



# **Request for Proposal UNIFIED COMMUNICATION SYSTEMS**

**RFP #715**

## **TERMS AND CONDITIONS**

Issue Date: Monday, October 29, 2018  
Buyer: Jennifer Frederickson  
Issued by: Thames Valley District School Board and  
Waterloo Catholic District School Board

**Return Date and Time: prior to 12:00:00 noon local  
time Friday, December 7, 2018**

## 1.1 INTRODUCTION

The Thames Valley District School Board and the Waterloo Catholic District School Board (hereafter referred to as the “Boards”) invite interested parties to submit sealed submissions in response to this bid document.

The Thames Valley District School Board (hereafter referred to as “TVDSB”) is one of the largest public-school boards in the Province of Ontario and is comprised of all public schools (elementary, secondary and continuing education) within the cities of London, Strathroy, St. Thomas, Woodstock and the counties of Elgin, Middlesex, and Oxford, across more than 7,000 square kilometers. TVDSB’s operations are located across this region and include 160 schools, and 5 corporate locations (Education Centre and Facilities Centres). TVDSB is the employer of approximately 8,000 staff and 4,000 casual staff. There are approximately 78,000 enrolled students.

The Waterloo Catholic District School Board (hereafter referred to as “WCDSB”) is the corporate body overseeing Waterloo Region’s Catholic Schools and is the 8<sup>th</sup> Largest Catholic School System in Ontario. WCDSB’s operations are located across the Regional Municipality of Waterloo and include 45 elementary schools, 5 secondary schools, 4 continuing education, and 2 corporate locations (Education Centre and the Facilities Centre). WCDSB is the employer of approximately 3500 staff. There are approximately 40,000 enrolled students.

## 1.2 PURPOSE

### 1.2.1 Overview

The Boards issue this Request for Proposal (hereafter referred to as “RFP”) for solicitation of competitive proposed solutions for the implementation of a hybrid unified communications (hereafter referred to as “UC”) technology system that will replace the existing disparate mix of aged telephone and voicemail systems. The solution should advance the Boards’ strategic directions, and leverage, where possible, existing investments in technology infrastructure and software solutions, which include but are not limited to the Microsoft Office Suite (including Office 365 and Office 2016), SDWAN and broadband internet services, wireless access points / Wi-Fi deployments and cloud/Azure offerings.

The hybrid UC solution should facilitate and support multiple enterprise communications methods, enabling users to collaborate effectively and maintain 24/7 communication availabilities for critical services (e.g. elevators, access controls, 911 communications), while supporting flexibility and agility in deployment models, licensing terms and computing resource demands.

### 1.2.2 Budget

All Proponents should acknowledge that responses to this RFP will enable TVDSB and WCDSB to respectively present costed budget requests for approval. The Boards are aware that the available solutions from industry providers are varied and are therefore looking for innovative solutions that will position both organizations for the future from a scalability, sustainment, redundancy, flexibility, performance, security and high availability perspective.

### 1.2.3 Competitive Procurement Process

The Boards recognize that they will need to select the proposed solution aligned with:

- approved budgets, contingent on funding
- subscriber plan options and prices, and
- strategic unified communication objectives.

As a result, the steps to final awarding to a successful proponent will be conducted in the following three phases:

1. This phase will assess the proposals against the technical requirements, implementation costs and feature set pricing for the two required subscriber feature sets associated with 'standard' and 'premium' options detailed in section 1.5.3.

Proponents meeting the technical requirements will be evaluated and ranked by total solution costs over a three-year period. Total solutions costs will include implementation and deployment, hardware, software, maintenance and support, training and licensing fees over a 3-year period for each of the 'standard' and 'premium' feature sets detailed in 2019Appendices715 – Worksheets, Worksheet C.

2. For the second phase, the top scoring solutions from the first phase will be shortlisted for presentation and/or site visits. Details of the presentation and/or site visits will be posted to the TVDSB website once the short list is complete.
3. The proponent with the highest evaluation score that provides the best value proposition for both Boards will be the successful proponent. In the event of a tie score, the Boards will resolve the tie by a draw. The names of the tie proponent(s) will be entered into a draw. All parties will have representation when the draw takes place.

### 1.2.4 Other Public Organizations

The Boards may agree to permit other public organizations within Ontario to access any contract(s) that may result from this solicitation. The successful proponent shall allow such access with the understanding that the participating organizations be responsible for their own contract management.

### 1.2.5 Vendor Responses

The Boards will accept responses to this RFP from both single and multi-vendor bid submissions. In the case of a multi-vendor bid submission, the Boards require one vendor to be identified as the 'lead' for the purposes of representing the bid submission as the proponent.

## 1.3 BACKGROUND

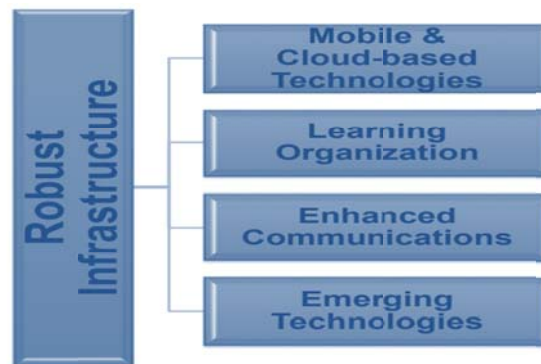
### 1.3.1 Strategic Priorities

Key elements of the Boards' strategic priorities regarding information technology and unified communications are rooted in organizational and department strategic plans, as well as Board Improvement Plans for Student Achievement (BIPSA) at TVDSB and WCDSB. The strategic information technology elements, depicted in Figure 1 generally include, but are not limited to:

- Increased use of mobile and cloud-based technologies;

- Provision of a robust and sustainable infrastructure;
- Support for K212 learning and student success;
- Implementation of an enhanced and unified communication system; and
- Exploration of emerging, scalable, integrated, proven and innovative technologies.

**Figure 1: Strategic Information Technology Elements**



Coupled with these information technology strategic elements are the Boards' guiding principles and objectives for unified communications. These include, but are not limited to:

- a) Safety and Security – All communication technology systems and policies place the safety and security of students and staff first.

Strategic objectives to achieve this include having one centralized, integrated communications technology system, which has:

- a built in back up system with a disaster recovery plan in place,
- standardized communication and supporting technology for emergency response at all board locations, and
- role based access.

- b) Ease of Use – Systems are designed for ease of use, access and mobility.

Strategic objectives to achieve this include:

- having continuous, intuitive connectivity to the network regardless of location,
- ensuring the system is easy to use and intuitive, even for “non-technical” people anytime, anywhere on a range of devices,
- ensuring the system is designed to add value to what people do, and
- ensuring training is “fit for purpose” and designed to help users maximize value from the system for educational, safety, communications and other purposes.

- c) Culture – Systems support a culture that embraces technology.

Strategic objectives to achieve this include:

- being champions of excellence in communications, technology and innovation, and
- strengthening a sense of community, connection and collaboration.

- d) Equity – Systems support the Board’s need to be equitable in implementing, administering and supporting communications technology.

Strategic objectives to achieve this include:

- having a consistent user experience, and
- providing equity in access for all users.

- e) Sustainability – Systems demonstrate sustainability and adaptability to accommodate changing needs of the Board.

Strategic objectives to achieve this include:

- building in disaster recovery, business continuity and asset management functionalities to deliver systems that are financially and functionally sustainable and available.

- f) Privacy - Systems consider and respect individuals’ privacy rights and requirements.

Strategic objectives to achieve this include:

- having appropriate technologies, processes and policies deployed to ensure privacy of student and employee information.

Proponents to this RFP are expected to demonstrate how their proposed solution(s) will support the delivery of the Boards’ information and unified communications technology strategic priorities, guiding principles and objectives.

## 1.4 TELEPHONE SYSTEM ENVIRONMENTS

### 1.4.1 TVDSB – Current Communications System Information

TVDSB has a centralized telephone system at 1250 Dundas Street, London ON into which 160 schools and other TVDSB site-based telephone systems are connected. TVDSB also has a centralized voicemail system at the same location. Current system components and infrastructure are well beyond their sustainable useful life, and are characterized with support difficulties, replacement hardware and software challenges, as well as the following other issues:

- Out of date software, limiting feature functionalities, service availabilities and the inability to embrace new technologies,
- High costs to configure, maintain and modify system components due to age of the overall system, and
- Lack of mobile functionality and integration with messaging and other collaboration features.

In addition to challenges with the telephone system, other communication challenges include the following:

- Many staff lack board issued mobile phones and can only communicate using a desk phone. They remain completely out-of-reach if they are not sitting at a desk.
- Approximately 80% of the Board’s school paging systems are disparate, separated from the telephone system with considerable variations in condition and functionality.

- There are fragmented and inconsistent approaches in the use of ancillary communication devices associated with radios, video surveillance, paging systems, collaboration apps, walkie-talkies, smart phones, desk phones, and security accesses and controls.

The core of TVDSB's telephone system is comprised of the following key components:

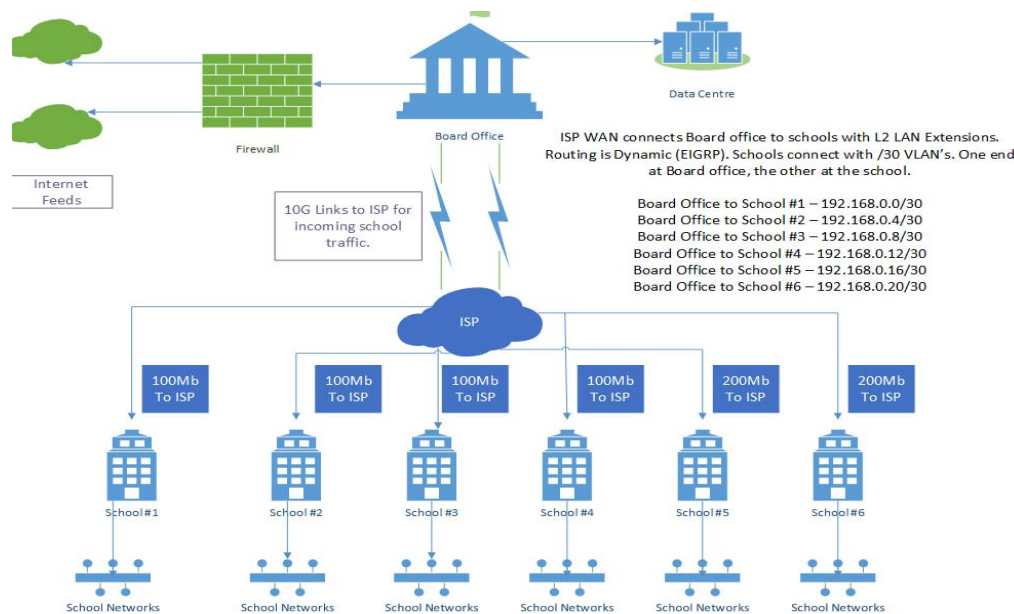
- Avaya CS1000 software version 4.5 (1 phone system running Nortel 2000 Series Phones) – No Avaya Partner Assured Support Service (PASS) coverage,
- Call Pilot 1006r (voicemail system licensed for 3000 mail boxes),
- Business Communications Manager (BCM) model 50 (148 systems), model 400 (15 systems) and model 450 (1 system) operating Norstar M Series digital sets, and
- Norstar (3 systems) operating Norstar M Series digital sets.

## **1.4.2 TVDSB – Network Information**

### **1.4.2.1 TVDSB – Current**

The current (legacy) wide area network is a custom, Local Area Network (LAN) extension service provisioned by Bell Canada (refer to Figure 2). This service provides a mixture of 100 Mbps and 1 Gbps fibre based service to all TVDSB locations (with one exception that is serviced by bonded T1s). All locations have a Cisco 3560 devices at the edge that is configured for multiple Virtual Local Area Networks (VLANs). All VLANs terminate at the Board office in a pair of Cisco 4500X devices that provide routing between locations. There is a VLAN dedicated to the legacy Nortel system. This VLAN has Quality of Service (QOS) enabled on it to provide traffic prioritization for all voice traffic. It should be noted that many of these links run at capacity and that the Voice VLAN QOS is required to ensure voice quality. All Internet traffic routes from TVDSB schools back to the Board office and then out to the Internet. TVDSB currently has two Internet providers that terminate at the Board office. Access to the Internet is controlled and managed by Fortinet firewall devices.

Figure 2 – Existing Network Design - TVDSB

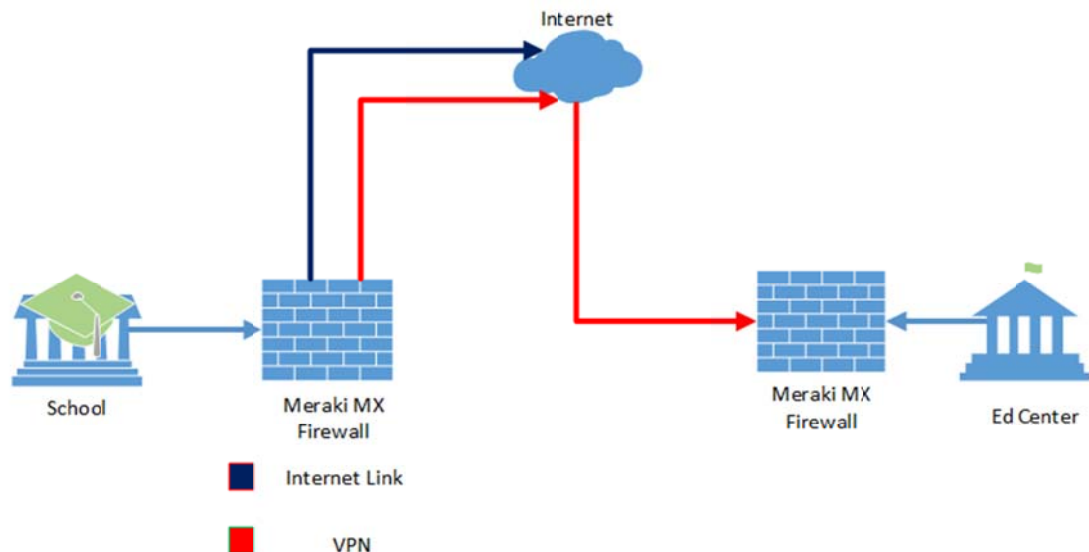


#### 1.4.2.2 TVDSB – Spring 2019

TVDSB is in the process of deploying a Software Defined Wide Area Network (SD-WAN) as part of the Provincial Broadband Modernization Program. This project is expected to be completed by Spring 2019. In this deployment, Internet connections are deployed to all TVDSB locations (refer to Figure 3). The legacy dedicated wide area network connections from the existing environment will be removed. Connection back to the TVDSB administrative office will be through a Virtual Private Network (VPN) connection. Meraki MX firewall technology will be deployed at each location to manage Internet access as well as establish the VPN tunnel to the board's administrative office. The amount of Internet bandwidth provisioned at each location will be dependent on the student and staff population count. Target provisioning is 1 Mbps per student/staff member. The minimum bandwidth deployed will be 200 Mbps. Multiple VLANs have been created to handle the various traffic flows. A VLAN will be dedicated for voice traffic. QoS traffic prioritization will be available on all network devices.

The primary focus of the SD-WAN configuration is to provide high speed access to the Internet. As such, access to cloud-based service offerings is desirable. Voice traffic currently being routed through the VPN tunnels has had varying degrees of success, depending on the Internet provider.

Figure 3 – Planned Network Design - TVDSB



All schools have a mixture of Cisco and HP/Aruba switches installed for Local Area Network Access. All locations have Wi-Fi coverage provided by HP/Aruba access points. Voice network access is not currently provided on the Wi-Fi networks.

#### 1.4.2.3 WCDSB – Current Telephone System Information

WCDSB has a decentralized telephone system at each location. This includes a voicemail system at each site. We have two existing VOIP scenarios and have identified fragmentation as a largescale issue with our Current Telephone Systems.

Current system components and infrastructure are well beyond their sustainable useful life, support difficulties, replacement hardware and software challenges as well as the following other issues:

- Out of date software, limiting feature functionalities, service availabilities and the inability to embrace new technologies;
- High costs to configure, maintain and modify system components due to age of the overall system
- Lack of mobile functionality and integration with messaging and other collaboration features.
- Limited Licensing options
- No official hardware support by Nortel/Avaya

A portion of the Board's school paging systems are separated from the phone system and many schools have varied paging systems

Identified fragmented and inconsistent approaches in the use of ancillary communication devices associated with radio, video surveillance, paging systems, collaboration apps, smart phones, desk phones, and security accesses and controls.



