

*Application Guidelines*

# REQUEST FOR PROPOSALS (RFP)

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## Telecommunications Overhaul

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**Issued:** 6/3/2019

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**Application Deadline:** 7/15/2019 at 5:00PM EST

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**Please Direct  
Submissions to:**

Procurement Officer  
Altaf Alamin  
[Altaf.Amin@surreyplace.ca](mailto:Altaf.Amin@surreyplace.ca)

**SURREY  PLACE**

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## 1. Background

This Request for Proposals (RFP) is issued by the Surrey Place (SP) for the purpose of selecting a new VoIP based phone system to Surrey Place with a modern system while maintaining a respectable cost.

Surrey Place's **mission** is to support people of all ages with developmental disabilities and autism spectrum disorder to lead healthy and socially inclusive lives using our exemplary skills in interdisciplinary clinical services, education and research. Our **vision** is "Living Your Potential – All Your Life!"

With a compassionate commitment to improving the lives of people with developmental disabilities and autism spectrum disorder and their families, **we believe in:**

- **Collaboration.** We succeed by working together with our clients, families and community and government partners.
- **Accountability.** We do what we say we will do and deliver the best possible results for the people we serve.
- **Innovation.** We develop new ideas and approaches to share with the world.
- **Respect.** We seek to understand before being understood and accept differences in a professional and caring manner.
- **Responsiveness.** We respond to the needs of our clients and partners promptly with excellence.

Our **2015-2020 strategic directions** are:

- **Strengthening Our Capacity.** We will strategically invest in our people and infrastructure to provide the highest standards of service for our clients and their families.
- **Bridging the Gaps in the System.** We will improve the quality and efficiency of developmental services locally and provincially by strengthening and expanding our collaboration with the health system.
- **Building Upon and Leveraging Our Life-Span Model.** We will expand and share our interdisciplinary expertise for all ages with our community partners and improve our best practices through research and education for the benefit of our clients throughout their life-span.
- **Shaping the Future.** We will partner with government to enhance the provincial system of services and play a role in influencing government policy related to developmental, autism spectrum disorder and health services.
- **Building a Centre of Excellence.** We will enhance our profile and overall effectiveness by focusing on quality of care, applying best practices, creating and sharing knowledge and promoting innovations provincially, nationally and internationally.

SP offers a variety of groups and workshops for clients, families and caregivers, as well as extensive education and consultation services to community agencies. Our comprehensive programs and services range from assessment, diagnosis, and one-on-one treatment, to family counselling and group support and is provided by a broad network of clinicians and professionals.

SP is affiliated with the University of Toronto and other academic institutions and is a teaching site for students in a variety of health care professions.

SP is accredited by Accreditation Canada.

SP has approximately 400 employees located at 13 sites in the Greater Toronto Area.

For additional information on SP, please refer to:

- SP's most recent Annual Report [Website Link To Annual Report](#)
- SP's most recent Audited Financial Statements [Website Link To Audited Financial Statements](#)

## 2. Scope of Services

Surrey Place is looking for proposals to update and refresh our telecommunications and phone systems.

### System and Technical Requirements

- VoIP based (SIP preferred)
- Physical handsets (Total number: approx. 340)
- SIP Lines (39 total, with room to add)

### Feature Requirements

- Teleworking
- Conference Calls
- Customizable call flows
- Paging Services
- Reception Services
- 911 Services
- Call Reporting
- Call Analysis and Recording
- Long Distance
- Ability to support and host toll free numbers
- Redundancy in system for business continuity
- Centrally managed, minimal hardware presence in satellite or remote offices
- Active Directory integration for easy user management
- Integration into other business applications such as Outlook, Teams, Jira, Zendesk (preferred but not required)
- Unified Communications with single sign on availability (preferred but not required)

The reuse of current physical Mitel handsets is preferred but not required.

The system should also be supportable by internal Surrey Place staff with vendor escalation support within Canada as an option.

The quote should include onboarding and technical training of managing and administering the system.

We are looking at an initial 3-year commitment with ongoing renewals if the system maintains its integrity and aligns with organizational goals.

### 3. Form of Proposals

All proposals are required to include:

#### 3.1 An overview of the system

A detailed overview of the solution including the fulfillment of the requirements above.

#### 3.2 A quote for the solution

Including the pricing for the following

- Per user cost breakdown
- Cost per physical handset
- Any setup or onboarding fees
- Breakdown of ongoing subscriptions, licensing or telephony costs
- Migration cost of SIP lines toll free lines, or any other project associated costs.

#### 3.3 An overview of the company

- Including geographic location
- Support times and availability
- History of company's successful projects in a non-profit or healthcare environment
- List of telecommunications or platforms supported, if more than one.

