DRAFT REQUEST FOR PROPOSAL (RFP)

Local Voice Telephone Services

Sponsored by the Office of the Chief Information Officer

Note: This is not the final version of the document and remains subject to change until the official release of the RFP. Please complete the attached Vendor feedback document by March 13, 2013.

Important Notes for Bidding:

• The complete tender document is comprised of RFP specifications document (84 pages). Please contact the Public Tenders Office if any pages are missing.
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1.0 Introduction

The Office of the Chief Information Office (OCIO) of the Province of Nova Scotia was created in April of 2009 with the mandate to plan, organize and direct the efficient and effective use of information and communication technology across government. Included in the mandate is the responsibility for Information Management and the delivery of efficient, effective and secure Information and Communication Technology services to the provincial government.

1.1 Department Responsibility

The Province currently spends approximately four million dollars per year for the provision of local voice telephone services to departments, agencies, boards, commissions, and Offices. Along with this direct purchase by the Province, MASH Sector (Municipalities, Academic Institutions, School Boards, and Health sector) organizations also purchase services under the Province’s agreement.

Within the provincial government the OCIO and specifically the Infrastructure Services Management (ISM) division of OCIO, currently provides centrally managed telecommunications services for all Provincial Government agencies, boards, commissions, Offices, and departments. Included in this managed offering are local voice telephony services.

1.1.1 OCIO Service Management

Within OCIO, the management of the Province of Nova Scotia’s Local Voice services is the responsibility of the Service Management Group. This group co-ordinates the overall provisioning and operation of the services. Individual telecom contacts within client departments are generally responsible for the requisition of their own services through the Service Management Group, who in turn requests the appropriate service(s) from the contracted Vendor(s). Consequently, the Vendor(s) selected for this service will be required to interface only with the personnel in the Service Management Group unless directed otherwise.

The Service Management Group will be responsible for the following in reference to this RFP:

- Co-ordinate the implementation of Local Voice services;
- Establish acceptable requisitioning and change management procedures through discussion with the Vendor;
- Receive regular service reports from the Vendor in order to monitor the effectiveness and efficiency of the overall service and approve remediation plans as required;
- Provide co-ordination for communications and marketing activities in conjunction with the Vendor;
- Be the primary contact for the Vendor in the management of the Local Voice services;
- Resolve any service problems with the Vendor in an effective and efficient manner;
- Provide advice to the Vendor for its development of collateral marketing material related to the service;
- Establish a list of authorized users for the service;
- Chair regular service management meetings with the Vendor;
- Evaluate the technical responses to the RFP;
• Approve technical and engineering parameters for the service provided by the Vendor;
• Be responsible for final acceptance of the service;
• Where changes to the scope of service are undertaken, inform all local service clients of these changes;
• Obtain client department acceptance of the implementation and recommend overall acceptance on completion of individual implementations;
• Co-ordinate any training, and other client contact between the Vendor and client departments during implementation;
• Provide any required information respecting the implementation of the service in the department including user requirements, service volumes, departmental policies and procedures affecting implementation etc.;
• Co-ordinate the implementation of any required infrastructure at the client’s premises, and arrange client contacts for access to any departmental facilities; and
• Communicate any upcoming service changes to authorized users.

1.2 Situation Overview

The Province of Nova Scotia is issuing this Request-for-Proposal (RFP) for Local Voice Services (LVS) in response to the continued emergence of competition in the Local Voice Service market, as well as in response to the emergence of new technologies for the delivery of voice services.

The scope of the requirement described in this RFP applies to LVS to government locations across the entire province.

The Province of Nova Scotia’s current LVS consists of:

• over 13,450 analogue and digital Centrex lines utilizing both analogue and digital Aastra sets owned by the Province;
• approximately 53 trunk lines serving both Key and PBX systems owned by the Province;
• 1 PRI connectivity to vendor hosted Voicemail Systems;
• connectivity to Interactive Voice Response (IVR) systems, automatic call distribution and other specialized business services;
• interfaces to telemanagement reporting and administration systems;
• telephone sets; and
• specialized directory listing services.

Current LVS Hardware Support

The Province of Nova Scotia presently owns all of the telephone sets that are in use (refer to Appendix D). The current vendor is responsible for inventory control, warehousing, refurbishing, and delivery of both telephone sets and accessories. Weekly status reports are provided to the Service Management Group for inventory management purposes. The vendor is also responsible for picking up sets taken out of service. These sets are then refurbished and returned to inventory.

Current LVS Support Services

To report service problems Clients call a local or toll-free number dedicated to the Province of Nova Scotia. Within the downtown core of HRM, there are two dedicated technicians and an additional pool
of technicians available for the rest of HRM to resolve problems. Outside HRM, the Province gets priority assignment of resources led by a dedicated individual. Repair service is available 24x7.

**Current LVS Administration Services**

On a monthly basis, the Province receives details of all items that are chargeable by the vendor to the client departments in an electronic format. Each vendor also provides a summary paper invoice for all items that are chargeable by them to the Client Departments. Once received and verified, this invoice is then paid by the Service Management Group. All telecommunication charges are re-billed to the client departments utilizing an internal billing system. The electronic monthly billing detail provided by the vendors is entered into the billing system using translation programs.

The Service Management Group utilizes a number of tools that have been provided by the vendor to perform job related functions in a timely and accurate manner. These include an On-line web based network programming query tool, billing detail software that allow the user to analyze and manage telecom costs, and a web based service requisition tool.

**Current Unified Communications**

The Province has developed a Unified Communications (UC) Strategy, defining the desired state the Province would like to have in place for using UC. As well the Province has developed an UC Roadmap laying out the steps and projects to be undertaken to achieve the desired outcome of the UC Strategy. The Province is currently establishing the foundation of an UC service, based on the Microsoft Suite of products. Both Microsoft Outlook and Lync are in the final stages of being deployed across government. Microsoft Lync will serve as the front end for the UC service and will be implemented with any Voice over Internet Protocol (VoIP) solution, to act as the interconnect point for users to voice services. The Province’s email service is currently being migrated to MS Exchange, which features the ability to utilize Exchange as a unified messaging system.

**1.3 RFP Objectives and Project Scope**

The Province is seeking vendor(s) who are capable of providing a Local Voice Centrex service, which closely mirrors today’s service, while at the same time offering a hosted Voice over Internet Protocol (VoIP) option. Both services must integrate together and maintain the current dialing plan. The VoIP option will allow the Province to do a phased migration from the current Centrex service to VoIP. Any VoIP solution must integrate together with the Province’s Unified Communications (UC) solution.

This RFP does not include the procurement of data network circuits, or data network management, which may be required to support elements of a local voice solution. These services will be acquired through existing contracts and/or separate procurements. As well, this RFP does not include the procurement of mobile wireless services, which will be acquired through a separate RFP process.

This RFP also does not include the procurement of 911 Emergency Services. The Emergency Management Office (EMO), a division of the Department of Justice, is responsible for administration and procurement of the 911 Emergency Service within Nova Scotia.

**1.4 Project Schedule, Contract Period and Primary Work Location**

Below is the approximate schedule that is expected to be followed for this RFP. However, this may be subject to change and is therefore presented primarily for guidance:

- Preferred work start date: March 1, 2014
- Preferred work completion date: February 28, 2017
The initial contract will be for a period of three year(s). The Province reserves the right to extend the contract for five one-year extension(s) beyond the initial contract period, for an overall maximum of eight years in total. Revised rates may be negotiated at time of extensions.

