:

- Primary point of contact for the proposal, including name, title, email and phone number.

- Identify a list of company office locations in the Lower Mainland, and total number of employees in this local area

- Identify how long your company has worked with the systems in your proposal

- Total number of your active clients supported on the proposed platform.

System Support and Training

The proposal must include a plan outlining how Atira users will be trained, which includes sufficient information and experience to familiarize users with system software and handset/headset features, functions and basic operation.

Training must be provided for Atira administrators of the system, enabling them to administer, maintain and troubleshoot the system going forward.

All system administration and end user documentation must be provided in soft copy in PDF and be easy to key word search.

Functional and Training Specifications

This system is for a new office location and will not, at this time, be replacing an existing system. Moving forward, this system must allow for expandability to additional sites. Please detail the hardware and software required for the proposed system.

Features and Functionality
   a) Support extension dialing both at the site and, in future, the expandability to dial extensions to designated remote sites.
   b) Extension portability, allowing staff to login at any phone on the system.
   c) Allow a user to put a call on hold at one telephone and continue the conversation from any other phone set.
   d) Call transfer
   e) Extension forwarding, especially to mobile phones.
   f) Call history
   g) Speed dial.

Voicemail

a) Passwords to access voicemail, with complex password requirements, plus the ability for the system administrator to reset password for users who have forgotten their passwords.
b) Remote voicemail access.
c) Date and timestamp of messages.
d) Transfer to voicemail, allowing calls to be transferred automatically by the system to the user's voicemail.
e) Transfer messages, allowing users to forward their messages to other users on the system.

Automated Attendant

a) An automated attendant.
b) Dial-by-name directory.
c) Holiday mode.

Telephone Sets

Basic Telephone Set

The proposal must include hardware and licensing for telephone sets equipped with:

- Built-in Ethernet
- Speaker phone
- Headset compatible
- Message waiting light

Conference Phone

- Allow for a midsize room to accommodate up to 12 people
- Available expansion microphones

Operator / Attendant Console

- If required for the system, an operator/attendant console

Soft Phones

Indicate if the proposed system provides a soft phone option, and, if so, what the supported operating system platforms are and whether this is part of the base system or if it requires additional licensing and cost.

Unified Messaging

Describe how the proposed solution may provide unified communications for Atira. In particular, whether there is support for:

- Voicemail to Outlook or text integration
- Other device integration
- Video conferencing

Capability & Scalability

Please describe the maximum capacity of the system in the following areas:

- Phone sets
- Voicemail boxes
- Concurrent incoming and outgoing line capacity
- Describe how the system can be expanded to accommodate a new location or expansion of an existing location

Reliability & Redundancy

Please describe the system failover capabilities and an acceptable level of redundancy in case of system, power or network failure. Specifically:

- How is the solution designed to tolerate hardware, power and network failures?
- How does the solution ensure maximum system uptime?

System Administration

Please describe how your system will meet the requirements for a single point of entry web- or GUI-based administration tool to administer the systems, and remote diagnostic tools and alarm/email alert notifications for system administrators.

Proposal Pricing

Locations

Although this RFP is for one site for our new offices to be located at 190 Alexander Street, we also request that you provide pricing for three of our other locations as we may expand this system if it is financially viable to do so. Some of these locations are for our for-profit social enterprise, Atira Property Management Inc. (APMI) and would be paid for and managed by APMI, and some have both the Society and APMI.

- AWRS: 190 Alexander Street, Vancouver – 20 users
- APMI: 405 Powell Street, Vancouver – 15 users
- AWRS: 101 East Cordova Street, Vancouver – 20 users
- BOTH: 2430 King George Blvd, Surrey – 12 users

Pricing

- Hardware – please provide individual handset and headset pricing for comparison purposes. Also provide a conference call unit (optional) and operator/attendant console (if applicable).

- Software and licensing, including one-time and ongoing costs.

- Installation and training estimates for all labour, as a "not to exceed" basis.

- Warranty, maintenance and support options – include annual support and maintenance costs and options; discounts for multi-year agreements (if any); warranty length for all

parts, materials and labour; your cost structure for work not covered under a maintenance or support package.

- Any other costs. The respondent must list any and all charges, expenses and or costs to be incurred by Atira that are not included in the previous sections. Failure to specify and thoroughly enumerate such items may be cause for disqualification.

Please explain if server hardware is required; if required, Atira will provide its own server.

References

Please provide contact information and project summaries for three (3) recent local clients. Preference will be for projects of a similar size and complexity. References should be from clients who have been live with the system for a minimum of one year.