### 4. Evaluation Criteria

Proposals will be evaluated based upon the following criteria:

	Evaluation Domain	Weight
1	Professional qualifications and vendor certifications	5%
2	Organizational reputation in telephony, unified communications or a related field	5%
3	Degree of fit between both organizations	10%
4	Quality of the proposal submitted in meeting the scope requirements	10%
5	Quality of presentation to Surrey Place	10%
6	Demonstrated experience in providing services for similar sized company	10%
7	Pricing of list of Surrey Place's system and feature requirements	25%
8	Pricing of list of bidder's other suggested products	25%
		100%

Please note that:

- Submissions that do not meet the evaluation criteria will be disqualified.
- In order to be fair to all proponents, late submissions, phone calls or emails to discuss the applications will not be accepted.
- Only shortlisted applications will be contacted
- All applicants will be notified of the status of their applications.

## 5. Terms and Conditions

### 5.1 Delivery of Proposal

Please also submit one (1) electronic copy to: [Altaf.Amin@surreyplace.ca](mailto:Altaf.Amin@surreyplace.ca) no later than July 15<sup>th</sup>, 2019 at 5:00pm.

### 5.2 Proposal Time Limit

Each bidding company shall commit that the proposal is valid and accurate for 90 days from the closing date Monday July 15<sup>th</sup>, 2019

### 5.3 Selection Process

Surrey Place reserves the right to accept or reject any proposals. Surrey Place will review all applications. The award will be based on a review of the proposals against all evaluation criteria and will not necessarily be awarded based on the lower price offered. Each firm will be provided with fair access to information as requested by email or in writing.

### 5.4 Inquiries

Respondents should email all questions to: [Altaf.Amin@surreyplace.ca](mailto:Altaf.Amin@surreyplace.ca)

Please do not phone or attempt any other method of communication.

### 5.5 Liability Insurance

All firms are requested to warrant that the firm does not currently have any outstanding liability claims that may impact on the future health of the firm. Additionally, the firm must maintain sufficient liability insurance relevant for a client of our size. The liability coverage must be confirmed.

### 5.6 Conflict of Interest

Applicants responding to this RFP may not have any personal or business interest that would present an actual, potential or apparent conflict of interest with the performance of the contract to be awarded.

## 5.7 Distribution of the Invitation for Proposals

This invitation has been released:

1. By publication on Surrey Place Centre's website and MERX.COM
2. By invitation

## 5.8 Surrey Place is not Committed to Applicant's Expenses

The application process will not necessarily result in a commitment to sign a contract with the Applicant. Surrey Place shall not be liable for any expenses incurred by any Applicant, including the expenses associated with the cost of preparing the Application.

## 5.9 Expense claim and reimbursement rules

Surrey Place will not pay or reimburse an applicant for any hospitality, incidental or food expenses, including but not limited to expenses in respect of meals, snacks, beverages, gratuities, laundry or dry cleaning, valet services, dependent care, home management and personal telephone calls. Reimbursement for allowable expenses can be claimed and reimbursed only when the contract specifically provides for it.

## 5.10 External Factors

Surrey Place reserves the right to withdraw this RFP or terminate the resulting contract within the terms of the contract without penalty.

## 5.11 Bid dispute resolution process and procedure

Unsuccessful vendors can request a debriefing within 60 calendar days following the date of the contract award notification. The request should be submitted to Procurement Officer. The Procurement Officer will respond to the vendor and arrange a vendor debriefing with 10 business days of receiving the request.

When conducting vendor debriefings, Surrey Place will:

- Confirm with each vendor the date, time and location of the debriefing session in writing;
- Conduct separate debriefings with each vendor;
- Not disclose information concerning other vendors, other than the names and addresses of vendors who participated in the competitive process
- Not answer questions unrelated to the competitive process;
- Provide a general overview of the evaluation process set out in the procurement document;
- Discuss strengths and weaknesses of a vendor's submission in relation to the specific evaluation criteria.
- Provide suggestions on how the supplier may improve future submissions;
- Address questions and issues raised by the supplier in relation to their submission.

Subsequent the vendor debriefing, if a vendor wishes to dispute the outcome of the procurement process, the aggrieved party is to file the bid protest in writing, with Vice President, Finance and Corporate Services, by

registered mail, within 10 business days of the debriefing meeting. A protest in writing shall include the following:

- The name and address of the Complainant;
- Identification of the contract or bid solicitation being protested;
- The date of debriefing and name of procurement officer who conducted the debriefing;
- Detailed and factual statement of the grounds for protest;
- The Complainant's arguments and supporting documentation; and
- The Complainant's requested remedy.

The Vice President, Finance and Administration will respond, in writing, to the Complainant within 10 business days of receiving the protest. The final decision on the issue will come from the Vice President, Finance and Administration, in consultation with the Chief Executive Officer and shall be considered final and conclusive.

#### 5.12 Information disclosure

Any confidential information supplied to Surrey Place may be disclosed by Surrey Place where it is obliged to do so under the Freedom of Information and Protection of Privacy Act (FIPPA), by an order of a court or tribunal or otherwise required at law.

## 6. Key Dates and Contact Information

RFP Issue Date	Monday June 3 <sup>rd</sup> , 2019
Bidder's questions deadline	Monday July 8 <sup>th</sup> , 2019
Deadline for proposals	Monday July 15 <sup>th</sup> , 2019

Procurement Officer  
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