Depending on the outcome of the evaluation and the need for different types of expertise that may be proposed across the bids received, the Province may award contracts for this RFP to multiple successful proponents.

The primary work location for the work reflected in this RFP is Nova Scotia.

1.5 RFP Contacts

Questions about this RFP should be directed to the individuals listed below, or their designate(s). Information that is obtained from any other source is not official and may be inaccurate.

<table>
<thead>
<tr>
<th>For Department</th>
<th>For Procurement Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Darrin MacKeigan</td>
<td>Mark MacMichael</td>
</tr>
<tr>
<td>Technical Architect – Supplier Management</td>
<td>Senior Procurement Consultant</td>
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<td>6176 Young Street, Suite 200</td>
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<td>P.O. Box 787</td>
</tr>
<tr>
<td>Halifax, Nova Scotia B3K 2A6</td>
<td>Phone: (902) 424-8089</td>
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<tr>
<td>Email: <a href="mailto:mackeidn@gov.ns.ca">mackeidn@gov.ns.ca</a></td>
<td>Email: <a href="mailto:macmicma@gov.ns.ca">macmicma@gov.ns.ca</a></td>
</tr>
<tr>
<td>Phone: (902) 424-3848</td>
<td>Phone: (902) 424-3848</td>
</tr>
</tbody>
</table>

1.6 Related Documentation Website

There is additional documentation cited in this specification that is available to bidders. The Treasury Board Office provides bidders with access to relevant documentation which is not contained in the appendices to this RFP. Documentation that is available on the website includes:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>WAN Security Policy</td>
</tr>
</tbody>
</table>

Additionally the WAN Security Standards, cited in this specification, are available through e-mail by sending a request to mackeidn@gov.ns.ca. Any email should include your organizations name and reference the appropriate RFP number. Any problems accessing these documents should be referred to:

Darrin MacKeigan
(902) 424-3848
mackeidn@gov.ns.ca
2.0 Service Requirements

2.1 Detailed Requirements

The requirements detailed in this section represent mandatory minimum capabilities or commitments. The successful bidder must be capable of and will be committed to meeting all of the requirements detailed herein. Section 4.1 of this document parallels this section but details the rated capabilities to be evaluated and the information required in bidders’ proposals. Subsequent identification by the Province of any of these requirements which a Vendor is unable or unwilling to meet would be sufficient cause for the Province to either seek compensation or, at its sole discretion, to terminate any agreement without liability or penalty of any kind.

2.1.1 Nature of the Proponent

Any bid must be presented by a single lead organization that will be responsible for all aspects of the service agreement resulting from this RFP process.

2.1.2 Performance Guarantees

The successful proponent may be required, at the discretion of the Province, to provide a Performance/Security Guarantee naming the Province as the beneficiary. This guarantee shall warranty the Province should the successful proponent fail in its overall delivery of the contracted service. The Guarantee will apply to the entire service contracted with the proponent, but does not warranty individual telephone lines. The final instrument used for the Guarantee will be negotiated during the contract negotiations with the successful proponent.

The amount of the guarantee for the Local Voice Telephony Services is $4,000,000.

2.1.3 Regulatory Requirements

It is the responsibility of the proponent to ensure that all aspects of its proposal are in compliance with all relevant regulatory conditions governing the delivery of the proposed services.

The Province recognizes that proponents may be subject to regulation by the Canadian Radio-television and Telecommunications Commission (CRTC), or other Canadian regulatory bodies, in respect of some or all of the services or products requested in this RFP. In this respect, a proponent may in response to this RFP:

a) be subject to regulation by the CRTC, but not require CRTC approval by way of a tariff in respect of the services or products it proposes to the Province;

b) be subject to regulation by the CRTC and propose services or products to the Province in accordance with an existing tariff that has already been approved by the CRTC; or

c) be subject to regulation by the CRTC and propose services or products to the Province in accordance with a new tariff (or an amendment to an existing tariff) that has yet to be approved by the CRTC.

Notwithstanding that individual proponents may be regulated differently by the CRTC, or that an individual proponent’s existing tariffs may be inconsistent with the Province’s requirements, all proponents’ responses will be evaluated in accordance with the evaluation methodology described in this RFP.

In relation to the CRTC, it is the sole responsibility of proponents to:
a) identify any CRTC or other regulations or rulings to which it may be subject in relation to this RFP and any resulting contract; and

b) obtain such approvals as are required to allow the proponent to deliver the services and products at the prices proposed in response to this RFP.

Proponents may wish, in preparing their proposal, to seek interpretations from the CRTC if they are in doubt as to whether or not the services, products and prices proposed to the Province in their response are subject to and in accordance with an existing tariff or require the filing of an amendment to an existing tariff or a new tariff.

The Province will consider issues of conflicts between the requirements of this RFP and CRTC regulations or rulings raised by proponents, and may, in its sole discretion, amend the RFP if it determines that amendments are consistent with the Province’s operational requirements. However, the Province will not compromise its operational requirements to accommodate individual Proponents’ corporate or regulatory circumstances.

2.2 Service Delivery Requirements

The Vendor(s) shall be responsible for delivering a telecommunication service and associated services described in these Specifications to the Province of Nova Scotia, its client Departments, and the broader MASH Sector (Municipalities, Academic Institutions, School Boards, and Health sector).

a) The set of required services are designated as the LVS, and include:
   • System administration and operation;
   • Configuration of the system;
   • Service and maintenance;
   • Problem management;
   • User support;
   • Billing; and
   • Management/statistical reports.

b) The Vendor shall provide service to all lines in any Network Numbering Exchange (NNX) being bid including new requirements over the course of the contract.

c) The Vendor shall ensure that all existing line numbers are retained for each individual user.

d) The Province of Nova Scotia will select one or more Vendors that are capable of providing LVS in geographic locations across the province. Specific business system features to be installed on stations in each location will be determined during the station review process as part of Implementation.

e) The Vendor must be capable of providing service to all lines in any NNX identified as mandatory in Appendix D.

2.2.1 Local Voice Requirements – General

The following LVS capabilities must be provided by the Vendor to the Province of Nova Scotia:

a) Interfaces
   
The LVS must support interfaces that allow access to the following:
• the Public Switched Telephone Network (PSTN) and other public operators’ networks;
• Voicemail systems, Integrated Voice Response systems, Automatic Call Distribution (ACD) systems, and other similar systems;
• the Province’s Long Distance Service (LDS), as designated, from time to time, by OCIO;
• analog trunks to equipment located on customer premises for use on key systems and Private Branch Exchange (PBX);
• Session Initiation Protocol (SIP) trunks;
• teleconferencing bridges, and videoconferencing bridges;
• to an Electronic Telemanagement system;
• voice-over-IP gateway.

b) Dialing Plan

The prefix codes ‘9’, ‘1’, ‘011’, and ‘01’ will be the only allowed access codes for long distance, and overseas (direct and with operator assistance) calling respectively in each location unless the Vendor can demonstrate that there is an inevitable conflict with the numbering plan. All long distance and overseas calls are to be routed to the appropriate network as designated by the Service Management Group.