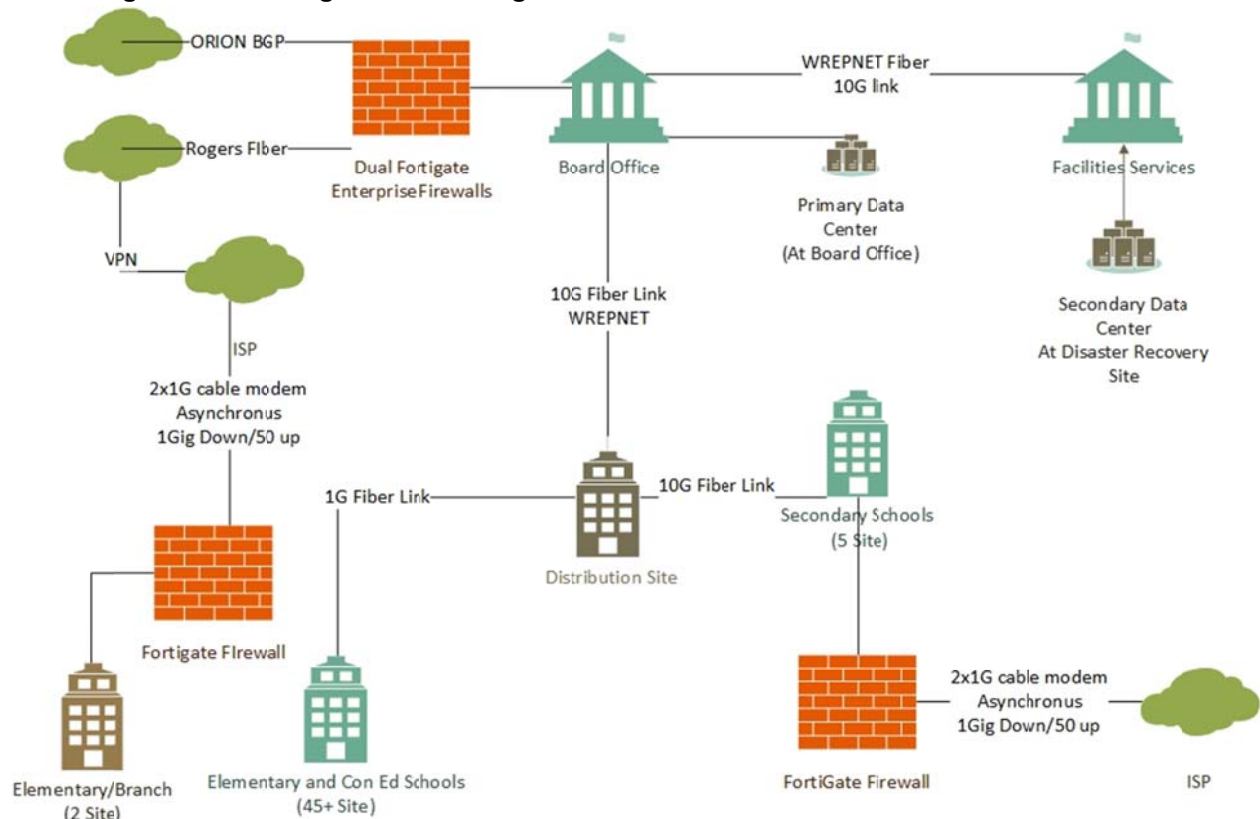
WCDSB Telephony “Core” Systems Include:

- Each Elementary school (45) runs a BCM50, with self-managed Call Pilot Voicemail. Voicemail is only available for administrative users (approx. 6-8 per site)
- Each Elementary school typically has 2 FL lines (one primary, one shared with STICK call processor).
- Each Secondary (5) runs a BCM450 and 23 channel Primary Rate Interface (PRI) Voicemail is available for most staff (Varies by site)
- Our main Continuing Education site runs (1) BCM450, and 2 other Continuing Education Sites connect back to this HUB.
- We have two locations that are VOIP already 1 Continuing Education site and 1 Corporate Office.
- The two common models of handset in our environment are:
  - Nortel T7316E- Administrative desk phone
  - Nortel T7100E- Classroom wall phone
- All BCM equipment is remotely managed, and centrally backed up

#### 1.4.2.4 WCDSB – Network Information - Current

WCDSB has fibre connections to approximately 50 of the schools running at 1GB for elementary schools and 10GB for Secondary schools (refer to Figure 4). Three sites have slower connections at 50MB.

Figure 4 – Existing Network Design - WCDSB



## 1.5 SCOPE FOR NEW UNIFIED COMMUNICATIONS TECHNOLOGY SOLUTION

The Boards are seeking a hybrid unified communications technology solution integrating communications with business processes and requirements. The hybrid solution should enable global presence capabilities while presenting a consistent unified user interface and user experience across multiple devices and media types.

The proposed solution should advance the Boards' strategic directions, and leverage, where possible, existing investments in technology infrastructure and software solutions to deliver the following core UC capabilities:

- Telephony;
- Contact center;
- Conferencing Solutions;
- Instant Messaging and Presence;
- Collaboration;
- Compatibility across multiple devices; and
- Integration with other applications including Microsoft productivity and collaboration tools.

The successful proponent solution will be a hybrid technological solution in a vendor led implementation that will leverage cloud and minimal premise-based offerings to enable stakeholders to connect, communicate and collaborate more effectively through the fulfillment of a series of discretionary and non-discretionary requirements.

### 1.5.1 Non-Discretionary Requirements

The following is a summary of the non-discretionary requirements of the Boards' hybrid unified communications solution. A detailed line by line of these requirements is listed in 2019Appendices715 – Worksheets.xlsl, Worksheet B for the proponent(s) to complete.

- Proponent solution must support the delivery of Boards' information and unified communications technology strategic priorities, guiding principles and objectives and must be compliant with the Accessibility for Ontarians with Disabilities Act (AODA).
- Solution must provide inbound and outbound, local and long-distance voice calling with unified messaging, group messaging and bulk messaging with opt-in, opt-out capability.
- Proponent solution must have automated attendant functionality that includes IVR capabilities.
- Proponent solution must provide enterprise web-based administration tools with the ability to create custom reports.
- Solution must offer SIP connectivity to all Board connected locations, SIP services using existing Board Internet links and connectivity with legacy analog telephony devices such as elevator phones, fax machines and security/alarm/access control systems.
- Proponent solution must provide Active Directory user authentication on all devices enabling single sign-on presence capabilities, directory services, full integration with Microsoft Teams including telephony and video conferencing functionality.
- Proponent solution must provide support E911 services, migration of current DID and published phone numbers, provide Toll-free numbers and support caller ID being consistent across all devices.

- Proponent solution must support seamless switching between mobile devices and desk/app., offer caller ID being consistent across all devices and must support power fail safe phones with connectivity to PSTN at various locations.

### 1.5.2 Discretionary Requirements

The following is a summary of the discretionary requirements of the Boards' hybrid unified communications solution. A detailed line by line of these requirements is listed in 2019Appendices715 – Worksheets.xlsl, Worksheet B for the proponent(s) to complete.

- Proponent(s) solution should provide one phone number to the Boards with multiple DID's, global remote working, individual call history, messaging with features and emergency broadcasts.
- Proponent(s) solution should provide Integrated Corporate Directory/Phone Books across all devices.
- Proponent solution should provide integrated conference bridge, call routing and IVR with ability to transfer automated attendant configuration from one location to another and ability for users to self-administer their own auto-attendant greetings and menus.
- Proponent(s) system should provide administrator controlled, on-demand recording with minimum 60 days' call recording retention, robust search capability and the ability to set restrictions on who can listen to recorded calls
- Proponent(s) solution should offer Call Centre features to include multichannel communications, real-time dashboard monitoring, control and proactive alerts, automatic call distribution for agents with hunt groups, support for queues with messaging and capability for queued call-back.
- Proponent(s) solution call centre feature should provide call transfer and 3-way calling, support supervisor silent listening and live call coaching, routing application plug-in with customer data, calling line identification (CLID), calling number delivery (CND), caller ID (CID) and reports for agents and supervisors.
- Proponent(s) should demonstrate contingency plans and procedures for cloud based service offerings that will protect the boards in the event the provider is sold, goes bankrupt, or is unable to continue to provide the contracted service.
- Proponent(s) solution should provide web based reporting features, predefined standard reports, capability for trunk utilization reporting and the ability to identify any over-subscription of SIP trunking
- Proponent(s) solution should have SIP trunks that are scalable with ability to handle seasonal burst traffic and reduced capacity in response to summer decrease in demands,
- Proponent(s) solution should provide encryption capabilities, integration with third-party applications such as TOPdesk, SysAid, Ebase and Public Address Systems, integration with building access controls, video surveillance systems, service support monitoring systems, system failure alerting systems with option to support Avaya T7100, and T7316E desk phones

### 1.5.3 FEATURE SET REQUIREMENTS

The Boards will group staff into two feature sets based on position needs by staff and role. These plans, Standard and Premium, represent the minimum feature sets that the Boards require. Proponent(s) may include additional feature sets beyond the Standard and Premium plans. However, only responses to the Standard a Premium feature sets will be used for evaluation, ranking and costing.

Proponents must indicate their price per feature set in 2019Appendices715 – Worksheets.xlsx, Worksheet C

**FIGURE 4 – FEATURE PLANS**

Features	Standard Plan	Premium Plan
	Inbound and Outbound Local and Long-Distance calling	<b>Standard Plan Features including:</b>
	Microsoft Teams and Outlook Integration	File Sharing
	E Fax	Call Hold
	Call Waiting	Screen Sharing
	Caller ID	Multi-way calling
	Call Transfer	Voice Conferencing
	Call Paging	Roaming Extensions
	E911	Voicemail to email
	Voicemail (with option to turn off feature and avoid associated costs for specific users)	Call forwarding
		Call Rejection /Call Blocking
		Call Recording
		Do Not Disturb
		Call Queuing
		Web Portal
		Speed Dial
		Call Pickup

#### 1.5.4 DEVICE REQUIREMENTS

The Boards require proponents to present for evaluation and scoring one type of handset/desktop phone for each of the Standard and Premium feature set plans. The Boards also require for evaluation and scoring a device that will address the conference phone requirements. Please refer to figure 5 for the minimum attributes of each device.

**FIGURE 5 – DESK PHONE DEVICE REQUIREMENTS**

Standard Plan	Premium Plan	Conference room phone
Cable Connectivity Speakerphone Fixed Function keys (Directory, messaging, call-transfer, hold) Network (RJ-45) PoE (RJ-45) Port Mute Button Wall mountable	Cable Connectivity Speakerphone Caller ID USB Network (RJ-45) PoE (RJ-45) Port Mute Button Ethernet switch for PC connection Bluetooth support Wi-Fi capability Video camera. Color graphic display Programmable line keys (4) Fixed Function (Messaging, Call-transfer, hold, directory)	Cable Connectivity Speakerphone Caller ID USB Network (RJ-45) PoE (RJ-45) Port Mute Button Ethernet Cable Bluetooth support Wi-Fi capability 20-foot voice pick-up 360-degree dead-zone-free

## 2.0 BID DEFINITIONS AND BID COMPLETION INFORMATION

### 2.1 DEFINITIONS

- 2.1.1 The following words are used throughout this bid document and proponent(s) should note these conditions when completing their bid submission.
- 2.1.1.1 The word "MUST" shall mean proponent(s) and the proposed solution "must" include, meet and address the required information in bid submission. Failure to include the required information will deem the submission noncompliant.
- 2.1.1.2 The word "SHOULD" shall mean proponent(s) and the proposed solution "should" include, meet and address the required information in bid submission.
- 2.1.1.3 The word "NONCOMPLIANT" shall mean bid submissions will be eliminated from further evaluation if the submission does not include the required information.
- 2.1.1.4 The word "SUBCONTRACTOR" shall mean a person, firm or company hired by the proponent(s) or the successful proponent to perform any portion or all of this bid.
- 2.1.1.5 The word "QUALIFIED" shall mean a proponent who is compliant and has included the required information in their bid submission.
- 2.1.1.6 BID IRREGULARITY: A deviation between the requirements (terms, conditions, specifications, special instructions) of a bid response for the purposes of this bid; bid irregularities are further classified as major irregularities or minor irregularities. The classification of what is a major irregularity, or a minor irregularity shall be the sole discretion of the BOARD.
- 2.1.1.6.1 MAJOR IRREGULARITY: A deviation from the bid request which affects the price, quality, quantity or delivery, and is material to the award. If the deviation is permitted, the proponent(s) could gain an unfair advantage over competitors. The BOARDS will reject any bid submission which contains a major irregularity.
- 2.1.1.6.2 MINOR IRREGULARITY: A deviation from the bid request which affects form, rather than substance. The effect on the price, quality, quantity or delivery is not material to the award. If the deviation is permitted or corrected the proponent(s) would not gain an unfair advantage over competitors. The BOARDS may permit the proponent(s) to correct a minor irregularity.
- 2.1.1.6.3 BEST VALUE: An assessment of the return that can be achieved based on the total life cycle cost of the item; may include an analysis of the functionality of the item; can use cost-benefit analysis to define the best combinations of quality, services, time, and cost considerations over the useful life of the acquired item.  
A procurement method that emphasizes value over price.  
The best value might not be the lowest cost.

### 2.2 DOWNLOADING BID DOCUMENTS

- 2.2.1 Proponent(s) **must** use the electronic online bidding system which is available on the TVDSB website as follows:

- A. [www.tvdsb.ca](http://www.tvdsb.ca)
- B. Click on "I'D LIKE TO"
- C. Click on "Go to Purchasing"
- D. Click on "Bids"
- E. Click on "Proceed to inquiry/download page".
- F. Proceed to the bid, click "New" icon
- G. You will be directed to the "TVDSB Client Portal"
  - a. Proponent(s) that already have a TVDSB Client Portal account:
    - i. Click "TVDSB Login".
    - ii. Login using TVDSB Client Portal account and password.
  - b. Proponent(s) that do not already have a TVDSB Client Portal account:
    - i. Click "Sign up now".
    - ii. Read TVDSB Client Portal Disclaimer, scroll to bottom and click "I agree" or "I do not agree".
    - iii. If "I do not agree" was clicked, you will not be able to proceed. If "I agree" was clicked, you will be taken to "New Account Application".
    - iv. Complete account information and click "Create My Account"
    - v. Click "TVDSB Login".
    - vi. Login using new TVDSB Client Portal account and password.
- H. Within the Client Portal click "Open to Bid"
- I. Click on the "New" icon for the bid upon which you will be bidding.
- J. Download the Following to your hard drive:
  - a) 2019Appendices715 – Proponent Responses.docx which contains sections to be completed with relevant responses
  - b) 2019Appendices715 - Worksheets.xlsx which contains the following Excel worksheets:
    - i. Worksheet A: Terms and Conditions Response
    - ii. Worksheet B: Requirements
    - iii. Worksheet C: Pricing TVDSB
    - iv. Worksheet C: Pricing WCDSB
    - v. Criteria and Weighting
    - vi. TVDSB Site Information
    - vii. WCDSB Site Information
  - c) Complete 2019Appendices715 – Proponent Responses.docx and the worksheets in 2019Appendices715 - Worksheets.xlsx
    - i. Do not convert the worksheets to a different file format (i.e. Word, .pdf, etc.). They **must** be uploaded to us in Excel format.
    - ii. Do not modify the Excel files by adding or deleting rows or columns, etc.
  - d) Print and sign 2019Appendices715 – Proponent Responses.docx and all worksheets from 2019Appendices715 - Worksheets.xlsx. The printed and signed copies **must** be returned as hard copies.
  - e) Upload files back to the TVDSB using the "Your Uploaded Files for this Tender" area.

## 2.3 COMPUTER SYSTEM REQUIREMENTS

- 2.3.1 To use the TVDSB's electronic website system, proponent(s) **must** be using Microsoft Internet Explorer.

## 2.4 BID REPORT

- 2.4.1 The "Bid Report" button must be clicked to initiate the transfer of any uploaded files into our system.

## 2.5 PROPONENT(S)' RESPONSE GUIDE

- 2.5.1 Each bid submission should be structured using only the criteria identified in this bid document. When submitting bids, proponent(s) should use the same numbering format, as on this bid document.
- 2.5.2 The bid submission **must** include:
- 2.5.2.1 Printed and signed copies of 2019Appendices715 – Proponent Responses.docx and all Worksheets, 2019Appendices715 - Worksheets.xlsx.
- 2.5.3 Proponent(s) should submit an electronic copy of their bid submission on the TVDSB website (as set out in Section 2.2.1 J. d).
- 2.5.4 All bid documents are to be submitted in an envelope marked with the bid name and number (as set out in Section 2.7.2).
- 2.5.5 Proponent(s)' submissions **must** include page numbers for ease of reference by committee members.
- 2.5.6 The specifications and pricing section of the bid submission **shall not** make reference to supplemental materials.
- 2.5.7 Supplemental materials will not qualify as substitutes for direct responses to the bid's requirements unless specifically requested.

## 2.6 IMPORTANT DATES

- 2.6.1 **ISSUE DATE:** Monday, October 29, 2018
- 2.6.2 **DEADLINE TO SUBMIT QUESTIONS:** Tuesday, November 20, 2018
- 2.6.3 **ANSWERS TO QUESTIONS: Answers posted every Tuesday with final answers posted Tuesday, November 27, 2018.**
- 2.6.4 **RETURN DATE and TIME:** prior to 12:00:00 noon local time Friday, December 7, 2018
- 2.6.5 **NOTICE TO PROPONENTS IF PRESENTATION REQUIRED:** Week of January 7, 2019. Day and time to be determined.
- 2.6.6 **PRESENTATION AND SITE VISIT, IF REQUIRED:** Week of January 14, 2019. Day and time to be determined.

