



Request for Proposal: #RFP-10-09

Title: IP TELEPHONY SOLUTION

Date Issued: Wednesday, March 24, 2010

Proposals must be addressed* to:

**The Corporation of the City of Burlington, 390 Brant Street, 3rd Floor,
Sims Square, Finance Department-Purchasing Reception Counter,
Burlington, Ontario L7R 4J4 by**

**Deadline for Submission: Monday, May 3, 2010 by 2:00:00 p.m. local
time.**

** Not intended as a mailing address. Located one block south of Burlington City Hall on the
S.W. corner of Brant and Elgin Street*

**If further information related to terms and conditions, procurement policy
and/or procedures, or requirements is required, please contact Gar Darroch,
C.P.P. Senior Buyer, City of Burlington, Finance Department, Purchasing, at
Fax: 905-335-7663, or e-mail: darrochg@burlington.ca**

**Copies of the RFP Document will be distributed to all Proponents at the above
address upon payment of a fee of \$50.00, no less than 30 minutes prior to the
Mandatory Proponent's Conference. Upon payment of the fee, Proponents will be
provided a Proponent's Conference Registration Form. All Addenda will only be
provided directly to Proponents who attend the Mandatory Proponents Conference.**

**The Mandatory Proponent's Conference will be held on Wednesday March 31, 2010,
commencing at 9:45 am at the City of Burlington City Hall, Council Chambers, 2nd
floor, 426 Brant street, Burlington, Ontario. We urge you to review Section 2.2.3 of
this RFP Document for further details. A limit of 3 representatives for each
Proponent may attend the Conference (including the site tour presentation).
ADMISSION WILL ONLY BE GRANTED TO THOSE PROPONENTS WHO
HAVE PURCHASED THE RFP DOCUMENT AND COMPLETED THE
CONFERENCE REGISTRATION FORM.**

Project Introduction:

The City of Burlington and **the Burlington Public Library** (here in referred to as **Burlington**) has **37** locations throughout **the City of Burlington**, of which some are shared by both **the City of Burlington** and **the Burlington Public Library**.

The City of Burlington serves approximately 900 users across 24 sites on the current telephone systems, while **the Burlington Public Library** serves approximately 150 users across 5 sites.

The City of Burlington and **the Burlington Public Library** are each currently building new network fabrics including LAN, WAN and fire-walled WAN bridge between network infrastructures in anticipation of, among other benefits, enabling enhanced telephony services. A few of the new features that an '**IP telephony Solution**' could provide include:

- a common, unified dialing plan with 4 digit extensions for all staff members at each of **the City of Burlington** and **the Burlington Public Library**;
- Voice messaging for all staff members;
- Caller ID;
- Potential unified messaging services; and
- Enablement of advance Contact Centre capabilities across all sites of **the City of Burlington** and **the Burlington Public Library** from a shared application platform.

The fire-walled WAN bridge is to enable individual IT service provision at shared sites from either **the City of Burlington** or **the Burlington Public Library** information services, and for shared telephony services.

Burlington welcomes this opportunity to improve its telephony services in the hope that it will make its staff more efficient and allow them to better serve the citizens of **Burlington**.

The scope of this RFP Document will include implementation of a standard numbering plan, implementation of IP Telephony networking between sites using **Burlington** LAN/WAN, and common training and management tools and systems, as well as an enhanced resilience and reliability of the telephony infrastructure leveraged by redundancy in call control centre stage technology.

For greater clarity, Proponents should be aware that while this RFP contemplates an '**IP Telephony Solution**' from a single Proponent of a common manufacturer, each of the participating entities, i.e. **the Corporation of the City of Burlington**, and **The Burlington Public Library**, wish to implement on their respective schedules, operate and administer their portions of the '**IP Telephony Solution**' separately. Notwithstanding this statement, the IP Telephony solution architecture contemplate each of **the Corporation of the City of Burlington**, and **The Burlington Public Library** providing a level of backup/redundancy to each other's infrastructure.

Further detail on Strategy and Requirement are included in the RFP Document..