• The Vendor shall allow all stations access to all toll-free numbers.
• The Vendor must provide restricted access to NPA 900 and any numbers that may be designated for this service in the future. Access to these numbers will be restricted, via Class of Service (COS) codes to allow designated staff members in the Service Management Group and the client departments the capability of accessing certain numbers.
• Appendix D provides the number of digits that apply for each location. The LVS must have the following dialing plans:

<table>
<thead>
<tr>
<th>Number of digits Required for Dialing</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outbound</td>
<td></td>
</tr>
<tr>
<td>XXXX or 9+NXX-XXXX</td>
<td>From one LVS station to another within the same customer group</td>
</tr>
<tr>
<td>9+NXX-XXXX or 9+NPA-NXX-XXXX</td>
<td>‘9’ is off-net access code</td>
</tr>
<tr>
<td>9+1-NPA-NXX-XXXX</td>
<td>‘1’ acts as an access code to the Government’s long distance services supplier</td>
</tr>
<tr>
<td>9+911</td>
<td>Emergency</td>
</tr>
<tr>
<td>9+1-NPA-555-1212 and 9+411</td>
<td>Directory assistance</td>
</tr>
<tr>
<td>9+1-800-NXX-XXXX (or any of 888, 877, 866 or other toll-free numbers)</td>
<td>1-800 (or other toll-free numbers)</td>
</tr>
<tr>
<td>9+011 – country code &amp; required digits</td>
<td>Overseas calls</td>
</tr>
<tr>
<td>9+01 – country code &amp; required digits</td>
<td>Overseas calls with operator assistance</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Inbound</td>
<td></td>
</tr>
<tr>
<td>4, 7- or 10digit dialing</td>
<td>According to local PSTN numbering plan</td>
</tr>
<tr>
<td>9+1-800-NXX-XXXXX (or any of 888, 877, 866 or other toll-free number)</td>
<td>To reach NS Government toll-free numbers.</td>
</tr>
</tbody>
</table>

**Note:** Digits dialed legend: N = 2-9, X = 0-9, + = wait for dial tone

c) **Numbering Plan**
The Vendor is responsible for initiating requests to the CRTC to open any exchange required within the scope of the ensuing LVS Contract.

d) **Recorded Messages**
The Vendor must provide network intercept to recorded announcements as an inherent network capability when a call or call-attempt cannot be completed. At a minimum, such announcements shall be provided for the following conditions:

- Number disconnected;
- Number reassigned;
- Partial dial; incorrect number of digits dialed;
- Time-out during dialing;
- Network congestion;
- Denial of access to features; and
- Other related conditions.

e) **Industry Standards**
The Vendor shall conform to industry-accepted technical standards for interfaces, either existing or future. The LVS must be engineered based on an offered load of 6.0 CCS per station during an average busy hour.

f) **911 Emergency Notification**
The Vendor shall provide complete compatibility with the Nova Scotia 911 emergency notification network. All stations must have access to 911. The Vendor must provide access to the 911 emergency service and must provide Calling Line ID (CLID) and address information to the emergency services dispatch system that is operated by the municipality or community providing the 911 emergency service (where available in that caller's area). The Supplier's information and network must be completely compatible with the provincial/municipal emergency notification Public Safety Answering Point (PSAP) network.

g) **Access To/From Other Telephone Networks**

i. Access to/from other recognized long distance and Local Exchange Carriers (LEC) so those external callers can call a Province of Nova Scotia number directly, without attendant assistance.

ii. Users must be able to place external calls without attendant assistance to any subscriber of a recognized local exchange carrier, subject to access restrictions.

iii. Accesses to other services specified in both articles above in a sufficient number to ensure that blocking experienced by the Province of Nova Scotia LVS users never exceeds P.01 under average busy hour conditions.
iv. Capability of routing intercity calls over different long distance services for different destinations.

h) Intercity Calling

i. The Vendor must provide access to long distance services using the following techniques, for locations listed in Appendix D

a. Dedicated Access Lines (DALs);

b. Equal Ease of Access (EEA) trunks using the Carrier Identification Code (CIC) with a
   i. Billed Telephone Number (BTN) method of routing, as described below under “CIC + BTN”;

c. EEA trunks using the CIC, but without the BTN method of routing, as described below under “CIC without BTN”; and

d. EEA trunks using the Primary Interexchange Carrier (PIC method).
   i. The LVS must provide the necessary digit translation feature. This feature shall be used to route advance long distance calls to another network in case access facilities to the first selected long distance network have failed, or if the network of first choice is inoperative.
   ii. For all access methods and routes, the LVS will transmit the calling line identification to any long distance service or network selected by the ARS feature.
   iii. The Vendor will provide connections from and to the LVS, the PSTN, the networks of other carriers, and the gateways of emerging technology networks (for example, a voice-over-IP gateway) as required by the Service Management Group, over the duration of this contract.

iv. Access to long distance from any local access station covered by the technical specifications shall be engineered to offer a Busy Hour Grade of Service (BHGOS) of P.01.

v. The LVS must provide the capability for digit translation and manipulating dialed digits when connecting a call to the PSTN, to long distance networks or to any other network.

vi. The LVS must use the International Telecommunications Union – Telecommunications (ITU-T) G.711 coding technique as a minimum when accessing any other network or system (i.e. bandwidth compression techniques must not be used for intercity traffic).

i) Signaling Requirements

i. The LVS must support the Common Channel Signaling System Number 7 (SS7) standard. The LVS shall be fully inter-operational, on an SS7 signaling basis with the features and facilities used by the PSTN and other public carriers’ networks.

ii. The minimum SS7 interoperation capabilities of the LVS will be:

   • Transmit Calling Line Identification (CLID) information to the other SS7-Capable networks according to the SS7 standard,

   • Interoperate with other SS7-capable networks on an SS7 signaling basis to support call set-up, management and takedown functions.
j) **Exchange and Inter-Exchange Circuits**
The LVS Vendor must support the provisioning of both exchange and inter-exchange circuits to meet special requirements of the Province of Nova Scotia. These will include but are not limited to the following:

i. Wired music circuits;
ii. Burglar alarm circuits;
iii. Fire alarm circuits;
iv. Foreign exchange;
v. Off-premise extensions;
vi. Tie trunks; and
vii. Private lines.

k) **Interfaces**
The LVS must support the following interfaces where required based on the data in Appendix D:

i. Analog telephone lines;
ii. ISDN BRI;
iii. ISDN PRI;
iv. Channelized DS-1 with 1 voice channel per DS-0 (also called digital trunks);
v. SMID;
vi. CTI with TSAPI and TAPI compatibility;
vii. Analog trunks (E&M);

viii. Trunk lines (FX) to equipment located on client premises (Key and PBXs);
ix. PSTN and other public operators’ networks;
x. Voicemail, Integrated Voice Response, and other similar systems;
xii. SIP Trunks;
xiii. VoIP Gateways;

xiv. G3 facsimile, voice-band data modem services and Text-Telephone (TTY), and must remove any compression scheme and echo cancellation when interfacing with these devices;
xv. TDD telephone sets; and
xvi. When required, to the Electronic Telemanagement systems.

l) **Power Requirements**

i. The LVS shall be provided with suitable conditioned power as required to ensure that the availability requirements specified in this Technical Specification are met. If the Vendor uses batteries that reside on Province Of Nova Scotia premises to provide the back-up power, the batteries will comply with all local building codes in effect for each location.
ii. When equipment other than station equipment must be installed on the Province of Nova Scotia’s premises, the Vendor will be responsible for installing additional filtering or protecting equipment should the AC power frequency variance and voltage fluctuation be found to exceed the tolerances of the LVS equipment. The Vendor will also be responsible for the costs of any renovations, or modifications to the Province of Nova Scotia’s premises, required for housing Vendor equipment.

iii. Equipment on Province of Nova Scotia premises shall be protected from power line transients. Any such circuitry will conform to the Canadian Electrical Code.

m) Call Display Requirements

i. The LVS must be capable of displaying at least 15 characters of information on stations that are equipped with an alphanumeric display. The LVS must be capable of displaying the current date and time of day on the alphanumeric display.

ii. The LVS must display on a station’s alphanumeric display the name of the caller associated with the originating Directory Number (DN) of any call incoming to the station, or an indication that the name is unknown or has been blocked.