## 2.7 RETURN LOCATION

- 2.7.1 Sealed bid submissions **must** be returned to:

Thames Valley District School Board – Education Centre  
Tenders Clerk's Box, Basement  
1250 Dundas Street  
London, Ontario  
N5W 5P2  
Attention: Tenders Clerk

- 2.7.2 The bid submission envelope should show the bid document name, number, return date and time, as set out below:

From - Company Name and Address  
To: OFFICE OF THE TENDERS CLERK  
Thames Valley District School Board  
EDUCATION CENTRE,  
1250 Dundas Street,  
LONDON, Ontario  
N5W 5P2  
Unified Communication Systems  
Bid #715/2019  
Return Date and Time: prior to 12:00:00 noon local time Friday,  
December 7, 2018

- 2.7.3 The bid submission **must** be returned to the "Tenders Clerk" for your bid submission to be accepted.
- 2.7.4 Delivery to the "Tenders Clerk" is the responsibility of the proponent(s).
- 2.7.5 Submissions received by electronic transmission (i.e. fax or email) will not be accepted.
- 2.7.6 Late bids will be returned to the proponent(s), unopened, if a return address is included on the submission envelope.

## 2.8 QUESTIONS

- 2.8.1 All questions pertaining to this bid document are to be addressed to: Jennifer Frederickson, Buyer, by email [j.frederickson@tvdsb.ca](mailto:j.frederickson@tvdsb.ca) no later than **Tuesday, November 20, 2018**. After this date no further inquiries, concerns or questions may be submitted. The Boards' reserves the right to distribute a notice of content of any inquiry and the Boards' response to all other registered proponents. All questions pertaining to this bid document **must** be submitted in writing.
- 2.8.2 Questions concerning the terms and conditions of the bid document, whether made orally or in writing, to any individual other than indicated above may, at the sole discretion of the Boards, render your submission noncompliant. Direct questions in written form only to: Jennifer Frederickson, Buyer. The Boards will only be bound by written answers to questions.
- 2.8.3 Answers to all questions will be posted to the TVDSB website at:
- A. [www.tvdsb.ca](http://www.tvdsb.ca)
  - B. Click on "I'D LIKE TO"
  - C. Click on "Go to Purchasing"
  - D. Click on "Bids"
  - E. Click on "Proceed to inquiry/download page".
  - F. Proceed to the Bid, click
  - G. "Answers to Questions"
  - H. View documents in PDF format.
  - I. All bid files are available for downloading at no charge from the TVDSB website.
- 2.8.4 Should any questions raised by a proponent necessitate an addendum to this bid document, the addendum will be posted to the TVDSB website.



- 2.8.5 All Addenda will be issued at least seven days prior to the closing date. If an addendum is issued within seven days of the closing date, the date will be extended accordingly.

### 3.0 CONTRACT TERM / PRICING / TAXES / DELIVERY / PAYMENT

#### 3.1 CONTRACT TERM

- 3.1.1 The term of this agreement shall be for 5 years and unless otherwise provided herein, terminating 5 years after the full fulfilment/implementation of the contract agreed Statement of Work
- 3.1.2 The Boards may, at the end of this contract term, extend the contract for a period of up to 5 years in yearly increments. Each Board will advise the proponent in writing of their intentions, no later than 120 days prior to the contract expiry date.
- 3.1.3 Proponent(s) should state in 2019Appendices715 - Worksheets.xlsx, Worksheet B, if your company would agree to extend this contract for an additional 5 years in yearly increments after the initial 5 years' post award -implementation.

#### 3.2 PRICING

- 3.2.1 Proponent(s) must include all required hardware purchase and total software licensing costs including installation and initial configuration, and user/administrator training. Any recurring support, licensing, or software assurance costs beyond the initial installation must be identified, with costs estimated and included in the proposal to cover a 5-year period
- 3.2.2 Proponent(s) **must** complete the pricing section of the 2019Appendices715 - Worksheets.xlsx, Worksheet C
- 3.2.2.1 Proponent(s) **must** print and sign all Worksheets.
- 3.2.3 All charges **must** be included in the cost of the item. Prices quoted must be for goods and services exactly as specified and in Canadian funds, unless otherwise indicated.
- 3.2.4 Prices **must** include delivery, F.O.B. destination. **NO AWARDS WILL BE MADE TO FIRMS QUOTING FREIGHT EXTRA.**
- 3.2.5 Prices **must** remain in effect for the initial 3-year term of the contract after the full fulfilment/implementation of the contract agreed Statement of Work.
- 3.2.6 The BOARDS expect to order in multiple shipments over the length of this contract.
- 3.2.7 The BOARDS will not expect any price increases for the exact configuration quoted during the roll out.
- 3.2.8 The BOARDS would like to take advantage of any promotions, price decreases, or new technologies available during the term of the contract. Detail your company's strategy related to future pricing, new hardware components or new technologies.

#### 3.3 TAXES

- 3.3.1 HST: Where applicable, Harmonized Sales Tax **must** be shown separately as extras on all invoices in accordance with Canadian and Provincial Government regulations.

#### 3.4 DELIVERY and ORDERING

- 3.4.1 Delivery for all items will be directly to each BOARDS Schools, Distribution Centre, Offices and Facilities as will be advised.
- 3.4.2 Delivery dates will be specified on all of the BOARDS' purchase orders. Immediate delivery will be accepted unless otherwise designated on our

purchase orders. In case of construction of new schools or major school renovations, the BOARDS shall not accept delivery until the date specified on those purchase orders.

- 3.4.3 Orders are to be delivered to the address stated on the purchase order. If delivery is made to an incorrect location, it will be the responsibility of the successful proponent to pick up and deliver to the correct location.
- 3.4.4 The successful proponent bears the cost of repairs to the site and to hardware with respect to damage caused from shipping or installation.
- 3.4.5 The successful proponent bears the risk of loss with respect to equipment until delivery and/or installation is complete.
- 3.4.6 The BOARDS' purchase order number should appear on all packages, packing slips, correspondences, customs documentation and freight bills of lading.
- 3.4.7 Lead time should be stated in 2019Appendices715 - Worksheets.xlsx, Worksheet A. The lead time shown will be used to calculate delivery dates on the BOARDS purchase order(s) and to monitor your company's performance.
- 3.4.8 Not all goods will be ordered at one time; orders will be placed as requests are received from the BOARDS locations.
- 3.4.9 In order to meet any minimum order stipulation, we may combine orders from different sites for delivery to any other advised BOARDS site, school, location or Distribution Centre. BOARDS' expectation is that these shipments will arrive packaged and labelled PER SITE, or ready for us to forward directly to the location with no further packaging or resorting required.
  - 3.4.9.1 In 2019Appendices715 - Worksheets.xlsx, Worksheet A, the proponent(s) should state minimum dollar value per order.
- 3.4.10 The proponent(s) should state in 2019Appendices715 - Worksheets.xlsx, Worksheet A if your company has the ability to encode BOARDS' six-digit product number on packing slips for identification purposes.

### 3.5 INVOICING/PAYMENT TERMS

- 3.5.1 All invoices **must** be sent to the respective Board based on final award:

Thames Valley District School Board – Education Centre  
1250 Dundas Street  
London, Ontario  
N5W 5P2  
Attention: Accounts Payable

Waterloo Catholic District School Board  
35 Weber St. W., — Unit A  
Kitchener, Ontario  
N2H 3Z1  
Attention: Accounts Payable

- 3.5.2 Applicable taxes **must** be shown as separate line items on all invoices.
- 3.5.3 The proponent(s) should indicate any specific payment terms. It is generally expected that payment will be 45 calendar days from receipt of invoice.
  - 3.5.3.1 In 2019Appendices715 - Worksheets.xlsx, Worksheet A, proponent(s) should state percentage discount for early payment and net payment terms.
- 3.5.4 Purchase order numbers **must** be stated on all invoices.

## 4.0 SPECIFICATIONS/REQUIREMENTS

### 4.1 QUALITY

- 4.1.1 Unless otherwise specified, supplies **must** be new, in good condition, fit for the purpose for which they are being acquired and free from defects. The decision of the BOARDS pertaining to items being rejected is final.
- 4.1.2 The manufacturer's name and model number **must** be included with any equipment or device shown in 2019Appendices715 – Proponent Responses.docx or itemized in in 2019Appendices715 - Worksheets.xlsx, Worksheet C - Pricing.
- 4.1.3 The determination of equal quality will be based on BOARDS' internal professional opinions.
- 4.1.4 In addition to price, quality and suitability to school use will be among the first considerations. Delivery lead times, service, performance record, manufacturer's warranties and the value of the overall award will be also taken into consideration when awarding this contract.
- 4.1.5 Any material, equipment, service or work ordered which, in the opinion of the BOARDS, does not completely fulfill the specifications **must** immediately be removed and/or completed to the specifications or sample quality at the expense of the successful proponent.
- 4.1.6 The successful proponent **must** carry out all work to the satisfaction of the BOARDS. All trade work is to be performed by appropriately certified staff.

### 4.2 QUANTITY

- 4.2.1 This is a 5-year contract that will be awarded to the same proponent for both BOARDS. A Proponent who cannot provide a complete range of services and who will not hold their prices to 3 years post-implementation will not be considered.
- 4.2.2 All items may not be purchased if costs exceed budget. In no way should the information furnished be considered as a guarantee with respect to the future volume of business. The successful proponent will be responsible for supplying the quantities that are eventually ordered for each item awarded during the term of this bid at the quoted price.

### 4.3 REQUIREMENTS

- 4.3.1 For each requirement as described in the 2019Appendices715 - Worksheets.xlsx, Worksheet B, proponent(s) **must** place a response in the appropriate column.

### 4.4 IMPLEMENTATION

- 4.4.1 Proponent(s) **must** outline an implementation schedule in 2019Appendices715 – Proponent Responses.docx.
- 4.4.2 Proponent(s) **must** state the penalty for failure to meet implementation schedule in 2019Appendices715 – Proponent Responses.docx.

### 4.5 RETURN OF GOODS POLICY

- 4.5.1 The BOARDS will return any shipment (COLLECT) if, in the BOARDS' opinion, the product supplied does not conform to the specification and/or samples submitted in the bid.
- 4.5.2 In the 2019Appendices715 - Worksheets.xlsx, Worksheet A proponent(s) **should** state if there is a time limit on returning goods.
- 4.5.3 In the 2019Appendices715 - Worksheets.xlsx, Worksheet A, proponent(s) should state if there is a "restocking charge" on any returned item and the amount or

rate to be charged if goods are returned for any other reason than those stated in 4.5.1.

- 4.5.4 In the 2019Appendices715 - Worksheets.xlsx, Worksheet A, proponent(s) should describe their procedure for returned goods with respect to:

4.5.4.1 Packaging

4.5.4.2 "Attention To" labeling

4.5.4.3 Address to where returns should be shipped

4.5.4.4 Method of shipment (company truck, courier, transport)

4.5.4.5 If a return authorization number is required

4.5.4.6 What charges apply and who is responsible for payment

- 4.5.5 The BOARDS will not pay to return any goods which do not meet the specifications listed in this bid.

#### 4.6 ILLUSTRATIVE LITERATURE

- 4.6.1 Proponent(s) should have ILLUSTRATIVE and SPECIFICATION INFORMATION for each item of which they have bid, available to review at the BOARDS' request.

- 4.6.2 Proponent(s) should state in the 2019Appendices715 - Worksheets.xlsx, Worksheet A, the electronic mechanism (e.g. email to the Buyer, website address, etc.) in which the illustrative and specification information will be provided.

#### 4.7 SAMPLES/DEMONSTRATION

- 4.7.1 Each proponent may be required to submit, at the proponent's own expense, the items which are being bid upon for examination and comparison purposes. This **must** be done on request and at a time and location chosen by the BOARDS.

#### 4.8 SUBSTITUTIONS

- 4.8.1 In the event that an item ordered becomes discontinued during the contract, the proponent must notify the Purchasing Services Department, for authorization before the item is substituted and shipped to the BOARDS Distribution Centre. The successful proponent may be required to provide samples of the proposed substitutions before sending shipments. The Boards reserve the right to return any shipment COLLECT, if in BOARDS' opinion the products supplied do not conform to the specifications in this bid document.

#### 4.9 TRAINING / SUPPORT

- 4.9.1 Installation, training and support services are a consideration in awarding this bid. Include in 2019Appendices715 – Proponent Responses.docx all support and implementation services your company will provide, identifying certification relevant to the support role envisioned.

#### 4.10 MANUALS

- 4.10.1 SERVICE MANUALS, SCHEMATICS, OPERATING MANUALS and PARTS LISTS **must** be furnished at the request of the BOARDS for all items that are purchased as a result of this bid.

- 4.10.2 Proponent(s) **must** state in 2019Appendices715 - Worksheets.xlsx, Worksheet A, the electronic mechanism (e.g. email to the Buyer, website address, etc.) in which the manuals and parts lists will be provided.

#### 4.11 WARRANTY AND MAINTENANCE

- 4.11.1 Service is an extremely important consideration in the award of this bid. Proponent(s) **must** complete the items below in 2019Appendices715 – Proponent Responses.docx

- 4.11.1.1.1 Proponent(s) **must** state the length of warranty.  
Proponent(s) **must** state if warranty includes parts, labour and if the warranty is on-site. If not, proponents **must** indicate the terms of the warranty.
- 4.11.1.1.2 Proponent(s) **must** state the location of service facilities.
- 4.11.1.1.3 Proponent(s) **must** state the number of service people at each location.
- 4.11.1.1.4 Proponent(s) **must** state your Service Level Objectives (SLO).
- 4.11.1.1.5 Proponent(s) **must** state the mean time to repair commitments in the event of service disruption and associated penalties in the event of extended outages.
- 4.11.1.1.6 Proponent(s) **must** disclose their policy of loan machines in the event repairs are not made on-site.
- 4.11.1.1.7 Proponent(s) **must** include a statement outlining the proponent(s)' quality assurance philosophy and program. This statement should detail how the proponent(s) will respond to:
  - Service related problems
  - Quality problems

4.11.2 Hardware will be replaced if the number of service calls greatly exceeds those recommended in the machines preventive maintenance schedule or when the successful proponent and the BOARDS recommend replacement due to any other conditions upon mutual agreement.

4.11.3 The BOARDS reserve the right to initiate a survey to measure customers' satisfaction.

#### **4.12 SUPPLIER OCCURRENCE REPORTS**

- 4.12.1 The BOARDS reserve the right at any time during the contract period to evaluate the successful proponent service based on their contract performance.
- 4.12.2 The successful proponent will be evaluated based on the evaluation form - Supplier Occurrence Reports (available upon request).
- 4.12.3 Failure to meet the evaluation criteria may result in termination if performance is deemed unsatisfactory (as set out in Section 7.2.1 - Cancellation of contract / loss of service).

#### **4.13 ENVIRONMENT**

- 4.13.1 In 2019Appendices715 - Worksheets.xlsx, Worksheet A, proponent(s) should include a detailed description of any environmental initiative and how your program would be implemented and benefit the BOARDS.

### **5.0 PROPONENT(S)' PROFILE**

#### **5.1 REFERENCES**

- 5.1.1 In 2019Appendices715 - Worksheets.xlsx, Worksheet B, proponent(s) **must** provide a minimum of three references where you have successfully provided goods and or services similar to this bid document.

#### **5.2 ADMINISTRATION and ORGANIZATION**

- 5.2.1 For billing purposes, in 2019Appendices715 - Worksheets.xlsx, Worksheet A, proponents(s) **must** provide the name of each individual Partner or Correct Legal Name of Corporation

- 5.2.2 In 2019Appendices715 - Worksheets.xlsx, Worksheet A, state the type of legal entity (Proprietorship, Partnership, Corporation) which the proponent(s)' organization operates under.
- 5.2.3 If the proponent(s)' company is incorporated, proponent(s) **must** state the jurisdiction in which the corporation was originally incorporated in.
- 5.2.4 Proponent(s) **should** include an organizational chart.
- 5.2.5 The BOARDS reserve the right at any time after the closing date, to request from any proponent(s)' evidence of its financial standing and stability, including that of each of its officers, directors and principals. The proponent(s) agree to provide at their own expense all such above-related information as may be requested by the BOARDS within four (4) calendar days of the date of any such request.
- 5.2.6 Proponent(s) are required to list in 2019Appendices715 - Worksheets.xlsx, Worksheet A any and all pending or ongoing legal claims or disputes where the proponent(s) could individually or in combination with other claims, suffer a potential economic loss greater than \$100,000.00.
- 5.2.7 Proponent(s) should state in 2019Appendices715 - Worksheets.xlsx, Worksheet A if their employees when servicing sites are expected to wear uniforms.
- 5.2.8 Proponent(s) should state in 2019Appendices715 - Worksheets.xlsx, Worksheet A if their employees carry photo identification.
- 5.2.9 Proponent(s) should state in 2019Appendices715 - Worksheets.xlsx, Worksheet A if they are ISO registered and if so what level.
- 5.2.10 Proponent(s) **must** state in 2019Appendices715 - Worksheets.xlsx, Worksheet A if the staff involved in the execution of this contract are employees or sub-contractors.
  - 5.2.10.1 If subcontracting, proponent(s) **must** provide the correct legal name for any subcontractor, their full personal name and address, telephone number, fax number, as well as the name(s) of appropriate contact persons with whom the BOARDS may consult regarding this bid with whom the proponent(s) enters into a contract(s) with to carry out any portion of this contract.

