



**REQUEST FOR QUOTATION #**

**Cloud Based Phone System, Services and Hardware**

I/We, the undersigned, do hereby quote and offer to enter into a contract with the Thunder Bay Public Library for **Cloud Based Phone System** in accordance with the attached "Library's Standard Terms and Conditions for Tenders and Contracts" and all the specifications and terms of the Library's quotation which are set forth below and attached at the prices indicated in the space provided for that purpose, all to the entire satisfaction of Thunder Bay Public Library.

The price(s) quoted INCLUDE all duty, taxes (other than HST), customs, clearances, cartage, freight, delivery and installation and all other charges now or hereafter imposed or in force and is a TOTAL FIRM PRICE. Harmonized Sales Tax (HST) to be EXTRA. All taxes must be shown separately on invoicing i.e. Harmonized Sales Tax (HST).

I/We agree that the Library has the right to purchase the service which in its opinion most closely conforms to their operating requirements.

**NOTE: This form must be completed, properly signed by an authorized official and received on or before the date and time specified, or your quotation will not be considered.**

\_\_\_\_\_  
COMPANY NAME MAILING ADDRESS

\_\_\_\_\_  
CITY POSTAL CODE PHONE NO.

\_\_\_\_\_  
SIGNATURE OF AUTHORIZED OFFICIAL DATE FAX NO.

\_\_\_\_\_  
PLEASE PRINT NAME CELLULAR NO.

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This quotation will be **received in DUPLICATE** and on the forms provided, sealed in an envelope and delivered to the **Thunder Bay Public Library, Administration – Waverley Resource Library**, Attention: Cherri Braye, 285 Red River Road, Thunder Bay, Ontario, P7B 1A9, until **4:00 pm**, local time, **Tuesday, September 03, 2019,**

THE LOWEST OR ANY BID NOT NECESSARILY ACCEPTED  
LATE BIDS WILL NOT BE ACCEPTED

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## **General**

The Thunder Bay Public Library requires the replacement of the existing phone system, to provide new mobile phone hardware, software and services, transfer of existing phone numbers, updated calling tree and integration with provincial 211 services. To be accomplished with limited downtime or interruption of library services.

The Library reserves the right to be the sole judge of the acceptability of any bid offered.

The Library reserves the right to award the quotation complete, but retains the right to award by section or parts of sections.

All items specified in this request for quotation may be subject to approval by the Thunder Bay Public Library Board and availability of funding.

## **Attachment**

- Standard Terms and Conditions for Tenders and Contracts

## **Questions/Inquires**

All inquiries, both technical and process related are to be directed by email by 12:00 pm local time, Thursday, August 15, 2019 to:

**Cherri Braye**  
Director of Resources  
Phone (807) 684-6804 Fax (807) 344-5119  
**e-mail [cbraye@tbpl.ca](mailto:cbraye@tbpl.ca)**

The required information will be obtained and a response will be prepared and sent to the originator of the question and posted on the Library Web site as follows:

- [www.tbpl.ca/tbplandcommunity/abouttbpl/tendersquotationsandrfps](http://www.tbpl.ca/tbplandcommunity/abouttbpl/tendersquotationsandrfps)

Where appropriate, an addendum will be issued. If addenda are issued, their receipt must be acknowledged by the bidder in the appropriate section of the quotation document. The Library will assume no responsibility for oral instructions or suggestions.

## **Acknowledgement of Addenda (If applicable)**

All bidders are to indicate and confirm the following on the line below:

Number of Addenda received: \_\_\_\_\_

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## SPECIFICATIONS

Vendor to design, plan, provision, implement and service a cloud based phone system providing:

- A cloud-based, secure, and supported system that provides ongoing upgrades and support.
- Robust availability 24x7x365, redundancy and uptime to exceed 99% per month.
- Able to support full capacity access and use without loss of system function or call degradation or loss,
  - Able to support existing call volumes of 25,000/yr.
- E911 services in buildings or at other service locations or universally.
- Voicemail, voicemail storage and unified communications to email or text.
- Music or Announcements on hold
- Intelligent call handling and a routing rule set that changes:
  - Daily, seasonally or ad-hoc by branch by hours of operation.
  - As required by change, closure, equipment failure or special event.
- Provides paging broadcast services for ad-hoc or daily timed announcements or closing messages to a named group of phones such as all sets in a building. Also to speakerphone or wall-mounted paging speakers in larger, noiser areas. Should override calls in service.
- Provides a wide range of standard phone system functions, including but not limited to:
  - Direct-Inward-Dialing (DID) past main number calling of existing phone numbers.
  - User login on device, Hunt Groups, Conferencing. Voicemail, Greetings.
  - Provide detailed list of functions in response as most systems have 100s of features.
- Integration with <https://211ontario.ca/> to allow for after hours or capacity call handling.
- Integration with Bibliotheca Open+ at self-service locations for E911 or service support. <https://www.bibliotheca.com/open-library/>
- Integration with TBPL UniFi WiFi system (<https://www.ui.com/>)
- Integration with TBPL TBayTel Fibre Broadband and Internet networks.

Vendor to provide hardware and software to:

- A robust, simple and functional web-based administration interface that allows for the complete provisioning and functioning of the cloud based phone system by the customer.
- Mobile hardware handsets and supporting hardware (batteries, base-stations) able to:
  - Operate within existing TBPL UniFi mesh WiFi system
  - operate through a typical 8hr shift or 9am to 9pm work day
  - must work from our locations or on open WiFi networks.
  - Mobile handsets able to be carried or clipped, belted to user.
  - Handsets to be usable as speakerphone or with bluetooth or 3.5mm plugin headset
  - Provide average talk time of (spare) battery
  - Provide recharge time of spare battery

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- Smartphone that allow for the seamless use between cell service or cloud based phone system. Provide ability to replace or twin a standard hand or desk set as required.
- iPad or Tablet Apps that can function as a deskset.
- Deskset hardware that can provide video calling or work as in a large conference room as a speakerphone. Desk-sets that can be configured and locked to local dialing only for use in public areas.
- The proposed number of phones in the existing system by branch are as follows:  
Note that we are planning to alter or reduce the number of sets in use over time.

Parameters are Location: Users ; DID or Direct Inward Dial sets ; Extension Sets

- Waverley, WA: 30 users ; 17 DID sets ; 13 extension sets
- Brodie, BR: 20 users ; 12 DID sets ; 8 extension sets
- Mary JL Black, MJ: 1 users ; 1 DID sets ; 6 extension sets
- County Park, CP: 1 users ; 1 DID sets ; 3 extension sets
- 211 Ontario: Functionality via the calling tree, forwarding and should not require sets.
- Smartphone users planning to replace or twin their sets above: 10 users (GG; Maint)
- Speakerphones: For quality conference calling in smaller, public meeting rooms.
- Paging Speakers: For timed, ad-hoc messaging in larger auditorium spaces  
Secure, mounted to wall options preferred.

Vendor to provide services including:

- Description of team and their skills that will be doing this work.
- Documentation of existing phone system to aid in discussions with TBPL and other vendors necessary for planning purposes.
- Planning required to implement system at the TBPL locations, integrate 211 Ontario, decommission old system, services and billings.
- Implementation of system with assistance from TBPL, other vendors (TBaytel).  
TBPL to communicate to TBPL, vendors and the public any potential for downtime.  
Assistance in tuning of networks.
- Training and documentation for the cloud based system for Administrators,  
Train the trainer training and documentation for Trainers, End-Users.
- Provide detailed information about key system functions such as but not limited to:
  - Support: available and ongoing local system support,
  - Upgrades: Process and frequency of upgrades.
  - Backup: Backup and Recovery process
  - Innovation: offers or new upcoming products
  - Pricing: hardware leasing options.

Vendors to respond that they completely, in-part with description how they will meet each of the above specifications. Attach additional pages, spreadsheets as required.

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Pricing

Services	Estimated # of Users	Unit Cost	Cost	Cost including HST
Costs per user per month	60			
Cost and Leasing Options on Handsets to be provided.				
Basic Mobile Handset				
Advanced Mobile Handset				
Base Station				
Spare Batteries				
Basic Desktop Set				
Video Conferencing Set				
Speakerphone Set				
Planning Costs				
Implementation Costs				
"Train the Trainer" Training				
<b>Estimated Total</b>				

**WARRANTIES**

The performance and materials warranties must be fully stated and attached to this quotation form.