2.2.1.1 Voicemail Services

a) The Vendor must provide voicemail (VM) services that include:
   i. Overall design and engineering;
   ii. Supply of all required hardware and software components;
   iii. Connection and integration with the LVS;
   iv. Installation, testing and cut-over;
   v. Ongoing system maintenance and support;
   vi. Training and documentation;
   vii. Security;
   viii. Transfer of existing voice messaging subscribers from their current platform;
   ix. Accommodation for the equipment and support personnel;
   x. Service management, operation and administration;
   xi. User support activities;
   xii. Billing and traffic/service reporting; and
   xiii. On-going moves, adds, and changes.

b) The Vendor’s VM services must be planned and designed, to provide, at a minimum, services for 20,000 subscribers. The requirement to support a minimum number of VM subscribers does not represent a guarantee that the Province and/or MASH sector will subscribe to this number of VM boxes.

c) All voice messages recorded and stored within the Vendor’s VM service, must be stored on servers that reside within Canada, and preferably within Nova Scotia.

d) The Vendor’s VM service must:
   i. Be fully integrated with the LVS being provided by the Supplier across the Province;
   ii. Activate and/or deactivate the message waiting indicators, which consists of either activating a message waiting lamp or providing stuttered dial tone, if the set is not equipped with a message waiting lamp;
   iii. Provide access from anywhere within the Province of Nova Scotia to all functions of the voicemail service;
   iv. Provide the ability to obtain the message envelop information;
v. Provide the ability to provide a universal mailbox for both landline and cellular phones;
vi. Conform to the “Voice Profile for Internet Mail” (VPIM) networking specification; and
vii. Allow subscribers the ability to record and send messages to other subscribers either individually or in groups. The Voicemail Service must allow users to forward and retrieve messages province wide without incurring long distance charges.

e) The Vendor’s VM service must:
i. Have the capability to receive Facsimile Messages in the voicemail service;
ii. Provide notification of a facsimile message via the Voicemail message waiting Indicator;
iii. Have the ability to direct a facsimile message to any standard facsimile machine;
iv. The ability to re-direct the facsimile message to another voicemail service subscriber with a facsimile enabled mailbox, with or without additional comments; and
v. The ability to access their facsimile messages from any touch-tone telephone;

f) The Vendor must provide local channels to connect to a Client-provided VM system for the purposes of activating and/or deactivating the message waiting indicators on stations. If Clients have their own in-house, customer-premises equipment to deliver voice mail services, then the Client is responsible to make the necessary arrangements with the LVS Vendor to ensure the voice mail system (for the purposes of activating and/or deactivating message waiting indicators on stations) remains fully operational.

g) The Vendor will provide the Service Management Group with the ability to order a change in one or many parameter values, after initial subscription.

h) The Vendor will report on the service availability, monthly, including the trend for the previous three months, up to the date of the report.

i) The Vendor’s scheduled down time for the Voicemail Service will be outside of normal business hours. The normal business hours are defined as 7:30 A.M. to 5:00 P.M. Atlantic Standard Time, Monday through Friday, 52 weeks per year, excluding Provincial statutory holidays (a total of 11 days per year).

j) Note: The Province is currently completing a migration of its email system to Exchange 2010, which features the ability to utilize Exchange as a unified messaging system. No determination has been made at this time to migrate the Province’s VM service to Exchange, and this feature may be continued to be tested and evaluated by OCIO.

2.2.1.1 Required Voicemail Types and Features

The Vendor’s voicemail service must deliver the following types of voicemail boxes and features;

a) Standard business voicemail box assigned to individual users, with the following characteristics:
i. capability of a 5 minute personal greeting;
ii. a storage capacity for capability of 50 messages;
iii. capability of 5 minutes of recording time for each message;
iv. 28 days of message retention of new messages;
v. 28 days of message retention of saved messages.

b) Extended business voicemail box which will be assigned to the Province’s individual users, with the following characteristics:
i. capability of a 5-minute personal greeting;
ii. a storage capacity for a capability of 100 messages;
iii. capability of 5 minutes of recording time for each message;
iv. 90 days of message retention of new messages;
v. 90 days of message retention of saved messages.

c) Special business application voicemail boxes, each one of which will be assigned to a specific directory number for leaving messages, and will be accessed by a group of users from different directory numbers for retrieving messages.

d) Announcements voicemail Mailbox; this mailbox will have a greeting / announcement capability of 5 minutes; and no capability to record messages from callers.

e) Bulletin Board voicemail Mailbox; this mailbox presents callers with a menu of call routing choices and will have the following characteristics:
   i. a greeting / announcement of a capability of five (5) minutes;
   ii. present the caller with no more than nine (9) different menu options, which can include any combination of;
   iii. listening to other announcements, sub-menus or more detailed information;
   iv. redirecting the call to another pre-programmed telephone number;
   v. prompting the caller to respond to the information contained and record a message;
   vi. auto forwarding the call to a pre-determined number if no action taken by the caller;
   vii. terminating the call if no action taken by the caller; and
   viii. the content of each information mailbox can be changed by the client bulletin board administrator.

2.2.1.1.2 Subscriber Voicemail Capabilities

Vendor's voicemail system will enable users to:

a) Listen to and replay received messages;
b) Reply to messages received from other users of the Vendor’s voice message service without having to re-key the sender's address;
c) Forward a message to other service users with or without additional comments, which will be kept intact when one addressee forwards the message to another addressee or to a distribution list;
d) Save messages, which will be confirmed by a short statement automatically generated by the system, indicating that the message has been saved;
e) Retain all messages by default unless the subscriber takes specific action to delete them;
f) Review and cancel messages prior to sending;
g) Skip messages in the mailbox in order to listen to selected messages and skip forward or backward within a message, as it is being played;
h) Pause during the recording or the playing of messages; and
i) Present the caller with a standard system generated greeting when the subscriber has recorded no personalized greeting or name announcement.

2.2.1.1.3 Voicemail Passwords

The Vendor’s voicemail system will secure service information through the use of personal ID and password as follows:

a) The password will be user selectable both in length and value, and will be capable of being between a minimum of six (6) digits and ten (10) digits;
b) The Province’s individual users will be able to change their own passwords at any time from any touch-tone telephone;
c) New users accessing the voicemail service for the first time will be required to change the default password to a personal password;
d) The voicemail service will prevent anyone (including the Vendor) from obtaining a user’s personal password;
e) A forgotten password will have to be changed to a default setting by the Vendor;
f) The voicemail service will disconnect any caller who does not provide a matching personal ID and password within three (3) attempts; and
g) Any subsequent calls to a user’s mailbox will be recorded in an event log.