## 6.0 AWARD

### 6.1 EVALUATION PROCESS

- 6.1.1 An evaluation committee will be established to evaluate bid submissions.
- 6.1.2 All bid submissions will first be evaluated on their compliance with the requirements of this bid document.
- 6.1.3 All compliant bid submissions will be evaluated by a BOARDS' evaluation committee based on the evaluation criteria shown in the 2019Appendices715 - Worksheets.xlsx, Criteria and Weighting.
- 6.1.4 Compliant proponent(s) may be requested to make a presentation of their bid for clarification only. No alteration of your submission will be permitted. Notification will be given to qualified proponents as to the time and place. The presentation shall be at the expense of the proponent(s).
- 6.1.5 Delivery, lead times, service, performance record, and the value of the overall award will also be taken into consideration when awarding this contract.
- 6.1.6 The determination of equal quality will be based on BOARDS' internal professional opinions.

### 6.2 AWARD AND NOTIFICATION OF CONTRACT

- 6.2.1 The results of this bid will be posted to the TVDSB website as soon as decisions have been made:
  - A. [www.tvdsb.ca](http://www.tvdsb.ca)

- B. Click on "I'D LIKE TO"
- C. Click on "Go to Purchasing"
- D. Click on "Bids"
- E. Click on "Proceed to inquiry/download page".
- F. Proceed to the Bid, click
- G. "Results - Check Mark"
- H. View documents in PDF format.

6.2.2 All bid files are available for downloading at no charge from the TVDSB website.

### **6.3 DEBRIEFING**

- 6.3.1 Not later than sixty (60) calendar days following the date of posting of a contract award notification in respect of the RFP, the proponent(s) may contact the Buyer requesting a debriefing from the BOARDS, and the BOARDS shall conduct such debriefing in accordance with the requirements of the Ontario Broader Public Sector Procurement Directive.
- 6.3.2 Any request that is not timely received will not be considered and the proponent(s) will be notified in writing.
- 6.3.3 Proponent(s) should note that, regardless of the time of submission of a request by the proponent(s), debriefings will not be provided until such time as a contract award notification has been posted.

### **6.4 BID PROTEST PROCEDURE**

- 6.4.1 In the event that the proponent(s) wishes to review the decision of the BOARDS in respect of any material aspect of the RFP process, and subject to having attended a debriefing, the proponent(s) shall submit a protest in writing to the BOARDS within ten (10) calendar days from such a debriefing.
- 6.4.2 Any protest in writing that is not timely received will not be considered and the proponent(s) will be notified in writing.
- 6.4.3 A protest in writing shall include the following:
  - 6.4.3.1 A specific identification of the provision and/or procurement procedure that is alleged to have been breached;
  - 6.4.3.2 A specific description of each act alleged to have breached the procurement process;
  - 6.4.3.3 A precise statement of the relevant facts;
  - 6.4.3.4 An identification of the issues to be resolved;
  - 6.4.3.5 The proponent(s)' arguments and supporting documentation; and
  - 6.4.3.6 The proponent(s)' requested remedy.
- 6.4.3.7 In the event of any dispute or claim arising between the Board and any proponent(s) as to their respective rights and obligations under the Contract, either party may give the other written notice of such dispute or claim within fourteen (14) calendar days of dispute or cause of action arising. The parties agree that they will first work together in good faith to resolve the matter internally by escalating it to higher levels of management and then if necessary, use mutually agreeable alternative dispute resolution prior to resorting to litigation. Each party shall continue performing its obligations during the resolution of any dispute.

## 7.0 TERMS AND CONDITIONS

### 7.1 GENERAL TERMS AND CONDITIONS

- 7.1.1 A proponent who has already submitted a bid may submit an addendum in writing and signed by the proponent at any time up to the official closing time. No facsimiles shall be accepted. The last submission shall supersede and invalidate all previous submissions by that proponent as it applies to this bid. Addenda **must** be submitted to the "Tenders Clerk" in the same manner and within the same time constraints as the bid submission.
- 7.1.2 A proponent may withdraw the bid at any time up to the official closing time by letter bearing his/her signature as it is in the submission. Withdrawal requests received after the closing date shall not be permitted. Submission withdrawals **must** be submitted to the "Tenders Clerk" in the same manner and within the same constraints as a bid submission.
- 7.1.3 The issuance of this call for bids shall not constitute any obligation on the part of the BOARDS to any firm or individual who submits a bid.
- 7.1.4 The proponent(s) **must** have satisfactorily fulfilled all relevant obligations as required under the terms and conditions of any previous award in order to be considered as an acceptable proponent.
- 7.1.5 The laws of the Province of Ontario shall govern in any dispute occasioned as a result of the performance or non-performance and/or workmanship of a contract issued pursuant to the bid and any dispute arising out of the issuance of and response to this bid.
- 7.1.6 The BOARDS reserve the right to withdraw the award of the contract to a successful proponent within 30 days of the award if in the opinion of the BOARDS the successful proponent is unable or unwilling to enter into a form of contract satisfactory to the BOARDS. The BOARDS shall be entitled to do so without any liability being incurred by the BOARD to the proponent(s).
- 7.1.7 The lowest or any bid submission may not necessarily be accepted. The BOARD reserves the right to decline any or all bid submissions, or to cancel the bid call in whole or in part at any time prior to making an award, for any reason, or no reason, without liability being incurred by the BOARDS to any proponent(s) for any expense, cost, loss or damage incurred or suffered by the proponent(s) as a result of such withdrawal.
- 7.1.8 All costs associated with the preparation of the bid submission will be solely the responsibility of the proponent(s).
- 7.1.9 The BOARDS reserve the right to decline or purchase one or all items in this bid from one supplier or from multiple suppliers.
- 7.1.10 All of the terms and conditions of this bid are deemed to be accepted by the proponent(s) and incorporated into the proponent(s)' proposal submission. It is the BOARDS' intention that the Terms and Conditions stated in this bid and the successful proponent response to this bid will form the contract between the BOARDS and the successful proponent. Any conflict in the wording of the proponent's invoice and/or sales agreement and the wording of the terms and conditions of this proposal, shall be resolved in favour of the BOARDS and shall be deemed to be incorporated into the proponent(s)' invoice and/or sales agreement.
- 7.1.11 All of the terms and conditions of this bid are deemed to be accepted by the proponent and incorporated into the proponent(s)' proposal submission. It is the BOARDS' intention that the Terms and Conditions stated in this bid and the successful proponent's response to this bid will form the contract between BOARDS and the successful proponent. Upon award of this bid, the successful proponent will be required to sign an agreement that confirms the scope of work, fee structure and contractual obligations of the bid.



- 7.1.12 The successful proponent **must not** at any time subcontract any portion of its contract with the BOARDS nor shall it assign the contract without the written permission of the BOARDS. The successful proponent **must not**, at any time, change subcontractors approved by the BOARDS without written permission of the BOARDS.
- 7.1.13 While the BOARDS have used considerable efforts to ensure an accurate representation of information in this bid document, the information contained herein is contained solely as a guideline for the proponent(s). The information is not guaranteed or warranted to be accurate by the BOARDS, nor is it necessarily comprehensive or exhaustive. Nothing in this bid document is intended to relieve the proponent(s) from forming their own opinions and conclusions in respect to the matters addressed in this bid document.
- 7.1.14 The BOARDS may accept or waive a minor irregularity, or where practical to do so the BOARDS may as a condition of bid acceptance request a proponent to correct a minor irregularity with no change in bid price. Items of non-compliance on any bid submissions which do not strictly comply with the provisions, procedures and requirements of this bid, or are incomplete, ambiguous, or which contain errors, alterations, misleading information, omissions, or irregularities of any kind, may be rejected and disqualified at the discretion of the BOARDS. All proponent(s) agree to provide all such additional information as, and when requested, at their own expense, provided no proponent(s) in supplying any such information shall be allowed, in any way to change the pricing or other cost quotations originally given in its bid submission or in any way materially alter or add to the solution originally proposed.
- 7.1.15 All BOARDS policies, procedures and regulations **must** be adhered to by the successful proponent.
  - 7.1.15.1 Smoking is prohibited in all BOARD buildings and on all BOARD property.
  - 7.1.15.2 Some BOARD sites are equipped with video surveillance cameras.
  - 7.1.15.3 The successful proponent is obliged to cooperate with all recycling and environmental procedures and initiatives established by government, the BOARDS and each school.
- 7.1.16 The successful proponent will reimburse the BOARDS for any damages through negligence or willful acts of any of the successful proponent's employees or contracted staff.
- 7.1.17 The successful proponent's employees and contracted staff shall not be considered BOARDS employees and shall not represent themselves as an agent of the BOARDS nor be eligible for any of the benefits provided to BOARDS employees.
- 7.1.18 The BOARDS reserve the right to demand the removal of any successful proponent's employees or contracted staff engaged in this contract if, in the BOARDS' opinion, their conduct has been of an unacceptable nature.
- 7.1.19 The successful proponent will be responsible for seeing that regular supervision is maintained over all working personnel. It is the proponent(s)' responsibility to see that all their activities are properly coordinated with the BOARDS' operations and modify assignments as required.
- 7.1.20 This bid document is being issued pursuant to the BOARDS' Purchasing Policies and procedures.

[https://www.tvdsb.ca/uploads/21/Doc\\_636488424557694347.pdf?ts=636693134088776469](https://www.tvdsb.ca/uploads/21/Doc_636488424557694347.pdf?ts=636693134088776469)

<https://www.wcdsb.ca/wp-content/uploads/sites/36/2017/04/APO006.pdf>

- 7.1.21 The acceptance of the bid by the successful proponent and the award of the contract contemplated by this bid document are subject to approval of the Board of Trustees.

**7.2 CANCELLATION OF CONTRACT / LOSS OF SERVICE**

- 7.2.1 The BOARDS reserve the right to terminate this contract with 30 days' written notice if, in their opinion, the successful proponent fails to meet the terms and conditions of the contract. Notwithstanding the termination of the contract, the successful proponent shall remain responsible for its obligations under this contract up to the date of termination. The BOARDS reserve the right to commence an action in a court of competent jurisdiction against the successful proponent for damages that result from the breach of the terms and conditions of the contract, by the successful proponent.
- 7.2.2 The BOARDS shall have the right to retain and set off from any monies payable to the successful proponent under the contract the total outstanding amount from time to time and for all damage claims by the BOARDS or any third parties arising out of this contract which have not been resolved by the successful proponent or its insurer.
- 7.2.3 The BOARDS reserve the right to withhold monies owing under a contract to the value of the obligation to a maximum of the monies owing to the successful proponent for any indebtedness of the supplier that may impact on the BOARDS.
- 7.2.4 The successful proponent shall be responsible for ensuring continuous delivery of the goods and services in the event of a labour disruption by either, the successful proponent, the BOARDS' staff or third-party interruptions.
- 7.2.5 In the event that the successful proponent becomes insolvent, and/or the successful proponent is unable or unwilling to provide the contracted service for a period of more than 30 consecutive days during the period of the contract, the BOARDS shall have the right to replace the successful proponent with another service provider suitable to the BOARDS in addition to all of its other rights pursuant to the term of this bid.

**7.3 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT**

- 7.3.1 Proponent(s) agree that all documentation and information contained in any bid submissions and any addendum that becomes the property of the BOARDS shall be subject to disclosure pursuant to an application pursuant to a Municipal Freedom of Information and Protection of Privacy Act request for disclosure. Notwithstanding that a bid submission or an addendum may contain a trade secret of the proponent(s), intellectual property right of the proponent(s), or scientific, technical, commercial, pricing or other financial or labour relations information or any other similar secret.
- 7.3.2 The proponent(s) specifically consents to the disclosure of any and all information contained in their bid submission or any addendum pursuant to a request for disclosure pursuant to a Municipal Freedom of Information and Protection of Privacy Act and such consent shall be considered a consent given pursuant to Subsection 10(2) of the said Act. Notwithstanding the aforesaid, the proponent(s) assigns all right, title and interest that they have in the bid submission, and any addendum to the BOARDS, including the right to copy and/or publish the same as the BOARDS see fit, notwithstanding that no request for disclosure is made pursuant to the Municipal Freedom of Information and Protection of Privacy Act.

- 7.3.3 All proponent(s) agree not to disclose any information provided by the BOARDS in this bid document to any third party without the written consent of the BOARDS.

**7.4 PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT**

- 7.4.1 The proponent(s) represent and warrant that if the proponent(s) is or becomes subject to any private sector privacy legislation in responding hereto, or in carrying out its obligations under any subsequent agreement, the proponent(s) will be solely responsible for compliance with such legislation. Without limitation, the proponent(s) represent and warrant that if the proponent(s) is subject to the Personal Information Protection and Electronics Act, S.C. 2000, c.5, including any amendments thereto ("PIPEDA"), the proponent(s) shall ensure PIPEDA compliance of:
- 7.4.2 All PIPEDA Protected Information the proponent(s) collects directly from the individual or indirectly from the Boards or others
- 7.4.3 All PIPEDA Protected Information the proponent(s) uses or discloses in the course of responding hereto or in performing its obligation under any subsequent agreement and,
- 7.4.4 All PIPEDA Protected Information the proponent(s) transfers or discloses to the Board
- 7.4.5 For the purposes hereof, "PIPEDA Protected Information" means any "Personal Information" or "Personal Health Information" as such terms are defined in PIPEDA.

**7.5 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES**

- 7.5.1 The successful proponent shall comply with the provisions of the Accessibility for Ontarians with Disabilities Act, 2005, and the regulations thereunder with regard to the provision of its goods or service to persons with disabilities. The proponent(s) acknowledge that pursuant to the Accessibility for Ontarians with Disabilities Act, 2005, the Board must, in deciding to purchase goods or services through their procurement processes, consider the accessibility for persons with disabilities to such goods or services. This legislation can be accessed through the following link to the Government of Ontario's website: [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

**7.6 HUMAN RIGHTS AND CHILD LABOUR LAWS**

- 7.6.1 Any infringement on human rights, but namely those of children, is of considerable concern to the BOARDS. Proponents(s) wishing to do business with the BOARDS are asked to promote the purchase of goods from companies that operate in full compliance with the laws of their respective countries and with all applicable child labour laws, rules and regulations related to hiring, wages, hours worked, overtime and working conditions.

**7.7 HEALTH, SAFETY REGULATIONS**

- 7.7.1 All equipment requiring approval (Hydro One, C.S.A., ULC., etc.) **must** be completely assembled and **must** bear label showing approval of assembly prior to delivery. The BOARDS shall not accept any equipment that has not been inspected and approved. If not so approved, the BOARDS reserve the right to invoice the successful proponent for the cost of certification/replacement.
- 7.7.2 Every person who supplies any machine, device, tool, equipment or service to the BOARDS **must** ensure that the machine, device, tool, equipment or service complies with the Occupational Health and Safety Act and Regulations of Industrial Establishments. The burden of proof rests with the supplier.
- 7.7.3 The Occupational Health and Safety Act describes the responsibilities of an employer. The BOARDS require contractors maintain procedures, training and

enforcement so that the responsibilities are carried out at the BOARD workplace. The contract shall abide by and strictly adhere to the regulations and conditions set out and laid down by the most current versions of the Occupational Health and Safety Act, 1990, Chapter 0-1. Their workers **must** be trained in WHIMS in accordance with Occupational Health and Safety Act Regulations. They must adhere to all of the BOARDS' Health and Safety Policy, Procedures and Guidelines and Municipal Bylaws.

- 7.7.4 The BOARDS reserve the right to request to a copy of a proponent(s)'s Health and Safety Policy, Procedures and Guidelines.

## **7.8 WORKPLACE SAFETY AND INSURANCE BOARD**

- 7.8.1 The successful proponent **must** ensure that all workers are covered by the Workplace Safety and Insurance Board for the duration of this contract.
- 7.8.2 The successful proponent **must** furnish a Certificate of Clearance from the Workplace Safety and Insurance Board as evidence that all returns have been made and all necessary assessments have been paid as required, or levied, by the Workplace Safety and Insurance Board. This certification is to be furnished prior to the commencement of this contract. The good standing **must** be maintained throughout the contract. It is the responsibility of the Contractor to ensure that the Workplace Safety and Insurance Board Certificate are updated every sixty (60) calendar days. The BOARDS reserve the right to request proof of coverage any time throughout the duration of the contract.
- 7.8.3 All workplace injuries or accidents on BOARDS property **must** be reported by the successful proponent to the BOARDS' representative within 24 hours.