**CANCELLATION OF CONTRACTS**

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The Library reserves the right to terminate the contract without notice if due to non-performance and unsatisfactory service.

The Library reserves the right to call in alternate supplier if the bidder is unable to provide the service when it is requested.

## **AWARDS**

The Thunder Bay Public Library, unless it otherwise states, reserves the right to award by item, or part thereof, groups of items, or all items of the quotation, and to award contracts to one or more bidder submitting identical bids as to price; to reject any and all submissions in whole or in part; to waive technical defects, irregularities and omissions, if in so doing, the best interest of the Library will be served.

The Library, unless it other states, reserves the right to award the purchase order upon the condition of receiving sufficient funding from the City of Thunder Bay. In the event funding is less than budgeted, the Library reserves the right to negotiate with the lowest cost bidder for the items to be purchased based upon available funding.

**(for Installation)**

## **INSURANCE AND INDEMNIFICATION**

The successful proponent shall, at its own expense, obtain and maintain until the termination of the contract, and provide the Library with evidence of:

Comprehensive general liability insurance on an occurrence basis for an amount not less than Five Million (\$5,000,000 dollars) and shall include the Library and City of Thunder Bay as an additional insured with respect to the Library's operations, acts and omissions relating to its obligations under this Agreement, such policy to include non-owned automobile liability, personal injury, broad form property damage, contractual liability, owners' and contractors' protective, products and completed operations, contingent employers liability, cross liability and severability of interest clauses;

Automobile liability insurance for an amount not less than Two Million (\$2,000,000) dollars on forms meeting statutory requirements covering all vehicles used in any manner in connection with the performance of the terms of this Agreement.

The policies shown above will not be cancelled or permitted to lapse unless the insurer notifies the Library in writing at least thirty (30) days prior to the effective date of cancellation or expiry. The Library reserves the right to request such higher limits of insurance or other types of policies appropriate to the work as the Library may reasonably require.

The successful proponent shall not commence work until such time as evidence of insurance has been filed with and approved by the Library. The successful Firm shall further provide that evidence of the continuance of said insurance is filed at each policy renewal date for the duration of the contract.

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The successful proponent shall indemnify and hold the Library and the City of Thunder Bay and any others harmless from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any acts or omissions either in negligence or in nuisance whether wilful or otherwise by the bidder, it's agents, officers, employees or other persons for whom the bidder is legally responsible.

**WORKPLACE SAFETY & INSURANCE ACT** (From Successful Contractor Only) (if applicable)

The Contractor shall also furnish evidence of compliance with all requirements of the Workplace Safety & Insurance Act. Independent operators will need CONFIRMATION from the Workplace Safety & Insurance Board (WSIB).

- i.e. i) Certificate of Clearance  
ii) Letter of Good Standing  
iii) Independent Operator Letter

**IN REFERENCE TO WORKPLACE SAFETY & INSURANCE ACT**

(From Successful Contractor Only) (if applicable)

The Thunder Bay Public Library requires all contractors and independent operators to have a Status Ruling done from the WSIB prior to any work being carried out for the Library.

The Library may not issue a purchase order to any contractor or independent operator until "Confirmation" from the WSIB is received. If further information on WSIB is required, please contact the local WSIB at 343-1710.

Contractors or independent operators are to STATE if "Confirmation" and "Status Ruling" has been received from the WSIB.

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES**

(From Successful Contractor Only) (if applicable)

The bidder shall comply with the provisions of the Accessibility for Ontarians Act, 2005, and the Regulations thereunder with regard to the provision of its goods and services to persons with disabilities. The Thunder Bay Public Library will consider the accessibility for persons with disabilities when purchasing goods or services.

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THE LIBRARY WEB SITE ADDRESS FOR LIST OF BID OPPORTUNITIES IS:  
**[www.tbpl.ca](http://www.tbpl.ca)**

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