2.2.1.4 Subscriber Voicemail Access

Vendor’s voicemail system will provide access to:

a) All its functions from an external touch tone telephone by calling either the service main number and following service instructions; or
b) Their own station telephone number by entering a single keystroke instruction to interrupt playback of the greeting message and to obtain the login prompt.

2.2.1.5 Subscriber Voicemail Capabilities

The Vendor will provide the following voicemail capabilities:

a) The Vendor’s voicemail system will provide the capability to schedule the delivery of messages at a later time or date;
b) The Vendor’s voicemail system will ensure that users can obtain the message envelope information at all times during playback of the message by pressing a key. The envelope information refers to the date and time of delivery, the telephone number of the sender, the type of message (voice message, fax message, AMIS networking message) and the status of the message (priority, private);
c) The Vendor’s voicemail system will ensure that when a number is ported from an existing service, that service will correctly recognize that the number has been ported and will correctly redirect all calls;
d) The Vendor’s voicemail system will allow users with the ability to depress a button at any time during a dialogue with the system, in order to obtain information on where (s)he is, and what commands are valid at this point; and
e) The Vendor’s voicemail system will inform user when their mailbox is full and that no further message deposits can take place until appropriate action has been carried out.

2.2.1.6 Voicemail Service Functionality

The Vendor’s voicemail system will:

a) Inform the subscriber at login of how many new and stored messages are in the mailbox;
b) Provide a date and time stamp for each received message that can be activated and deactivated by a COS and/or mailbox parameter function;
c) Guide users on use of the service through a set of clear, concise voice prompts;
d) Provide these prompts in English as pre-selected by the subscriber and set as a mailbox parameter;
e) Provide the ability for callers to bypass the voice prompts;
f) Provide an indication to the subscriber that there are new messages in the mailbox by providing a message waiting indication;
g) Allow the message waiting indication to be directed to the telephone number associated with the mailbox, to another specific telephone number including a numeric or voice pager.
h) Provide the message waiting indication until all new messages have been checked;
i) Audit the message waiting indicators associated with all mailboxes following a service outage, in order to provide accurate message notification at all times;
j) Provide all incoming calls to the users’ line that are not answered in a predetermined number of rings, with one of the subscriber’s pre-recorded personal greetings or by default, with a standard system greeting;
k) Enable users to define the calling parameters for message notification by selecting whether to be called for all new messages or only for messages designated as urgent by the callers;
l) Be capable of controlling this message notification function in the following manner:
   i. enabling and disabling out calling for the entire service;
   ii. allowing out calling by class of service and/or by mailbox;
   iii. controlling the number of digits for outcall numbers by class of service or by mailbox;
   iv. settings retry intervals;
m) Cease out calling when the telephone number or pager service is successfully reached and the message or notification is delivered in full;
n) When requested by the sender, provide return receipts when messages are checked by the recipient;
o) Provide priority delivery of urgent messages that will be moved to the head of the recipient's mailbox queue and identified as urgent;
p) Verify the destination of all outgoing messages, by playing back the names of the user addresses or the external phone number before starting the recording process;
q) Enable users to use distribution lists for the delivery of messages;
r) In response to a Service Management Group service request, the Vendor will establish and maintain group and personal distribution lists initially, and then individual users will maintain personal lists;
s) Allow each user to create up to 10 & 15 personal distribution lists with up to 250 & 400 entries total; and
t) Maintain the group distribution lists so that the addressee will receive only one copy of messages, whenever possible.

2.2.1.1.7 Caller’s Voicemail Functionality

a) The Vendor’s voicemail system will allow callers who reach a personal greeting to be transferred to a secretary / receptionist by pressing a one (1) digit code on a touch tone telephone. The Vendor’s voicemail system will allow multiple callers to access the same personal greeting and mailbox simultaneously
b) Allow incoming calls to the voicemail access number are to be immediately answered by the voice messaging system; where upon the caller can gain access to the desired extension, either through name or extension dialing.

2.2.1.1.8 Additional Caller’s Functionality

The Vendor’s voicemail system will also:
a) Allow callers to skip the greeting message by pressing a one- (1) digit code on a touch-tone telephone;
b) Offer an extended absence option when, after activation by the voicemail box user, the caller cannot skip the greeting message;
c) Allow callers who reach a full mailbox to get instructions as to the other options available to them, such as speaking to an alternate or leaving a message for another user;
d) Allow designated users to send an enhanced distribution voicemail message to all users or to specific groups of users;

e) Play messages in a first-in, first-out order;

f) Provide the ability to add or delete users;

g) Provide the ability to change user profiles;

h) Provide the ability to add/change/delete service distribution lists;

i) Provide the ability to change service parameters;

j) Produce statistical reports while the service is operational; and

k) Provide unified messaging that integrates an user’s landline, facsimile, and wireless device into one mailbox.

2.2.1.2 Security Requirements

a) The Vendor must institute and maintain measures that protect against malicious threats that deny service or may result in a breach of the confidentiality, integrity or availability of the Province’s information.

b) The Vendor must protect the Province’s information at all times from disclosure to unauthorized persons.

c) The Vendor must store any of the Province’s information that is retained, including recorded messages, voicemail, and billing information, on servers that reside within Canada, and preferably within Nova Scotia.

d) The Vendor must provide confidentiality protection for sensitive information such as billing data, service performance statistics, and LVS network vulnerabilities.

e) The Vendor must provide access controls to protect the LVS network management systems and switching systems from attacks via publicly accessible ports on end devices or from ports on end devices that may be accessed via the PSTN (e.g., maintenance ports).

f) The Vendor must provide access controls to protect the LVS network management systems and switching systems from attacks via publicly accessible ports on end devices or from ports on end devices that may be accessed via the PSTN (e.g., maintenance ports).

g) The Vendor must provide access controls to ensure that only authorized Vendor personnel and personnel authorized by the Service Management Group have access to the LVS network management information.

h) The Vendor must identify, report, and resolve all security violations and breaches. The Vendor must immediately report all security breaches to the Service Management Group. The Vendor must assist the Province in any investigation resulting from a security breach.

i) The Vendor must provide audit and alarm mechanisms that log security-related events that can impact service provided to clients, or the security of data, and report critical events to authorized users and the Service Management Group immediately. Security-related and critical events are events that could result in the interruption, in whole or in part, of the LVS, or that could result in the alteration, or the loss or theft of user-related data, such as profiles, configurations, databases, invoices, and reports.

j) The Vendor must provide protection for the databases and information processing systems that are critical for the continuous, reliable operation of services covered by the Contract. The Vendor must provide protection against unauthorized access by external communications means, whether from authorized or unauthorized terminals.

k) The Vendor must protect its facilities from entry by unauthorized persons.

l) The Vendor must establish a procedure to trace malicious calls when reported by the Service Management Group or by a Client.

m) The Vendor must cooperate with the Service Management Group in reviewing measures to detect and prevent toll fraud and other forms of abuse.
2.2.2 **Local Voice Requirements - Centrex**

### 2.2.2.1 General

Requirements for Centrex features are grouped into the following categories:

- a) Centrex system features that apply to all stations and to the LVS as a whole; and
- b) Station features that can be assigned to each station on an individual basis.
- c) The CIO understands that some features may be supplied only through the combined action of station configuration and telephone set features. When the Vendor can provide both, a concurrence may be indicated under either the system or station feature requirements below.