## **7.9 COMMERCIAL LIABILITY INSURANCE**

- 7.9.1 The successful proponent **must** be covered by Commercial General Liability Insurance throughout the term of the contract. Each proponent **must** state if it has Commercial General Liability Insurance Coverage.
- 7.9.2 Each proponent should show proof with the submission of this bid that upon the award of this contract that it will be covered by Commercial Liability Insurance coverage with limits of \$5 million per occurrence for liability (by way of primary coverage and/or Umbrella Coverage and/or otherwise), arising at law for damages caused by reason of bodily injury (including death) or damage to property by its employees or subcontractors. If the proponent(s) does not presently have \$5 million per occurrence of Commercial Liability Insurance coverage, the proponent(s) shall provide a written assurance from his insurer or agent on the insurer's or agent's letterhead that liability insurance limits will be increased to \$5 million per occurrence from the commencement of the contract should the contract be awarded to the proponent(s). The successful proponent further agrees to maintain good standing throughout the term of the contract. The BOARDS reserve the right to request proof of coverage any time throughout the duration of the contract.

This liability policy shall contain the following coverage:

- 7.9.2.1 Personal Injury and Property Damage
- 7.9.2.2 Non-Owned Automobile Liability
- 7.9.2.3 Owners and Contractors Protective Coverage
- 7.9.2.4 Contractual Liability
- 7.9.2.5 Broad Form Property Damage
- 7.9.2.6 Products and Completed Operation Insurance
- 7.9.2.7 Contingent Employees Liability
- 7.9.2.8 Cross Liability Clause and Severability of Interest Clause

- 7.9.3 Upon an award to the successful proponent by the BOARDS, the successful proponent shall be required to submit certification in a form satisfactory to the BOARDS of the above-mentioned coverage to protect the BOARDS against claims for property damages and personal injuries, including accidental death, caused by the successful proponent or its employees or subcontractors during the performance of its obligations under the contract.
- 7.9.4 The successful proponent agrees to indemnify, hold harmless and defend the BOARDS from and against any and all liability for loss, damage and expense, which the BOARDS may suffer or for which the BOARDS may be held liable by reason or injury (including death) or damage to any property arising out of negligent or willful acts on the part of the successful proponent or any of its representatives or employees or subcontractors in the execution of the work performed or from defects in the equipment supplied.

**7.10 MOTOR VEHICLE LIABILITY INSURANCE**

- 7.10.1 Proponent(s) **must** state in 2019Appendices715 - Worksheets.xlsx, Worksheet A, if their own vehicles and/or those vehicles owned by its employees or subcontractors shall operate on the property of the BOARDS.
- 7.10.2 In the event of an affirmative answer to 7.10.1, the successful proponent **must** be covered by Automobile Liability Insurance through the term of the Contract. If the proponent(s)' employees or subcontractors will operate their own vehicles during the contract, then they **must** maintain the same Automobile Liability Coverage as the proponent(s). Each proponent **must** state in the 2019Appendices715 - Worksheets.xlsx, Worksheet A if it or its employees or subcontractors have Automobile Liability Insurance Coverage. Sub clauses 7.10.3 to 7.10.4 also apply to those employees or subcontractors who operate their own automobiles on the property of the BOARDS.
- 7.10.3 Proponent(s) should show proof with the submission of this bid, that upon the award of this contract that it will be covered by Automobile Liability Insurance with coverage limits of \$2 million commercial and \$1 million on all personally owned vehicles per occurrence for liability arising at law for damages caused by reason or bodily injury (including death) or damage to property by its employees or subcontractors. If the proponent(s) does not presently have \$2 million per occurrence of Automobile Liability Insurance Coverage, the proponent(s) shall provide a written assurance from his insurer or agent on the insurer's or the agent's letterhead that liability insurance limits will be increased to \$2 million for commercial vehicles and \$1 million for personally owned vehicles per occurrence from the commencement of the contract and annually thereafter for the term of the contract, should the contract be awarded to the proponent(s). The successful proponent further agrees to maintain that good standing throughout the term of the contract.

The BOARDS reserve the right to request proof of coverage anytime throughout the duration of the contract. This liability policy shall contain the following coverage:

7.10.3.1 Third Party Liability Coverage in the form of OAP-1

- 7.10.4 Upon an award to the successful proponent by the BOARDS, the successful proponent shall be required to submit certification in a form satisfactory to the BOARDS of the above-mentioned coverage to protect the BOARDS against claims for property damage and personal injuries, including accidental death, caused by the successful proponent or its employees or subcontractors during the performance of its obligations under the contract by way of the ownership or operation of an automobile.

- 7.10.5 The successful proponent agrees to indemnify, hold harmless, and defend, the BOARDS from and against any and all liability for loss, damage and expense, which the BOARDS may suffer or for which the BOARDS may be held liable by reason of injury (including death) or damage to any property arising out of negligence on the part of the successful proponent or any of its representatives or employees by way of the ownership or operation of an automobile.

## **7.11 PROFESSIONAL LIABILITY INSURANCE**

- 7.11.1 Proponent(s) should show proof with the submission of this bid and annually thereafter for the term of the contract that upon the award of this contract that it will be covered for Professional Liability Coverage for liability arising at law for damages caused by reason of professional negligence with the following limits of coverage:
- \$2,000,000.00 claim limit
  - \$4,000,000.00 project limit
  - \$8,000,000.00 aggregate limit
- 7.11.2 If the proponent(s) does not presently have the coverage as set out aforesaid, the proponent(s) shall provide written assurance from his insurance agent or insurer on the letterhead of the insurer or agent that the Professional Liability Insurance limits will be increased to the aforesaid limits from the commencement of the contract and annually thereafter for the term of the contract should the contract be awarded to the proponent(s). The successful proponent further agrees to maintain that good standing throughout the term of the contract. The BOARDS reserve the right to request proof of coverage anytime through the duration of the contract.
- 7.11.3 The BOARDS reserve the right to request that a proponent(s) provide a complete copy of the proponent(s)' professional liability policy to the evaluation committee for review to allow the committee to satisfy itself that the policy provides coverage satisfactory to the BOARDS.
- 7.11.4 Upon the award to the successful proponent by the BOARDS, the successful proponent shall be required to submit certification in a form satisfactory to the BOARDS of the above mentioned caused by the actions of the successful proponent or its employees, or subcontractors, during the performance of its obligations under the contract.
- 7.11.5 The successful proponent agrees to indemnify, hold harmless and defend the BOARDS from and against any and all liability for loss, damage and expense, which the BOARDS may suffer or for which the BOARDS may be held liable arising out of the professionally negligent or willful acts on the part of the successful proponent or any of its representatives, employees or subcontractors in the execution of the work performed.
- 7.11.6 Notwithstanding that the parties shall enter into a Standard Form Contract for each project the successful proponent acknowledges that the BOARDS do not agree to indemnify the successful proponent in the event of any claim against the successful proponent in any way arising out of or related to the successful proponent duties and responsibilities pursuant to the Standard Form Contract initiated by a non-party to the Standard Form Contract, and arising from a claim commenced by the BOARDS whether or not the indemnity applies to the extent that the non-party claim exceeds the amount of insurance coverage.

## **7.12 CANADA'S ANTISPAM LEGISLATION**

- 7.12.1 Please note that vendors are required to comply with all applicable laws, including Canadian Anti-Spam Legislation (CASL), in providing goods or services

to the BOARDS. This also extends to communications sent on the BOARDS' behalf. The successful proponent will be required to indemnify the BOARDS for any failure by the successful proponent to comply with Canadian Anti-Spam Legislation, to the extent that the successful proponent action, or inaction, could expose the BOARDS to liability.

### 7.13 ASBESTOS

- 7.13.1 Designated Substances, as listed in Regulation 490/09 made under the Occupational Health and Safety Act (Ontario), including asbestos, lead, mercury, silica and others, may be present within BOARDS facilities.
- 7.13.2 The successful proponent **must** complete all aspects of the Work in strict compliance with: all applicable laws, regulations, ordinances and other legal requirements of all levels of government (together "Applicable Laws"), including, without limitation, Regulations 278/05 and 490/09 made under the Occupational Health and Safety Act (Ontario) and Regulation 347 made under the Environmental Protection Act (Ontario); all of BOARDS' policies and procedures, including, without limitation, BOARDS' Health and Safety policies and procedures; and, the requirements of this Tender, in order to ensure that any Designated Substances that may be affected by, involved with or disturbed by any aspect of the Work are properly addressed, handled and dealt with by the successful proponent.
- 7.13.3 All staff and contractors will comply with the Environmental Protection Act, RSO 1990, Section 27 and Ontario Regulation 347, Section 17 when disposing of asbestos waste.
- 7.13.4 The successful proponent **must** provide a certificate of "Asbestos Awareness Training" for every one of its employees or sub-contractors (together, and individually, "Personnel"), who will be assigned by the successful contractor to provide or perform any aspect of the work, prior to the commencement of any activities in relation to any work. In addition for TVDSB, the successful proponent **must** execute and deliver to TVDSB a "Contractor Notification and Acknowledgement Form" (which is an appendix to TVDSB's Asbestos Procedure, under its Health and Safety Policy, and which is located on TVDSB'S website), before commencing any work. To the extent the Contract is renewed, the successful proponent is required to provide the BOARDS with updated copies of all such certificates and such form, prior to undertaking any work during any such renewal period. **Proponent(s) must submit certificates with your bid if staff currently has the "Asbestos Awareness Training" dated within the last five years.**
- 7.13.5 Before starting any Work in any BOARD facility (including, without limitation, undertaking a site visit), the successful proponent is required to review the Asbestos Product Survey and Designated Substances Report (the "Report") for that facility. This review is to familiarize the successful proponent and its Personnel with the facility and the location of any Designated Substances in any area where Work may be performed. A copy of such Report can be found in two locations in each facility: (a) the Main Office; and, (b) the Custodial Office Document Box. If a copy of such Report cannot be located, Work is not to proceed until: such Report is located; such Report is reviewed by each of the successful proponent's Personnel assigned to perform any part of the Work; and, each of the Personnel assigned to perform any part of the Work signs the Designated Substance Log Book located in the Report as contemplated in E6 below.
- 7.13.6 Prior to undertaking: (a) any site visit; and / or, (b) any Work, each of the successful proponent's Personnel assigned to perform any part of the Work **must** sign the Designated Substance Log Book located in the respective Report for the facility in question, and which indicates that those individuals have

received a copy of such Report, have reviewed same and accept its terms and conditions.

- 7.13.7 Should the successful proponent identify asbestos containing materials ("ACM") in a Report, and Type I operations that may disturb ACM are required, the related Work shall be completed during school off-hours. No Type I operations to be completed during school off-hours shall commence until such time as the successful contractor has received verbal approval from the BOARDS contact person for the scheduling of same. If any Type I operations **must** occur on an expedited basis during school hours, the successful contractor shall contact the BOARDS' contact person in order to address the matter and shall not proceed with any such Type I operations without the express written approval of the BOARDS contact person and then, only in strict compliance with the terms of such written approval. School off-hours means when students are not in the facility for instructional purposes or extracurricular activities. As indicated above, all Type I operations shall be completed: in accordance with Applicable Laws; BOARDS' policies and procedures, including, without limitation, its Health and Safety policies and procedures; this Tender; and, by Personnel for whom a certificate of Asbestos Awareness Training has been provided to BOARDS and who has signed the applicable Designated Substance Log Book (as contemplated in section E5 above).
- 7.13.8 No Work involving Type 2 or 3 operations shall be undertaken by the successful proponent or its Personnel. To the extent the completion of Work requires Type 2 or 3 operations; the successful proponent shall contact BOARDS so that BOARDS can arrange for an asbestos abatement contractor to complete any Type 2 or 3 operations necessary for the completion of the Work.
- 7.13.9 In circumstances where any aspect of the Work requires entry above the ceiling, special precautions are required to be taken by the successful contractor and its Personnel. If spray-on insulation has been applied to the building structure, or if other types of insulation have been applied or affixed to mechanical fixtures, pipes and/or fittings above the ceiling, some ACM may have broken free and fallen onto the surface of the ceiling. Entry above the ceiling could therefore disturb such fallen material, creating an exposure hazard if the material contains asbestos. Accordingly, the successful contractor and Personnel shall and **must** follow the following procedures for ceiling entry:
- 7.13.9.1 If the Report indicates that: any structures above the ceiling have had ACM spray fireproofing applied to them; or, debris is known to be present on top of any ceiling tiles, in either case in any area where any aspect of the Work is to be completed, DO NOT ENTER THE CEILING SPACE, and contact the BOARDS contact person(s) for advice and approval as to how to proceed. Do not proceed without BOARDS' prior written approval.
- 7.13.9.2 If the Report indicates that any ceiling tiles required to be disturbed contain ACM or, that the mechanical fittings above the ceiling are in poor or fair condition, proceed using the ceiling entry procedures identified below:
- 7.13.9.2.1 Place a drop sheet of polyethylene or other suitable material beneath the area where the ceiling space is to be entered;
- 7.13.9.2.2 Carefully raise the edge of a ceiling tile and examine the surfaces of adjacent tiles for evidence of fallen debris;
- 7.13.9.2.3 If the surfaces of the adjacent tiles are clean, the raised tile may be removed, by sliding it over an adjacent tile, and the ceiling space entered;
- 7.13.9.2.4 If the surfaces of the adjacent tiles contain debris, STOP WORK IMMEDIATELY, lower the raised tile and contact the



BOARDS' contact person(s) for advice and approval as to how to proceed. Do not proceed without BOARDS' prior written approval; and

- 7.13.9.2.5 Regardless of the circumstances, once the ceiling tile has been replaced and/or lowered, wipe all surfaces below ceiling level that contain debris with a wet cloth, dispose of polyethylene sheet and wet cloth as asbestos waste in an approved asbestos waste bag.

7.13.10 If the Report indicates ACM are in good condition above non-ACM containing ceiling tiles, the following procedures are required to be followed:

7.13.11 Carefully raise the edge of a ceiling tile and examine the surfaces of adjacent tiles for evidence of fallen debris;

7.13.12 If the surfaces of the adjacent tiles are clean, the raised tile may be removed, by sliding it over an adjacent tile, and the ceiling space entered; and

7.13.13 If the surfaces of the adjacent tiles contain debris, **STOP WORK IMMEDIATELY**, lower the raised tile and contact the BOARDS' contact person(s) for advice and approval as to how to proceed. Do not proceed without BOARDS' prior written approval.

Jennifer Frederickson Buyer  
Purchasing Services

Matthew Reid  
Chairperson

## 8.0 SIGNATURE PAGE

This section must be completed, signed, and included with your submission for your bid to be accepted.

I hereby acknowledge and agree that **I have read and will comply with all of the preceding processes, information requests and terms and conditions and have completed the required sections in 2019Appendices715 – Proponent Responses.docx and all Worksheets in the 2019Appendices715 - Worksheets.xlsx.**

I/We the undersigned are duly authorized to execute this Bid Submission on behalf of:

*Please complete the section below, by either printing or typing in the space provided*

FIRM NAME:

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NAME:

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TITLE:

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SIGNATURE:

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# **Request for Proposal UNIFIED COMMUNICATION SYSTEMS**

## **RFP #715 Proponent Responses**

Issue Date: Monday, October 29, 2018  
Buyer: Jennifer Frederickson  
Issued by: Thames Valley District School Board and  
Waterloo Catholic District School Board

**Return Date and Time: prior to 12:00:00 noon, local  
time Friday, December 7, 2018**

## 1. PROPONENT PROFILE: EXPERIENCE AND QUALIFICATIONS

### 1.1. ABOUT YOUR ORGANIZATION AND PROJECT TEAM

Must describe your organizational structure, specifically including project staff numbers and technical resources. Provide the details of all key members of the Project Team, their certifications and show how those resources support proposed solutions deployment.

**Proponent Response**

### 1.2. PROJECT TEAM EXPERIENCE

Must describe your organization's experience with proposed solution. If you have experience of providing similar solutions for School Boards, describe such relationships illustrating size, time period, challenges of the experience. The past and present performance of the project team members on projects, similar in terms of size, scope, complexity and user demographics.

**Proponent Response**

### 1.3. PARTNERSHIPS

Describe Major partnership agreements, distributorship or other agency agreements or relationships your organization is currently in that is beneficial to the project

**Proponent Response.**

### 1.4. MULTI-VENDORS

The Boards will accept responses to the RFP from both single and multi-vendors bid submissions. In the case of a multi-vendor bid submission, the Boards require one vendor to be identified as the 'lead' for the purposes of representing the bid submission as the proponent.

**Proponent Response**

## 2. SOLUTION ARCHITECTURE AND ALIGNMENT

### 2.1. STRATEGIC PRIORITIES AND INVESTMENT ALIGNMENT

Demonstrate how the proposed solution(s) will support the delivery of the Boards' information and unified communications technology strategic priorities, guiding principles and objectives as described in the RFP document. In addition, describe how the solution will leverage existing boards' investment in infrastructure.

**Proponent Response**

## 2.2. SOLUTION ARCHITECTURE AND SCHEMA

Detail the architecture and technical schema of the proposed hybrid Unified Communication solution that leverages cloud offerings with some on- premise functionality to address Boards' operational requirements (e.g. existing analog phone lines supporting such uses as elevators, and emergency phones). Proponent(s) responses to include network topology, SIP connectivity to SDWAN and PSTN networks, infrastructure, hardware and software requirements, application integrations, system operations and all the features and components. Please identify which components are located in cloud and on premise.