### 2.2.2.2 System Features

**Network Access Restrictions**

A Class of Service (COS) is assigned to a station and controls the degree of access to networks. Each COS defines a set of restrictions. The LVS shall be capable of assigning a range of COS restrictions, including but not limited to:

1. **Unrestricted** - allowed to receive calls from and originate calls to PSTNs;
2. **Conditional** - allowed access to PSTNs through Automatic Route Selection;
3. **Toll denied** - allowed dial access to local exchange network or selected local exchanges;
4. **Internal only** - restricted to placing internal calls only;
5. **Exchange/Area Code Restriction** - allows toll-denied stations and tie-trunks to have limited access to PSTNs. Access will be limited to predefined area and exchange codes;
6. **Access to Special Facilities** - the LVS will provide access to central office trunks, tie-trunks, off-premises extensions and foreign exchange (FX) lines. The station user shall be allowed to gain access by dialling an access code or by pressing a key; and
7. The LVS shall provide a minimum of 125 values for COS.

### 2.2.2.3 Customer Group Requirements

- a) Each station of the LVS must belong to a customer group. The customer group parameters must define the station features, numbering plan, call treatment codes, and COSs. The Vendor must develop and/or change any COS based only on the approval of the Service Management Group as part of the Change Management process.
- b) The LVS must provide a method for stations within a customer group to be divided into subgroups with their own attendant consoles without affecting station-to-station dialling to any other station of the customer group.

### 2.2.2.4 Station Features

The Vendor must provide the following features to all Clients with the proper station equipment, where the technology supports the station features, as selected when the Service Order is made or when a MAC is requested:

- a) **Abbreviated Dialing Intra-Customer Group**
The LVS must allow a user to place intra-customer group calls by dialing 2 to 7 digits.

b) **Access to Paging**
The LVS must provide access to loudspeaker and audio paging equipment from any station by pressing a key or dialing an access code. The system must provide both zonal (specific zones only) and full coverage.

c) **Additional Directory Number (DN)**
The Vendor must provide for the appearance of a second LVS telephone number on a business set for which a different DN has been assigned to receive or place calls. A business set must contain at least one prime number and any other DN appearing on the set must be an additional DN. The additional directory number must be assigned to a spare key on the business set other than the set’s prime number.

d) **Audio Input on Hold (AIOD)**
This feature must allow users to connect their LVS customer group to a music or information source of their own selection, for playing to customers who are on hold.

e) **Automatic Blocking**
This feature must allow for the continuous prevention of display of a calling party’s telephone number and name to subscribers of Call Display (Calling Line Identification and Calling Name Delivery). All calls placed from the calling party’s LVS line will have the calling party’s name and telephone number blocked to Call Display subscribers without the need for the calling party to enter a Call Display blocking feature activation code.

f) **Automatic Dial (AUD)**
This feature must allow a business set user to call a DN by depressing a feature key. The number assigned to the feature key must be user-programmable and must be allowed to be up to 24 digits in length. It must also be possible for the number assigned to the feature key to be an account code or authorization code.

g) **Automatic Display (AUTODISP)**
This feature must display automatically the information on incoming calls to a business set.

h) **Automatic Line (AUL)**
This feature must allow connections between predetermined stations. The call must automatically be connected when a station goes off-hook.

i) **Auxiliary Signaling**
The LVS must support special auxiliary devices such as bells, "loud ringing" bells, buzzers and visual indicators.

j) **Busy Lamp Field (BLF)**
This feature must provide a direct call selection that provides direct dialing to a monitored directory number through the BLF key. The busy lamp that allows the business set user to monitor station status (on-hook, off-hook or on hold) of a DN through the business set lamp states (off, on or blinking). This feature is used in conjunction with Enhanced Answering Position.

k) **Call Forward – Remote Activation**
This feature must provide users who are away from their LVS sets to activate, change or deactivate their call forward service on that set from wherever they are.

l) **Call Forwarding**
For each type of call forwarding specified below, the LVS must allow the destination number to be programmed in one of two ways: the destination number may be pre-programmed, or a station user may program the destination number by pressing a button or dialing a code, followed by the destination number.

i. **Call Forward Universal (CFU):** This feature must allow incoming calls to a station to be forwarded to any single DN.

ii. **Call Forward Intragroup (CFI):** This feature must allow incoming calls to a station to be forwarded to any station within the station’s customer group.

iii. **Call Forward Busy (CFB):** This feature must allow incoming calls to a station that is busy to be forwarded to any single DN.
iv. Call Forward Busy Intragroup Deny (CBI): This feature must prevent the forwarding of intragroup calls.

v. Call Forward Busy Unrestricted (CBU): This feature must allow CFB calls to be forwarded to remote stations outside and inside a customer group.

vi. Call Forward Don't Answer (CFD): This feature must allow incoming calls that are not answered after 3 full rings to be routed to any number predefined by the Client.

vii. Call Forward No Answer Intragroup (CDI): This feature must prevent the forwarding of calls from inside a customer group on a do not answer condition.

viii. Call Forward No Answer Unrestricted (CDU): This feature must allow calls to a remote station outside a customer group.

ix. Call Forward-Don't Answer Variable Timer (CFDVT): This feature must allow a station user to assign a different time out if a station requires a time different from that of the customer group. Call Forward - Don't Answer CFDVT must only be assigned to stations that already have the CFD feature.

x. Call Forward Of Call Waiting Calls (CFCW): This feature must allow a user to forward unanswered call waiting calls to a predetermined destination based on the line: individual CFB / CFD assignment.

xi. Call Forward on a Per-Key Basis (CFK): This feature must allow the station user of a business set to forward calls, according to either of the types described above, from each DN on a business set to a destination number. This feature must permit each line appearing on a business set to forward calls to discretely separate voicemail boxes.

xii. Call Forward – Separate Keylist: This feature must allow a station user with a business set to have different keylists for various call forwarding options; CFU, CFI, CFK, CFB, CFD.

xiii. Call Forward-Station Activation of CFB/CFD: This feature must allow a station user to manually program the CFB and CFD destinations, as well as activate and deactivate this feature directly from the telephone set.

xiv. Call Forward Fixed: This feature must allow a station user to forward calls to a pre-defined location.

m) Call Hold (HLD)
This feature must allow the station user to place a call on hold and return to the held party at any time. The feature must signal the station user using an audio and/or visual indication at regular intervals as a reminder that a call is on hold.

n) Call Hold with Consultation, Add-on and Transfer (3-Way Conference)
This feature must allow the station user to put a call on hold by flashing the switch hook or dialing a feature code or pressing a feature key. The station user receives dial tone and must be allowed to place a second call to consult with another station or outside party. After speaking with the consulted party, the station user must be able to do any one of the following:
   I. return to the call originally held and disconnect the consulted party;
   II. add on the consulted party, thereby initiating a three-party conference; or
   III. transfer the held call to the consulted party and hang up.

o) Call Park (PRK)
This feature must allow a station user to place a call in "park" against the station number; the "parked" call must be retrievable from any LVS station on the same switch by dialing a feature access code followed by the directory number of the station against which the call has been parked.

p) Call Pick-up (CPU)
This feature must allow a station user to answer any incoming call on any other station within a predetermined pick-up group by dialing a feature code or pressing a feature key. If more than one call is ringing unanswered in the pick-up group, the LVS will automatically select the call that has been ringing longest for pick up.

q) Call Transfer (CXR)
This feature must allow a station user to transfer an answered incoming call to any single local station.

r) **Call Waiting (CWT)**
This feature must ensure that any incoming call to a busy station receives an audible ringing tone while the called station receives a distinctive call waiting tone and/or visual indication. The feature must allow the called station user to hold the call in progress, answer the waiting call, and toggle between the calls by alternatively holding one party while conversing with the other. Incoming calls that are not answered within a predetermined amount of time must be forwarded by the Call Forward Don't Answer feature, if activated.

s) **Call Waiting Intragroup (CWI)**
This feature must allow a station user that is active on a call to be informed, by a tone, that a call from another LVS station is waiting to reach the user's station. The feature must allow the called station user to hold the call in progress, answer the waiting call, and toggle between the calls by alternatively holding one party while conversing with the other. Incoming calls that are not answered within a predetermined amount of time must be forwarded by the Call Forward Don't Answer feature, if activated.

t) **Calling Line Identification (CLID)**
The LVS must present the telephone number of an originating station, as well as the time and date, to the alphanumeric display of the station being called by the originating station. If a station is active on a call, is capable of receiving a new call, and receives a new call, then the information currently displayed on its alphanumeric display must be overwritten with the telephone number of the station originating the new call. After a predetermined amount of time the display must show the telephone number and originating station of the original active call again.

u) **Calling Number Delivery Blocking (CNDB)**
The LVS must allow station users to prevent their DN from being delivered to a called party station’s display on a per-call basis. A default message must be displayed in place of the calling party’s DN.

v) **Cancel Call Waiting (CCW)**
This feature must allow station users to cancel their Call Waiting feature on a per-call basis. The Call Waiting feature must automatically be reactivated when the call ends. During a call for which CCW has been activated; any new call must go directly to the station’s voicemail feature, if the station is equipped with that feature.

w) **Conference Join**
This feature must allow a business set user to add a call on hold to an existing conference established through either the Flexible Station Controlled Conference or the Call Hold with Add-on features.

x) **Confidential Alerting on Call Transfer**
This feature must prevent the controller of a three-way conference from monitoring the Conversation without the knowledge of the other two parties on the call. When a three-way conference is established, the non-controlling parties must hear a tone, which alerts them that the controller is still connected to the call. From that point on, the system must monitor the call for the controller’s disconnect. When that occurs, the other two parties must hear a tone.

y) **Customer-Originated Trace (COT)**
This feature must allow station users who have been receiving harassing or prank calls to activate an immediate trace of the last incoming call they received, without requiring prior approval or manual intervention by the Vendor. When the trace has been completed, the LVS must send the station user an announcement indicating a successful trace has been completed. Information about a traced call must be made available to the relevant Client’s security authorities.

z) **Cut-off on Disconnect (COD)**
The LVS must immediately take down both sides of a call after the call has been released by either of the parties to the call.

aa) Deny Call Forwarding (DCF)
   This feature must allow station users to prohibit calls from being forwarded to their stations from other stations on the same switch.

bb) Deny Incoming (DIN)
   This feature must allow station users to prohibit calls from being received on their station from outside their customer group.

c) Deny Originating Calls (DOR)
   This feature must prevent a station from originating calls. That station must be permitted to receive calls.

dd) Deny Terminating Calls (DTM)
   This feature must prevent a station from receiving calls. The station must be permitted to originate calls.

e) Dialable Directory Number (DDN)
   This feature must allow the incoming calling name and number and the time and date of the call to be displayed on the customer premises equipment. The calling party number must be displayed in a format the called party can dial to return the call.

ff) Direct Inward System Access (DISA)
   This feature must permit authorized callers access to Canada’s private network facilities from the PSTN by dialing directly into the customer group without going through the LVS console attendant.

gg) Directed Call Park (DCPK)
   This feature must allow the station user to park one call against any valid DN from where it may later be retrieved by any station.

hh) Directed Call Pick-Up Non-Barge-In (DCPU)
   This feature must permit a business set user to answer a call that is ringing any other line within the same customer group and served by the same telephone switch. Once the call is picked up, this feature must not allow the call to be barged-in upon.

ii) Distinctive Ringing
   The LVS must provide, to the subscribing line, distinctive ringing cadence for calls originating from each of the following classes of calls:
   I. Universal Call Distribution (UCD) calls;
   II. Automatic Call Distribution (ACD) calls; and
   III. Group intercom calls.

jj) Directed Call Pick-Up Exempt (DCPX)
   This feature must allow station users to block other stations that have DCPU from interrupting of performing a call pick-up on their stations.

kk) Enhanced Answering Position
   This feature must allow an attendant answering position to facilitate call handling.

ll) Essential Line (ELN)
   This feature must allow station users who have been approved on the Priority Access Dialing (PAD) to originate calls when emergency cut-off has been activated so that all non-essential subscriber-originating calls are denied service.

mm) Executive Busy Override (EBO)
   This feature must allow a station to gain access to a busy station in the same customer group by establishing a three-way conference with this busy station and the other called party. Both the busy station and the other called party must hear a tone before the override takes effect.

nn) Executive Busy Override Exempt (EBX)
   This feature must make a station exempt from override attempts by a station that has been assigned the EBO feature.

oo) External Abbreviated Dialing
   This feature must provide for a dial plan that enables abbreviated dialing to be used in communicating outside of the LVS customer group.

pp) Flexible Station Controlled Conference (6-Port)
This feature, when initiated by a business set user, must allow the user to add up to 5 additional stations into a teleconference.

qq) **Group Intercom (GIC)**

This feature must allow a business set user (the calling party) to terminate on a member of a predesignated group by pressing a DN key that has been assigned GIC and by using abbreviated dialing.

Individual intercom groups must be able to have a maximum size of 10 members, 100 members, 1,000 members, or 10,000 members, all in the same customer group. Users in a 10-member group must be able to dial a single digit (0-9) to reach others in their group. Users in a 100 member group must be able to dial a two-digit code (00-99). In a 1,000 member group, users must be able to dial a three-digit code (000-999), and in a 10,000 member group, users must be able to dial a four-digit code (0000-9999).

rr) **Hunting**

This feature must search a customer-defined group or sequence of lines, all belonging to the same customer group, called a hunt group, for an idle line on which to complete a call, in order to increase the likelihood of an incoming call being completed within a hunt group. The LVS must provide the following hunting arrangements:

i. **Directory Number Hunting (DNH)**: Each line in this hunt group has its own unique DN. The hunt group can be accessed by dialing the main pilot DN or by dialing the DN of one of the hunt group members. The number of lines hunted depends on whether circular or sequential hunting is assigned to the DNH group by the customer. Circular hunting hunts all lines in the hunting group regardless of the starting point. Sequential hunting starts at the number dialed and ends at the last number in the group;

ii. **Multi-Line Hunting (MLH)**: All lines in the hunt group are hunted in sequence, starting with the pilot DN and continuing until the last line is reached;

iii. **Distributed Line Hunting (DLH)**: The only DN associated with the hunt group is the Pilot DN. To access the hunt group, a caller must dial the Pilot DN. Hunting begins after the first idle line found by the previous hunt and continues until the hunt starting point is reached. An incoming call cannot be directed to a specific number in a DLH. DLH group members can place outgoing calls;

iv. **Link Overflow to DN**: provides for the continuation of a hunt sequence to another DN or group of DNs when the hunt group limit is reached.