### Proponent Response

## 3. TECHNOLOGY COMPONENT AND FEATURES

### 3.1. TECHNICAL FEATURES

Describe the technical capabilities of the proposed solution to address the boards' requirements regarding voice calling, multi-channel communication, dashboard monitoring and control, call distribution, call queues, call identification and routing, call centre functionality and IVR.

### Proponent Response

### 3.2. INTEGRATION CAPABILITIES

Include description of the proposed solution(s) capabilities to utilize API connectivity and other forms to integrate with hardware and software platforms including, but not limited to Microsoft Office suite, service management applications (e.g. TOPdesk, SysAid, Ebase), security systems, Public Address Systems (PAS) video surveillance systems and existing WAN infrastructure.

### Proponent Response

### 3.3. AVAILABILITY AND REDUNDANCY

Describe the technical capabilities of the proposed solution regarding high availability and redundancy features. A minimum uptime of 99.999% averaged over a year is expected by the Boards. Proponent(s) should describe the reliability of the proposed solution detailing back-up, fail-over and other redundancy measures. Describe your cloud data centres, location, contingency plans, data security and back-up protocols in place to protect the Boards in the event the provider is sold, goes bankrupt, or is unable to continue to provide the contracted service.

### Proponent Response

### 3.4. SCALABILITY AND AGILITY

Describe the capabilities of the proposed solution(s) in provisioning a scalable platform to ensure sufficient capacities in accommodating Boards' changing user volumes and locations on a seasonal and yearly basis. Flexibility for the relocation of equipment and/or licenses between locations should be included.

**Proponent Response**

### 3.5. USER EXPERIENCE

Describe the individual, group and administrative features and functionalities of the proponent(s) solution for staff, students, families and community including messaging and call handling features. Please describe the look and feel and functionalities of the soft client. Outline features available at varying client plans, minimum reflecting the standard and premium groupings the boards require. Include pictures, descriptors, features, and specifications for all presented devices including wireless or Bluetooth options. Describe the system administration features, how they are accessed, please include information about account management, diagnostic tools, reports, MACs', provisioning system alarm and notifications. Provide a sample list of common reports and show custom reports available from the systems administration function.

**Proponent Response**

### 3.6. SECURITY

Describe the security capabilities of the proposed solutions to address the Boards' requirements. Describe measures to secure Boards against risks such as unauthorized or fraudulent use, hijacking, unauthorized invasion of privacy during calls, man in the middle attack, hackers, viruses and denial of service attacks

**Proponent Response**

## 4. DEPLOYMENT

### 4.1. IMPLEMENTATION PLAN

Describe the methodologies and approaches to support the successful implementation and operation of the proposed solution at all Boards' locations. Describe deployment/phasing for multiple locations including any migration plans and any outages or cutover time recognising that the implementation of the new system be as transparent and non-disruptive as possible to the Board operations.

**Proponent Response**

#### **4.2. TRAINING**

Detail proposed training methodologies and approaches to ensure successful implementation, deployment, operations and sustainment of the proposed solution among Boards' staff. Training should acknowledge the Boards' diverse user demographics, multi-modal training requirements and training need for different user levels e.g. systems administration, super-users and basic users.

#### **Proponent Response**

### **5. PROJECT MANAGEMENT**

#### **5.1. PROJECT PLAN**

Proponent(s) should include GANTT chart and description detailing key tasks, milestones, timelines and responsibilities (including both Proponent(s) and Boards' staff) for successful initiation, planning, execution, monitoring and controlling, and close-out of the project. Detail information regarding resource allocations (proponent and Board staff responsibilities).

#### **Proponent Response**

#### **5.2. RISK AND ISSUES MANAGEMENT**

Proponent(s) should include the plan and approach to identify, track and manage project risks and issues through all phases of the project's life cycle (initiation, planning, execution, monitoring and controlling, and close-out).

#### **Proponent Response**

#### **5.3. COMMUNICATION PLAN**

Proponent(s) should detail plans to address project communications among the project team and all Boards' stakeholder groups (both internal and external) through all phases of the project's life cycle (initiation, planning, execution, monitoring and controlling, and close-out).

#### **Proponent Response**

#### **5.4. CHANGE MANAGEMENT**

Proponent(s) plan and approach to support change management and organizational impacts that the proposed solution may have on Boards' staff and stakeholder groups (both internal and external) through all phases of the project's life cycle (initiation, planning, execution, monitoring and controlling, and close-out).

#### **Proponent Response**

## 6. WARRANTY AND SUPPORT

### 6.1. VENDOR SUPPORTS

Proponent(s) should detail plans for supporting the proposed solution during and post implementation and deployment. State response time for regular service and urgent service requests, service locations, details of escalation procedures, mean time to repair commitments in the event of service disruption and associated penalties in the event of extended outages. Describe protocols in place for the active monitoring of alerts and malfunctioning subsystems. Please provide maintenance schedules for all equipment to support the system 24 hours a day, 7 days a week. Please provide 1-5-year models with your response.

**Proponent Response**

### 6.2. OPERATIONAL SUSTAINMENT

Proponent(s) should outline the expectations, responsibilities and requirements of Boards' staff in operating and sustaining the proposed solution. Identify roles and responsibilities for Board staff to support the solution. Please include any certification requirements. Describe procedures for updating firmware, operating systems or bios of any on-premise equipment. Describe any third-party engagement that Boards would need to be accountable for in order to implement the proposed solution.

**Proponent Response**

### 6.3. WARRANTY

Proponent(s) should provide warranty details associated with the proposed solution (e.g. hardware, software, other). Provide statements outlining proponent quality assurance philosophy and program.

**Proponent Response**



## 7. SIGNATURE PAGE

This section must be completed, signed, and included with your submission for your bid to be accepted.

I hereby acknowledge and agree that **I have read and will comply with all the preceding processes, information requests and terms and conditions and have completed all sections in the 2019 Appendices 715 – Proponent Responses.docx.**

I/We the undersigned are duly authorized to execute this Bid Submission on behalf of:

*Please complete the section below, by either printing or typing in the space provided*

FIRM NAME:

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NAME:

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TITLE:

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SIGNATURE:

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THAMES VALLEY DISTRICT SCHOOL BOARD  
WATERLOO CATHOLIC DISTRICT SCHOOL BOARD  
2019 - REQUEST FOR PROPOSAL - UNIFIED COMMUNICATION SYSTEMS  
WORKSHEET A - RESPONSE TO TERMS AND CONDITIONS

ITEM NO.	TERMS AND CONDITIONS REQUIREMENTS	RESPONSE TO TERMS AND CONDITIONS
<b>A.1</b>	<b>DELIVERY AND ORDERING</b>	
A.1.1	State the lead time for product/service. The lead time shown will be used to calculate delivery dates on the Board purchase order(s) and to monitor your company's performance.	
A.1.2	In order to meet any minimum order stipulation, we may combine orders from different sites for delivery to the Board Distribution Centre. Please state minimum dollar value per order	
A.1.3	State if your company has the ability to encode Board's six digit product number on packing slips for identification purposes	
<b>A.2</b>	<b>INVOICING/PAYMENT TERMS</b>	
A.2.1	State percentage discount for early payment and net payment terms.	
<b>A.3</b>	<b>Return of Goods</b>	
A.3.1	State if there is a time limit on returning goods.	
A.3.2	State if there is a restocking charge on any returned item and the amount or rate to be charged if goods are returned for any other reason than those stated in A.3.1	
A.3.3	Describe procedure for returned goods with respect to:	
A.3.3.1	Packaging	
A.3.3.2	"Attention To" labeling	
A.3.3.3	Address to where returns should be shipped	
A.3.3.4	Method of shipment (company truck, courier, transport)	
A.3.3.5	If a return authorization number is required	
A.3.3.6	What charges apply and who is responsible for payment	
<b>A.4</b>	<b>Illustrative Literature</b>	
A.4.1	State the electronic mechanism (e.g. email to the Buyer, website address, etc.) in which the illustrative and specification information will be provided	
<b>A.5</b>	<b>Manuals</b>	
A.5.1	State the electronic mechanism (e.g. email to the Buyer, website address, etc.) in which the manuals and parts lists will be provided.	
<b>A.6</b>	<b>Environment</b>	
A.6.1	Include a detailed description of any environmental initiative and how your program would be implemented and benefit the <u>BOARDS</u> .	
<b>A.7</b>	<b>Administration and Organization</b>	
A.7.1	For billing purposes proponents(s) must provide the name of each individual Partner or Correct Legal Name of Corporation	
	Company Name	
	Address	
	Contact Name	

FIRM NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

THAMES VALLEY DISTRICT SCHOOL BOARD  
WATERLOO CATHOLIC DISTRICT SCHOOL BOARD  
2019 - REQUEST FOR PROPOSAL - UNIFIED COMMUNICATION SYSTEMS  
WORKSHEET A - RESPONSE TO TERMS AND CONDITIONS

ITEM NO.	TERMS AND CONDITIONS REQUIREMENTS	RESPONSE TO TERMS AND CONDITIONS
	Website	
	Phone Number	
	Fax Number:	
	Email Address	
A.7.2	State the type of legal entity the proponent(s)' company is (e.g. proprietorship, partnership, corporation)	
A.7.3	If the proponent(s)' company is incorporated, state the jurisdiction in which the corporation was initially incorporated.	
A.7.4	List of any and all pending or ongoing legal claims or disputes where the proponent(s) could individually or in combination with other claims, suffer a potential economic loss greater than \$100,000.00. Insert N/A if none.	
A.7.5	Are the proponent(s)' employees, when servicing sites, expected to wear uniforms	
A.7.6	Are the proponent(s)' employees required to carry photo identification?	
A.7.7	List if the proponent(s) is ISO registered and if so what level.	
A.7.8	Is any work being subcontracted?	
A.7.9	If subcontracting, proponent(s) <b>must</b> provide the correct legal name for any subcontractor	
	<b>Subcontractor 1</b>	
	Company Name	
	Address	
	Contact Name	
	Phone Number	
	Fax Number:	
	Email Address	
	<b>Subcontractor 2</b>	
	Company Name	
	Address	
	Contact Name	
	Phone Number	
	Fax Number:	
	Email Address	
	<b>Subcontractor 3</b>	
	Company Name	
	Address	
	Contact Name	
	Phone Number	
	Fax Number:	

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SIGNATURE: \_\_\_\_\_

THAMES VALLEY DISTRICT SCHOOL BOARD  
 WATERLOO CATHOLIC DISTRICT SCHOOL BOARD  
 2019 - REQUEST FOR PROPOSAL - UNIFIED COMMUNICATION SYSTEMS  
 WORKSHEET A - RESPONSE TO TERMS AND CONDITIONS

ITEM NO.	TERMS AND CONDITIONS REQUIREMENTS	RESPONSE TO TERMS AND CONDITIONS
	Email Address	
<b>A.8</b>	<b>Workplace Safety and Insurance Board</b>	
A.8.1	Proponent(s) has provided a Certificate of Clearance from the Workplace Safety and Insurance Board as evidence that all returns have been made and all necessary assessments have been paid as required, or levied, by the Workplace Safety and Insurance Board	
<b>A.9</b>	<b>Commercial Liability Insurance</b>	
A.9.1	Each proponent has provided proof with the submission of this bid that upon the award of this contract that it will be covered by Commercial Liability Insurance coverage with limits of \$5 million per occurrence for liability (by way of primary coverage and/or Umbrella Coverage and/or otherwise), arising at law for damages caused by reason of bodily injury (including death) or damage to property by its employees or subcontractors. If the proponent(s) does not presently have \$5 million per occurrence of Commercial Liability Insurance coverage, the proponent(s) shall provide a written assurance from his insurer or agent on the insurer's or agent's letterhead that liability insurance limits will be increased to \$5 million per occurrence from the commencement of the contract should the contract be awarded to the proponent(s). The successful proponent(s) further agrees to maintain good standing throughout the term of the contract. The Board reserves the right to request proof of coverage any time throughout the duration of the contract.	
<b>A.10</b>	<b>Motor Vehicle Liability Insurance</b>	
A.10.1	Each proponent must state if it or its employees or subcontractors have Automobile Liability Insurance Coverage.	

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 WORKSHEET A - RESPONSE TO TERMS AND CONDITIONS

ITEM NO.	TERMS AND CONDITIONS REQUIREMENTS	RESPONSE TO TERMS AND CONDITIONS
A.10.2	Proponent(s) has shown proof with the submission of this bid, that upon the award of this contract that it will be covered by Automobile Liability Insurance with coverage limits of \$2 million commercial and \$1 million on all personally owned vehicles per occurrence for liability arising at law for damages caused by reason or bodily injury (including death) or damage to property by its employees or subcontractors. If the proponent(s) does not presently have \$2 million per occurrence of Automobile Liability Insurance Coverage, the proponent(s) shall provide a written assurance from his insurer or agent on the insurer's or the agent's letterhead that liability insurance limits will be increased to \$2 million for commercial Vehicles and \$1 million for personally owned vehicles per occurrence from the commencement of the contract and annually thereafter for the term of the contract, should the contract be awarded to the proponent(s). The successful proponent(s) further agrees to maintain that good standing throughout the term of the contract.	
<b>A.11</b>	<b>Professional Liability Insurance</b>	
A.11.1	Proponent(s) have shown proof with the submission of this bid and annually thereafter for the term of the contract that upon the award of this contract that it will be covered for Professional Liability Coverage for liability arising at law for damages caused by reason of professional negligence	
<b>A.12</b>	<b>Asbestos</b>	
A.12.1	Proponent(s) have submitted certificates showing staff currently have the "Asbestos Awareness Training" dated within the last five years.	

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THAMES VALLEY DISTRICT SCHOOL BOARD  
WATERLOO CATHOLIC DISTRICT SCHOOL BOARD  
2019 - REQUEST FOR PROPOSAL - UNIFIED COMMUNICATION SYSTEMS  
WORKSHEET B - REQUIREMENTS

ITEM NO.	REQUIREMENTS	WILL COMPLY	WILL NOT COMPLY	COMMENT
<b>B.0</b>	<b>SYSTEM REQUIREMENTS</b>			
<b>B.1</b>	<b>System Features and Functions</b>			
B.1.1	Must have inbound and outbound, local and long distance voice calling			
B.1.2	Should have the ability to support one or multi-numbers board phones with multiple DID's			
B.1.3	Should have individual call history for all service/plan options			
B.1.4	Should have full global remote working with calls-follow-me and find-me features.			
<b>B.1.5</b>	<b>Messaging features to include the following:</b>			
B.1.5.1	Must have Unified Messaging, SMS and MMS centralized in one mailbox per user			
B.1.5.2	Must have group SMS and school/corporate bulk messaging with opt-in, opt-out capability.			
B.1.5.3	Should have shared/group message mail boxes e.g. department shared mailbox.			
B.1.5.4	Should support emergency broadcasts to groups of phones that may be organized by section, department , building or organizational-wide.			
B.1.6	Should have Integrated Corporate Directory/Phone Books available across all devices including handsets			
B.1.7	Should have integrated conference bridge capabilities			
<b>B.1.8</b>	<b>Call Routing and IVR to include the following:</b>			
B.1.8.1	Must have automated attendant functionality that includes IVR capabilities			
B.1.8.2	Should have the ability to transfer automated attendant configuration from one location to another.			
B.1.8.3	Should have the ability for users to self-administer their own auto-attendant greetings and menus			
B.1.8.4	Should have the ability for a caller to zero out of the automated attendant and reach a 'live' answer.			
B.1.9	Solution must be compliant with the Accessibility for Ontarians with Disabilities Act (AODA)			
<b>B.1.10</b>	<b>Call Recording Features</b>			
B.1.10.1	Should have on-demand recording			
B.1.10.2	Should have the ability to set restrictions on users accessing call recording pay-backs			
B.1.10.3	Should have minimum 60 days call recording retention with robust search capability			
<b>B.1.11</b>	<b>Call Centre features to include:</b>			
B.1.11.1	Should have multichannel communications such as voice, text chat, e-mail, and video			
B.1.11.2	Should have real-time dashboard monitoring, control and proactive alerts for agents			
B.1.11.3	Should have automatic call distribution for agents with hunt groups			
B.1.11.4	Should have support for queues with messaging and capability for queued call-back			

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WORKSHEET B - REQUIREMENTS

ITEM NO.	REQUIREMENTS	WILL COMPLY	WILL NOT COMPLY	COMMENT
B.1.11.5	Should have ability to access historical and real-time reports.			
B.1.11.6	Should have automatic call identification and routing application plug-in with customer data			
B.1.11.7	Should have support for supervisor silent listening and live call coaching			
B.1.11.8	Should have call transfer and 3-way calling			
B.1.11.9	Should have calling line identification (CLID); calling number delivery (CND); caller ID (CID)			
<b>B.2</b>	<b>Cloud Provisioning</b>			
B.2.1	Cloud cores services must achieve a minimum of 99.999% availability			
B.2.2	Should have contingency plans and procedures for cloud based service offerings that will protect the Boards in the event the provider is sold, goes bankrupt, or is unable to continue to provide the contracted service			
<b>B.3</b>	<b>Administrative Capabilities</b>			
B.3.1	Must have enterprise web-based administration tools to support operations and management of the solution			
<b>B.3.2</b>	<b>Web-based reporting features:</b>			
B.3.2.1	Must have ability to create custom reports.			
B.3.2.2	Should have predefined standard reports. Proponents should provide a sample list of common reports in Appendix A			
B.3.2.3	Should have the ability to export reports to common formats such as .xls, csv			
<b>B.4</b>	<b>SIP Functionality</b>			
B.4.1	Must provide SIP connectivity to all Board connected locations			
B.4.2	Must have SIP services using existing Board Internet links			
B.4.3	Should have SIP trunks that are scalable and have ability to handle seasonal burst traffic			
B.4.4	Must have all equipment necessary to support SIP services included in the solution			
B.4.5	SIP trunks should have the ability to reduce capacity in response to summer decrease in demands			
B.4.6	Must support migration of current DID and published phone numbers			
B.4.7	Must support E911 services			
B.4.8	Should have the capability for trunk utilization reporting.			
B.4.9	Should have the ability to identify any over-subscription of SIP trunking.			
B.4.10	Must be able to provide Toll-free Numbers			
B.4.11	Must have Active Directory user authentication on all devices			
B.4.12	Should have encryption capabilities.			
<b>B.5</b>	<b>Mobility</b>			

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ITEM NO.	REQUIREMENTS	WILL COMPLY	WILL NOT COMPLY	COMMENT
B.5.1	Must have mobile integration to support seamless switching between mobile devices and desk/app.			
B.5.2	Must support caller ID being consistent across all devices.			
<b>B.6</b>	<b>Integration and API connectivity</b>			
B.6.1	Must have integration with directory services (Active Directory), with single sign-on Presence' capabilities			
B.6.2	Should have integration with third-party applications such as TOPdesk, SysAid, Ebase and Public Address Systems like CareHawk CH 1000			
B.6.3	Must have full integration with Microsoft Teams including telephony and video conferencing functionality.			
B.6.4	Must have connectivity with legacy analog telephony devices such as elevator phones, fax machines and security/alarm/access control systems			
B.6.5	Must support power fail safe phones with connectivity to PSTN at various locations.			
B.6.6	Should have integration capabilities with building access controls, video surveillance systems, service support monitoring systems, system failure alerting systems			
B.6.7	Must have an option to support Avaya T7100, and T7316E desk phones			
<b>B.7</b>	<b>References</b>			
B.7.1	Proponents must provide a minimum of three references where you have successfully provided goods and or services similar to this bid document. The reference must contain the following information:			
B.7.1.1	Reference 1 - Company Name:			
B.7.1.2	Reference 1 - Address:			
B.7.1.3	Reference 1 - Contact Name:			
B.7.1.4	Reference 1 - Phone Number:			
B.7.1.5	Reference 1 - Fax Number:			
B.7.1.6	Reference 1 - e-mail address:			
B.7.1.7	Reference 2 - Company Name:			
B.7.1.8	Reference 2 - Address:			
B.7.1.9	Reference 2 - Contact Name:			
B.7.1.10	Reference 2 - Phone Number:			
B.7.1.11	Reference 2 - Fax Number:			
B.7.1.12	Reference 2 - e-mail address:			
B.7.1.13	Reference 3 - Company Name:			
B.7.1.14	Reference 3 - Address:			
B.7.1.15	Reference 3 - Contact Name:			
B.7.1.16	Reference 3 - Phone Number:			

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ITEM NO.	REQUIREMENTS	WILL COMPLY	WILL NOT COMPLY	COMMENT
B.7.1.17	Reference 3 - Fax Number:			
B.7.1.18	Reference 3 - e-mail address:			
B.8	<b>Contract Term</b>			
B.8.1	Agree to extend this contract for a sixth year after the award of contract from this RFP			
B.8.2	Agree to extend this contract for a seventh year after the award of contract from this RFP			
B.8.3	Agree to extend this contract for a eight year after the award of contract from this RFP			
B.8.4	Agree to extend this contract for a ninth year after the award of contract from this RFP			
B.8.5	Agree to extend this contract for a tenth year after the award of contract from this RFP			

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**Important Information Regarding Costing:**

- Total Costs (Year 1, 2, 3) should represent the total costs for full implementation and deployment of the Proponent(s) solution.
- Total Costs (Year 4, 5) should represent the forecasted total costs for ongoing operations and sustainment of the Proponent(s) solution, once fully implemented and deployed .

**The three scenarios represent the following:**

- Scenario 1: Current State
- Scenario 2: 30 % reduction in handsets
- Scenario 3: maximum reduction in handsets

Solution Items/Components {to be completed by Proponent}		Scenario 1 - TVDSB			Scenario 2 - TVDSB			Scenario 3 - TVDSB		
		Unit Counts	Unit Pricing	Costs	Unit Counts	Unit Pricing	Costs	Unit Counts	Unit Pricing	Costs
Standard Feature Set	<i>Handsets</i>	2950	\$	- \$ -	1950	\$	- \$ -	550	\$	- \$ -
	<i>Soft Clients</i>	7050	\$	- \$ -	7050	\$	- \$ -	7050	\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Premium Feature Set	<i>Handsets</i>	550	\$	- \$ -	450	\$	- \$ -	250	\$	- \$ -
	<i>Soft Clients</i>	350	\$	- \$ -	350	\$	- \$ -	350	\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Hardware	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Software	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Implementation and Deployment	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Labour	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Maintenance and Support	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Other Licensing	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
Other Components	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
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	{itemize}		\$	- \$ -		\$	- \$ -		\$	- \$ -
			\$	- \$ -		\$	- \$ -		\$	- \$ -
		Cost (Year 1)	\$	-	Cost (Year 1)	\$	-	Cost (Year 1)	\$	-
		Cost (Year 2)	\$	-	Cost (Year 2)	\$	-	Cost (Year 2)	\$	-
		Cost (Year 3)	\$	-	Cost (Year 3)	\$	-	Cost (Year 3)	\$	-
		<b>TOTAL COSTS (Year 1, 2,3)</b>	\$	-	<b>TOTAL COSTS (Year 1, 2,3)</b>	\$	-	<b>TOTAL COSTS (Year 1, 2,3)</b>	\$	-
		Forecasted Total Cost (Year 4)	\$	-	Forecasted Total Cost (Year 4)	\$	-	Forecasted Total Cost (Year 4)	\$	-
		Forecasted Total Cost (Year 5)	\$	-	Forecasted Total Cost (Year 5)	\$	-	Forecasted Total Cost (Year 5)	\$	-

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**Important Information Regarding Costing:**

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**The three scenarios represent the following:**

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Solution Items/Components (to be completed by Proponent)	Scenario 1 - WCDSB			Scenario 2 - WCDSB			Scenario 3 - WCDSB		
	Unit Counts	Unit Pricing	Costs	Unit Counts	Unit Pricing	Costs	Unit Counts	Unit Pricing	Costs
Standard Feature Set									
Handsets	2734	\$ -	\$ -	1832	\$ -	\$ -	930	\$ -	\$ -
Soft Clients	3844	\$ -	\$ -	3844	\$ -	\$ -	3844	\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Premium Feature Set									
Handsets	84	\$ -	\$ -	56	\$ -	\$ -	29	\$ -	\$ -
Soft Clients	84	\$ -	\$ -	84	\$ -	\$ -	84	\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Hardware									
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Software									
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Implementation and Deployment									
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
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Labour									
{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
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Maintenance and Support									
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Other Licensing									
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Other Components									
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{itemize}		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
Cost (Year 1)		\$ -	\$ -	Cost (Year 1)		\$ -	Cost (Year 1)		\$ -
Cost (Year 2)		\$ -	\$ -	Cost (Year 2)		\$ -	Cost (Year 2)		\$ -
Cost (Year 3)		\$ -	\$ -	Cost (Year 3)		\$ -	Cost (Year 3)		\$ -
<b>TOTAL COSTS (Year 1, 2, 3)</b>		\$ -	\$ -	<b>TOTAL COSTS (Year 1, 2, 3)</b>		\$ -	<b>TOTAL COSTS (Year 1, 2, 3)</b>		\$ -
Forecasted Total Cost (Year 4)		\$ -	\$ -	Forecasted Total Cost (Year 4)		\$ -	Forecasted Total Cost (Year 4)		\$ -
Forecasted Total Cost (Year 5)		\$ -	\$ -	Forecasted Total Cost (Year 5)		\$ -	Forecasted Total Cost (Year 5)		\$ -

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THAMES VALLEY DISTRICT SCHOOL BOARD  
 WATERLOO CATHOLIC DISTRICT SCHOOL BOARD  
 2019 - REQUEST FOR PROPOSAL - UNIFIED COMMUNICATION SYSTEMS  
 CRITERIA AND WEIGHTING

Item No.	CRITERIA	POSSIBLE POINTS	DISTRIBUTION OF POINTS	COMMENTS
1.0	Proponent(s) Qualifications and References	18		
1.1	Organization and Project Team Qualifications		8	The professional qualifications and capabilities of the Proponent(s) project team.
1.2	Company and Project Team Experience		7	The past and present performance of the company and project team members on projects, similar in terms of size, scope, complexity and user demographics.
1.3	References		3	Satisfactory performance of the company on similar projects.
2.0	Solution Architecture and Alignment	35		
2.1	Strategic Priorities and Investment Alignment		20	Alignment of the Proponent(s) proposed solution with the Boards' prescribed strategic elements and principles and investments in existing infrastructure and platforms
2.2	Solution Architecture		15	Architecture and design of the Proponent(s) proposed solution to meet the Boards' needs for a hybrid approach that leverages cloud offerings with some on premise functionality to address operational requirements.
3.0	Technology Components and Features	70		
3.1	Technical Features		15	Technical capabilities of the Proponent(s) proposed solution to address the Boards' requirements.
3.2	Integration Capabilities		15	Capabilities of the Proponent(s) proposed solution to integrate with the Boards' prescribed technology platforms.
3.3	Availability and Redundancy		10	Technical capabilities of the Proponent(s) proposed solution regarding high availability and redundancy features.
3.4	Scalability and Agility		10	Technical capabilities of the Proponent(s) proposed solution regarding scalability and agility features.
3.5	User Experience		10	User experiences of the Proponent(s) proposed solution among a diverse group of Board stakeholders and users (e.g. staff, students, families, community).
3.6	Security		10	Security capabilities of the Proponent(s) proposed solution to address the Boards' requirements.
4.0	Deployment	30		

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2019 - REQUEST FOR PROPOSAL - UNIFIED COMMUNICATION SYSTEMS  
CRITERIA AND WEIGHTING

Item No.	CRITERIA	POSSIBLE POINTS	DISTRIBUTION OF POINTS	COMMENTS
4.1	Implementation Plan		15	Proponent(s) proposed implementation plans and approaches to ensure successful deployment and operations of the proposed solution at all Boards' locations.
4.2	Training		15	Proponent(s) proposed training methodologies and approaches to ensure successful implementation, deployment, operations and sustainment of the proposed solution among Boards' staff.
5.0	Project Management	30		
5.1	Project Plan		15	GANTT chart and description detailing key tasks, milestones, timelines and responsibilities (including both Proponent(s) and Boards' staff) for successful initiation, planning, execution, monitoring and controlling, and close-out of the project.
5.2	Risks and Issues Management		5	Proponent(s) plan and approach to identify, track and manage project risks and issues through all phases of the project's life cycle (initiation, planning, execution, monitoring and controlling, and close-out).
5.3	Communications		5	Proponent(s) plan and approach to address project communications among the project team and all Boards' stakeholder groups (both internal and external) through all phases of the project's life cycle (initiation, planning, execution, monitoring and controlling, and close-out).
5.4	Change Management		5	Proponent(s) plan and approach to support functional and operational impacts that the proposed solution may have on Boards' staff and stakeholder groups (both internal and external) through all phases of the project's life cycle (initiation, planning, execution, monitoring and controlling, and close-out).
6.0	Warranty and Support	15		Warranty, Supports
6.1	Vendor Support		5	Methodologies and approaches of the Proponent(s) in supporting the proposed solution during and post implementation and deployment.
6.2	Operational Sustainment		5	Expectations, responsibilities and requirements of Boards' staff in operating and sustaining the proposed solution, once deployed.
6.3	Warranty		5	Warranty details associated with the proposed solution (e.g. hardware, software, other).
7.0	Pricing	75		

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 CRITERIA AND WEIGHTING

Item No.	CRITERIA	POSSIBLE POINTS	DISTRIBUTION OF POINTS	COMMENTS
7.1			75	Total Costs for solution for Years 1, 2 and 3 (inclusive of standard and premium feature sets, implementation and deployment, software, hardware, labour, maintenance and support, other licences and all other costs) for the 3 different quantity scenarios in 2019Appendices715 - Worksheets.xlsx, Worksheet C - Pricing.
8.0	Bid Submission	6		
8.1			6	Organization and quality of the Proponent(s) RFP submission.
9.0	Presentation/Site Visit	21		
9.1			21	Content and organization of the presentation/site visit by the Proponent(s).
<b>TOTAL</b>		<b>300</b>	<b>300</b>	

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TVDSB SITE INFORMATION

BOARD	SCHOOL	ADDRESS	CITY/TOWN	BTN	LINES
<b>Elementary Schools</b>					
TVDSB	A.J. Baker	528 Allen Street	Kintore	2831098	3
TVDSB	Aberdeen	580 Grey Street	London	4528010	3
TVDSB	Adelaide -W.G. Macdonald	29059 School Rd., R.R.#5	Strathroy	2473369	3
TVDSB	Aldborough	11443 Furnival Rd., R.R. # 3	Rodney	7850811	3
TVDSB	Algonquin	59 Algonquin Rd.	Woodstock	4212219	3
TVDSB	Annandale	60 Tillson Ave	Tillsonburg	6883498	6
TVDSB	Arthur Ford	617 Viscount Road	London	4528020	3
TVDSB	Arthur Stringer	43 Shaftesbury Avenue	London	4528030	3
TVDSB	Ashley Oaks	121 Ashley Crescent	London	4528040	4
TVDSB	Blenheim District P.S.	32 Wilmot St. S	Drumbo	4635169	4
TVDSB	Bonaventure Meadows	141 Bonaventure Drive	London	4528060	3
TVDSB	Byron Northview	1370 Commissioners Rd W	London	4528080	3
TVDSB	Byron Somerset	175 Whisperwood Avenue	London	4528090	3
TVDSB	Byron Southwood	1379 Lola Street	London	4528100	3
TVDSB	CC Carrothers	360 Chippendale Crescent	London	4528110	3
TVDSB	Caradoc P.S.	714 Bowan St. E,	Mt Brygdes	2641630	3
TVDSB	Caradoc North	8041 Scotchmere Dr., R.R.#1	Strathroy	2452085	3
TVDSB	Cedar Hollow	1800 Cedarhollow	London	4576059	4
TVDSB	Centennial Central	14774 Medway Rd	Arva	6608193	3
TVDSB	Central Sr	410 Hunter St.	Woodstock	5375362	5
TVDSB	Chippewa	1035 Chippewa Drive	London	4518120	4
TVDSB	Clara Brenton	1025 St. Croix Avenue	London	4528130	4
TVDSB	Cleardale	780 Dulaney Drive	London	4528140	3
TVDSB	Davenport P.S.	80 Rutherford Ave	Aylmer	7739216	3
TVDSB	Delaware Central	14 Osborne Street	Delaware	6525371	3
TVDSB	Dunwich-Dutton	239 Main St., Dutton	Dutton	7622419	4
TVDSB	Eagle Heights	284 Oxford Street West	London	4528460	3
TVDSB	Ealing	840 Hamilton Road	London	4528150	3
TVDSB	East Carling P.S.	814 Quebec Street	London	4528050	3
TVDSB	East Oxford P.S.	Old Stage Rd. & Cty Rd. 14, R.R.#4	Woodstock	4675243	3
TVDSB	East Williams Memorial	4441 Queens Ave	Ailsa Craig	2324505	3
TVDSB	Eastdale	65 Aileen Dr, Woodstock	Woodstock	5372652	3
TVDSB	Ekcoe Central	3719 Parkhouse Dr., R.R.#3	Glencoe	2873330	3
TVDSB	Elgin Court	254 First Ave.	St. Thomas	6317118	3
TVDSB	Emily Carr	44 Hawthorne Road	London	4528160	3
TVDSB	Emily Stowe P.S.	1 Jerdon Street	Norwich	4680201	4
TVDSB	Evelyn Harrison	50 Tewksbury Crescent	London	4528180	3
TVDSB	F.D. Roosevelt	560 Second Street	London	4528190	3
TVDSB	Forest Park	295 Forest Ave.	St. Thomas	6313563	3
TVDSB	Glen Cairn	53 Frontenac Road	London	4528210	3
TVDSB	Harrisfield P.S.	2 Caffyn St.	Ingersoll	4851600	3
TVDSB	Hickson Central	161 Loveys St.	Hickson	4622415	3
TVDSB	Hillcrest London	1231 Fuller Street	London	4528220	4
TVDSB	Innerkip Central	180 Coleman St.	Innerkip	4693435	3
TVDSB	J.S. Buchanan F. I.	248 Keefer St.	Strathroy	2450473	3
TVDSB	Jack Chambers	1650 Hastings Drive	London	4528240	3
TVDSB	Jeanne Sauve	215 Wharncliffe Road North	London	4528250	3
TVDSB	John Dearness	555 Sanatorium Road	London	4528260	3
TVDSB	John Wise P.S.	100 Parkside Drive	St. Thomas	6331611	4

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BOARD	SCHOOL	ADDRESS	CITY/TOWN	BTN	LINES
TVDSB	JP Robarts	84 Bow Street	London	4528270	3
TVDSB	June Rose Callwood P.S.	84 Edward St.	St. Thomas	6315010	4
TVDSB	Kensal Park	328 Springbank Drive	London	4528280	3
TVDSB	Knollwood PS	70 Gammage Street	London	4528210	3
TVDSB	Lambeth P.S.	6820 Duffield Street	London	6522050	3
TVDSB	Laurie Hawkins P.S.	156 Innes Street	Ingersoll	4855626	4
TVDSB	Lester B. Pearson	795 Trafalgar Street	London	4528300	3
TVDSB	Lockes	22 S. Edgeware Rd.	St. Thomas	6318890	4
TVDSB	Lord Elgin	1100 Victoria Drive	London	4528310	3
TVDSB	Lord Nelson	1990 Royal Crescent	London	4528320	3
TVDSB	Lord Roberts	440 Princess Avenue	London	4528330	3
TVDSB	Louise Arbour F.I.	365 Belfield Street	London	4522820	4
TVDSB	Mary Wright P.S.	213 Carroll St. West	Strathroy	2452044	4
TVDSB	Masonville	25 Hillview Boulevard	London	4528390	3
TVDSB	McGillivray Central P. S.	34714 Creamery Rd., R.R.#3	Ailsa Craig	2933342	3
TVDSB	McGregor P.S.	204 John St. S, Aylmer	Aylmer	7733362	3
TVDSB	Mitchell Hepburn	95 Raven Ave	St. Thomas	6313370	4
TVDSB	Mosa Central	22741 Pratt Siding Rd., R.R.#1	Glencoe	6934691	3
TVDSB	Mountsfield	8 Mountsfield Drive	London	4528400	3
TVDSB	New Sarum P.S.	9473 Belmont Road, R.R.#3	St. Thomas	7735185	3
TVDSB	Nicholas Wilson	927 Osgoode Drive	London	4528410	3
TVDSB	North Meadows P.S.	82 Middlesex Drive	Strathroy	2457373	3
TVDSB	Northbrae London	335 Belfield Street	London	4528420	3
TVDSB	Northdale Woodstock	290 Victoria St. N.	Woodstock	5375761	3
TVDSB	Northdale Central P.S.	3860 Catherine St.	Dorchester	2687862	3
TVDSB	Northridge	25 McLean Drive	London	4528440	4
TVDSB	Oliver Stephens	164 Fyfe Ave, Woodstock	Woodstock	5392068	4
TVDSB	Orchard Park	50 Wychwood Park	London	4528450	3
TVDSB	Oxbow P.S.	13624 Ilderton Rd., R.R.#3	Ilderton	6660310	3
TVDSB	Parkhill-West Williams P.S.	204 McLeod St	Parkhill	2941117	3
TVDSB	Parkview P.S.	10008 Oxbow Dr	Komoka	6573868	3
TVDSB	Pierre Elloitt Trudeau P.S.	112 Churchill Cres.	St. Thomas	6317820	3
TVDSB	Plattsville	112 Mill St. E	Plattsville	6847436	3
TVDSB	Port Burwell P.S.	30 Strachan, Port Burwell	Port Burwell	8744558	3
TVDSB	Port Stanley	350 Carlow Rd. Port Stanley	Port Stanley	7823983	3
TVDSB	Prince Charles	1601 Wavell Street	London	4528470	4
TVDSB	Princess Anne London	191 Dawn Drive	London	4528480	3
TVDSB	Princess Elizabeth London	247 Thompson Road	London	4518490	3
TVDSB	Rick Hansen	70 Ponderosa Crescent	London	4528500	3
TVDSB	River Heights P.S.	4269 Hamilton Rd	Dorchester	2687884	3
TVDSB	Riverside	550 Pinetree Drive	London	4528510	3
TVDSB	Roch Carrier F.I.	840 Sloane St.	Woodstock	5377321	3
TVDSB	Royal Roads P.S.	210 King St. E.	Ingersoll	4854849	3
TVDSB	Ryerson	940 Waterloo Street	London	4528520	3
TVDSB	Sir Arthur Currie	2435 Buroak Drive	London	4725286	4
TVDSB	Sir George Cartier	695 Chiddington Avenue	London	4528550	3
TVDSB	Sir JA MacDonald	1150 Landon Street	London	4528570	3
TVDSB	South Dorchester P.S.	48614 Crossley Hunter Line, R.R.#1	Belmont	7654090	3
TVDSB	South Ridge	10 Southridge Road	Tillsonburg	8427319	3
TVDSB	Southside	360 Albert St. Woodstock	Woodstock	5391131	3



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BOARD	SCHOOL	ADDRESS	CITY/TOWN	BTN	LINES
TVDSB	Southwold	39261 Fingal Line, R.R.#1	St. Thomas	6315997	3
TVDSB	Sparta	45885 Sparta Line, Sparta	Sparta	7752541	3
TVDSB	Springbank	1060 Sprucedale Rd.	Woodstock	5397140	3
TVDSB	Springfield P.S.	51336 Ron McNeil Line, Springfield	Springfield	7654162	3
TVDSB	St. Georges	782 Waterloo Street	London	4528530	4
TVDSB	Stoney Creek P.S.	1335 Nicole Ave.	London	8508698	5
TVDSB	Stoneybrook	1460 Stoneybrook Crescent	London	4528590	3
TVDSB	Straffordville P.S.	9188 Plank Road, Straffordville	Straffordville	8663021	3
TVDSB	Summers Corners P.S.	50576 Talbot Line, R.R.#1, Aylmer	Aylmer	7738106	3
TVDSB	Tavistock	79 Maria St.,	Tavistock	6552350	3
TVDSB	Tecumseh	401 Tecumseh Avenue	London	4528600	3
TVDSB	Thamesford	130 McCarty St.	Ingersoll	2852043	3
TVDSB	Trafalgar	919 Trafalgar Street	London	4528610	3
TVDSB	Tweedsmuir	349 Tweedsmuir Avenue	London	4528620	3
TVDSB	University Heights	27 Ford Crescent	London	4528630	3
TVDSB	Valleyview P.S.	10339 Ilderton Rd., R.R.#2, Ilderton	Ilderton	6661417	3
TVDSB	Victoria London	130 Wharncliffe Road S.	London	4528640	3
TVDSB	W Sherwood Fox	660 Steeplechase Drive	London	4528730	3
TVDSB	West Elgin Senior - partialy closed	145 Graham St	West Lorne	7681778	1
TVDSB	West Nissouri P.S.	37 Elliott Trail P.S.	Thorndale	4619575	4
TVDSB	West Oaks F.I.	1050 Plantation Road	London	4528650	4
TVDSB	Wesminster Central	2835 Westminster Drive	London	4528660	4
TVDSB	Westfield P.S.	102 Dereham Dr.	Tillsonburg	8422461	4
TVDSB	Westmount	1011 Viscount Road	London	4528670	3
TVDSB	Whiteoaks	565 Bradley Avenue	London	4528680	3
TVDSB	Wilberforce P.S.	340 Beech St.	Lucan	2272185	4
TVDSB	Wilfrid Jury	950 Lawson Road	London	4528690	4
TVDSB	Wilton Grove	626 Osgoode Drive	London	4528700	3
TVDSB	Winchester P.S.	110 Winchester St.	Woodstock	5373543	3
TVDSB	Woodland Heights	474 Springbank Drive	London	4528710	3
TVDSB	Wortley	301 Wortley Road	London	4528720	3
TVDSB	Zorra Highland	Cty. Rd. 6, RR#1	Embro	4754121	3
<b>Secondary Schools</b>					
TVDSB	AB Lucas	656 Tennant Ave	London	4522600	6
TVDSB	Arthur Voaden	41 Flora St.	St. Thomas	6313770	6
TVDSB	B.Davison	785 Trafalgar Street	London	4522880	5
TVDSB	Central Secondary	509 Waterloo Street	London	4522620	8
TVDSB	Central Elgin Collegiate	201 Chestnut St.	St. Thomas	6314460	5
TVDSB	Clarke Road	300 Clarke Road	London	4522640	10
TVDSB	College Avenue	700 College Ave	Woodstock	5390020	7
TVDSB	East Elgin S.S.	362 Talbot St. W	St. Thomas	7733174	5
TVDSB	Glencoe District	3581 Concession St	St. Thomas	2873310	9
TVDSB	Glendale D.H.S.	37 Glendale Dr.	Tillsonburg	8424207	6
TVDSB	H.B. Beal	525 Dundas Street	London	4522700	7
TVDSB	Huron Park	900 Cromwell St	Woodstock	5372347	5
TVDSB	Ingersoll District	37 Alma St	Ingersoll	4851200	6
TVDSB	Lord Dorchester S.S.	61 Queen St	Dorchester	2687351	6

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BOARD	SCHOOL	ADDRESS	CITY/TOWN	BTN	LINES
TVDSB	Medway D. H. S.	14405 Medway Rd	Arva	6608418	7
TVDSB	Montcalm S.S.	1350 Highbury Avenue	London	4522730	7
TVDSB	North Middlesex District H.S.	100 Main St	Parkhill	2941128	5
TVDSB	Oakridge	1040 Oxford Street West	London	4522750	6
TVDSB	Parkside Collegiate	241 Sunset Dr.	St. Thomas	6330090	6
TVDSB	Saunders	941 Viscount Road	London	4522770	6
TVDSB	Sir Frederick Banting	125 Sherwood Forest Sq	London	4522800	7
TVDSB	Sir Wilfrid Laurier	450 Millbank Drive	London	4522840	6
TVDSB	Strathroy DCI	361 Second Street	Strathroy	2452680	11
TVDSB	South	371 Tecumseh Avenue	London	4522860	5
TVDSB	West Elgin S. S	139 Graham St	West Lorne	7681350	4
TVDSB	Westminster	230 Base Line Road West	London	4522900	6
TVDSB	Woodstock Collegiate	35 Riddell St	Woodstock	5371050	7
<b>Alt/Adult/Outdoor Ed.</b>					
TVDSB	WD Sutton	600 Sanatorium	London	4528740	1
TVDSB	Raoul Wallenburg Ctr.	1233 Dundas St.	London	4556317	1
TVDSB	Cornerstone Classroom #1	332 Richmond St	London	4330506	2
TVDSB	Colborne Alternative Wiingashk Cntr	260 Colborne St	London	4522567	1
TVDSB	Balaclava - Adult Ed.	20 Balaclava St.	St. Thomas	6311006	5
TVDSB	Banting Annex	127 Sherwood Forest	London	4528770	3
TVDSB	Blossom Park	391 Blossom Park Road	Woodstock	5370109	3
TVDSB	GA Wheable	70 Jacqueline Street, London	London	4522660	10
TVDSB	Jaffa Environmental Centre	48346 John Wise Road	Aylmer	7735196	2
TVDSB	London Environmental Centre	1095 PondView	London	4528880	3
TVDSB	Vansittart Woods	RR#5	Woodstock	4675468	2
<b>Admin/Facilities</b>					
TVDSB	Education Centre	1250 Dundas	London	4522010	41
TVDSB	Facility Services London	951 Leathorne	London	4522444	12
TVDSB	Facility Services North	14774 Medway Road	Arva	6604946	4
TVDSB	Facility Services East	Hounsfield	Woodstock	5372733	4
TVDSB	Facility Services South	259 Edward St.	St. Thomas	6330087	3

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WCDSB SITE INFORMATION

BOARD	SCHOOL	ADDRESS	CITY/TOWN	BTN	LINES
	<b>Elementary Schools</b>				
WCDSB	Saint Dominic Savio	3 Westforest Trail	Kitchener	519-576-5503	3
WCDSB	Canadian Martyrs	50 Confederation Drive	Kitchener	519-578-7579	2
WCDSB	St. John's	99 Strange St	Kitchener	519-579-0890	2
WCDSB	Monsignor R M Haller	118 Shea Crescent	Kitchener	519-579-1230	2
WCDSB	John Sweeney	185 Activa Ave	Kitchener	519-579-5212	3
WCDSB	St. Brigid School	50 Broom St	Ayr	519-632-5101	2
WCDSB	St. Boniface Mary Hill	1354 Maryhill Rd	Maryhill	519-648-2832	2
WCDSB	St. Elizabeth	50 Adler Dr	Cambridge	519-651-0400	2
WCDSB	St. Michael	1150 Concession Rd	Cambridge	519-653-3351	2
WCDSB	St. Joseph	980 Westminster Dr S	Cambridge	519-653-4482	2
WCDSB	St. Gabriel	15 Baldwin D	Cambridge	519-658-0574	2
WCDSB	Our Lady of Fatima	55 Hammet St	Cambridge	519-658-4041	3
WCDSB	Holy Family	313 Huron St	New Hamburg	519-662-1734	2
WCDSB	St. Theresa Elmira	69 First Street West,	Elmira	519-669-8843	2
WCDSB	St. Clement	3639 Lobsinger Line	St Clement	519-699-5271	2
WCDSB	St. Bernadette	245 Lorne Ave	Kitchener	519-743-1541	2
WCDSB	St. Theresa K	270 Edwin St	Kitchener	519-743-2131	2
WCDSB	St Paul's	45 Birchcliffe Avenue	Kitchener	519-743-4401	2
WCDSB	St. Mark	240 Autumn Hill Crescent	Kitchener	519-743-4682	2
WCDSB	Holy Rosary	485 Thorndale Dr	Kitchener	519-747-9005	2
WCDSB	St. Timothy	15 Bechtel Dr	Kitchener	519-748-1874	2
WCDSB	St. Luke	550 Chesapeake Dr	Waterloo	519-884-4912	3
WCDSB	Sir Edgar Bauer	660 Glen Forrest Blvd	Waterloo	519-884-8480	2
WCDSB	St. Nicholas	525 Laurelwood Dr	Waterloo	519-884-9198	3
WCDSB	St. Agnes	254 Neilson Ave	Waterloo	519-885-3180	2
WCDSB	Our Lady of Lourdes	55 Roslin Ave S	Waterloo	519-886-4810	2
WCDSB	St. Matthew	405 Pastern Trail	Waterloo	519-886-9311	3
WCDSB	St. Aloysius	504 Connaught St	Kitchener	519-893-5830	2
WCDSB	St. Daniel	39 Midland	Kitchener	519-893-8801	2
WCDSB	St. Peter	92 Avenue Rd	Cambridge	519-621-5211	2
WCDSB	Christ the King	70 Acorn Way	Cambridge	519-621-6680	2
WCDSB	St. Gregory	34 Osborne St	Cambridge	519-621-6770	2
WCDSB	St. Anne Cambridge	127 Elgin St N	Cambridge	519-621-8920	3
WCDSB	Holy Spirit	15 Gatehouse Dr	Cambridge	519-621-8973	3
WCDSB	St. Margaret	210 Cowan Blvd	Cambridge	519-622-6100	2
WCDSB	St. Teresa of Calcutta	520 Saginaw Pkwy	Cambridge	519-624-7115	3
WCDSB	St. Augustine	177 Bismark Dr	Cambridge	519-740-3530	3
WCDSB	Pope John Paul II	75 Pebblecreek Dr	Kitchener	519-742-7378	3
WCDSB	Our Lady of Grace	70 Gracefield Crescent	Kitchener	519-745-3961	2
WCDSB	Blessed Sacrament	367 Country Way	Kitchener	519-745-5950	2
WCDSB	St. Anne Kitchener	250 East Ave	Kitchener	519-745-7847	2
WCDSB	Blessed Kateri	560 Pioneer Dr	Kitchener	519-895-1716	2
WCDSB	<b>Secondary Schools</b>				
WCDSB	Resurrection Catholic Secondary School	455 University Ave W	Kitchener	519-741-1990	6
WCDSB	St. David Catholic Secondary School	4 High St	Waterloo	519-885-1340	5
WCDSB	St. Benedict Catholic Secondary School	50 Saginaw Pkwy	Cambridge	519-621-4050	7

THAMES VALLEY DISTRICT SCHOOL BOARD  
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BOARD	SCHOOL	ADDRESS	CITY/TOWN	BTN	LINES
	Monsignor Doyle Catholic Secondary				
WCDSB	School	185 Myers Rd	Cambridge	519-622-1290	2
WCDSB	St. Mary's High School	1500 Block Line Rd	Kitchener	519-745-6891	6
WCDSB	<b>Board Offices</b>				
	Waterloo Region Catholic Education				
WCDSB	Centre	35 Weber St W	Kitchener	519-578-3660	8
WCDSB	Data Centre/DR site	91 Moore Ave	Kitchener	519-578-6058	3
WCDSB	<b>Continuing Education</b>				
WCDSB	St. Louis - Kitchener Main Campus	80 Young St	Kitchener	519-745-1201	4
WCDSB	St. Louis - St. Francis Campus	154 Gatewood Rd	Kitchener	519-745-2551	1