ss) **Intercom (ICM)**

This feature must allow a business set user to terminate directly on a pre-designated business set on the same customer group by pressing the ICM key.

tt) **Key Short Hunt (KSH)**

This feature must allow incoming calls to a business set to hunt up through a set of DN appearances in search of an idle DN.

uu) **Last Number Redial (LNR)**

This feature must allow the last dialed number (on-net or off-net) to a business set to be re-dialed automatically when the feature is activated with a special code or button.

vv) **Last Number Redialed Associated with Set (LNRA)**

This feature must allow business set users to access any available DN on their set. By activating this feature, the last number dialed from the set must automatically be redialed.

ww) **Line Music on Hold**

This feature must allow multiple sources of music/audio to be played to separate parts of a customer group.

xx) **Line Study (SDY)**

This feature must allow an automatic message accounting (AMA) record to be generated for line usage studies.

yy) **Link Overflow to DN (LOD)**
This feature must provide a link hunt overflow to a directory number that provides for the continuation of a hunt sequence to another DN or group of DNs when the hunt group DN limit is reached.

zz) Make Set Busy (MSB)
This feature must allow station users to make their lines busy to all incoming calls.

aaa) Make Set Busy Intragroup (MSBI)
This feature must allow the station users to make a set busy for the intragroup.

bbb) MDN Member Name (MDNNAME)
This feature must allow names to be assigned to MDN groups and to each secondary member of a MDN group. These names must be displayed on business sets with display during call activity in order to provide more detailed calling information to the parties involved in the call.

ccc) Message Waiting Indicator
The LVS must be able to activate and deactivate station message waiting indicators on all supported telephone sets using a dialable code. This feature must allow any LVS station or subsystem connected to LVS such as a Voice Mail System to activate and deactivate the Message Waiting lamp of another LVS station.

ddd) Multiple Appearance of a Directory Number (MDN)
This feature must allow a directory number to be assigned to more than one station, if they all belong to the same customer group in a designated group arrangement referred to as a MDN group. This feature must be available for activation using either of the following methods:

i. Multiple Call Arrangement (MCA): under this arrangement, up to 32 appearances and not more than 4 appearances on one telephone must be able to share a DN and must ring when the DN is called. Any one of the stations must be able to answer the call. Another call directed to that DN will ring all stations still on hook and each one must have the capability to answer the call. Any station not in use must be allowed to place outgoing calls regardless of whether the other stations on the line are on-hook or off-hook.

ii. Single Call Arrangement (SCA): this feature must allow only one station to be active (either originating or terminating) on the MDN group at any given time, with a maximum of 32 appearances in any given MDN group. Another call directed to the DN will receive the appropriate busy treatment for that line. All appearances of the number remain busy until the call is terminated.

eee) Music On Hold
This feature must provide a continuous broadcast of music or recorded announcement to callers who are waiting for a connection to a called party. Each customer group must have its own audio input. The Vendor must provide the circuit to Clients for this feature.

fff) Name and Number Delivery
This feature must provide the delivery of name and number associated with the LVS subscriber to destinations on the PSTN who subscribe to Call Display.

ggg) Night Service
The LVS must provide the following night service features for a designated customer group. This feature applies to attendant consoles, UCD and ACD:

i. Flexible Night Service: this feature must allow the station user to program a DN to which the incoming calls will be routed;

ii. Fixed Night Service: this feature must allow the station user to activate routing of after-hours incoming calls to pre-designated stations; and

iii. Answer from any Station: this feature must allow any station belonging to the customer group to answer incoming calls by dialing a code.

hhh) No Double Connect (NDC)
This feature must prevent a station from being connected to a verification or test circuit when it is off-hook.

iii) No Line Insulation Test
This feature must allow a line to be skipped by the automatic line insulation test.
jjj) Number Replacement
   The LVS must allow a replacement telephone number selected by the user to be displayed in lieu of the originating number, provided that the replacement number is a valid LVS DN.

kkk) Originating/Terminating Line Select (OLS/TLS)
   This feature must allow the Primary Directory Number (PDN) to be selected automatically when a business set user goes off-hook. This feature must then provide dial tone or allow the business set user to answer an incoming call on the PDN.

lll) Privacy Release (PRL)
   This feature must allow a business set user to establish a conference call among MDN-SCA members and an external party.

mmm) Query Business Station (QBS)
   This feature must allow a group of up to 128 business sets on the same switch to monitor the busy/idle status of a specific business set and to be alerted when that set becomes idle.

nnn) Query Time and Date (QTD)
   This feature must display the time and date on business sets for a 6 to 15-second interval, after a station user presses a feature key, or until another feature or action using the business set display is activated. After the interval, the display must return to its original state.

ooo) Message Relay Service
   This feature must enable a station user using a keyboard-type device [e.g. teletype (TTY)] to communicate with a hearing person (or vice-versa) within the LVS or over the PSTN. This feature must allow a specially trained operator to assist in the placing or receiving of calls to/from persons using a keyboard-type device.

ppp) Repeated Alert (RPA)
   This feature must generate a series of up to seven warning tones on an active business set alerting the business set user that another incoming call has terminated on the set and that a caller is waiting. The corresponding DN indicator must flash both during and after the tone generation cycle has been completed.

qqq) Ring Again (RAG)
   This feature must alert a station user that receives a busy tone when calling another station when the called busy station becomes idle. After feature activation, and when both parties become free, the LVS must notify the calling party by way of a distinctive ringing tone. When the calling party goes off-hook, the LVS must ring the called station. In addition;
   i. The LVS must automatically cancel the Ring Again feature if the call is not connected within a predetermined period of not less than 10 minutes and not more than 60 minutes. During this time, the LVS must also allow the calling station to cancel the feature using a feature code or by pressing the feature key that was used to activate it.
   ii. The LVS must allow a called station to be designated as exempt from Ring Again, in which case the feature activation will be denied.
   iii. As a minimum, the Ring Again feature must apply among the stations in the same exchange (serving switch). If a station has activated the Ring Again feature after calling a station that is busy, then, once the called busy station becomes available, the telephone number of the called station must appear on the alphanumeric display of the station that activated the RAG feature.

rrr) Service Group Calling Line I.D. (SVCGRP)
   This feature must allow the CLID, CNAMD, and the Reason Display (READSP) (e.g. a message display that the call has been forwarded from another station) to be assigned to a selected line in a customer group. A service group must be defined for a customer group by the Vendor. A service group must not be able to have READSP without CLID.

sss) Simultaneous Ring
The LVS must provide for ringing on telephone sets associated with a pre-determined
group of up to five directory numbers when a specific directory number in the group is
called.

**ttt) Six (6)-Port Conference Bridge Additional**
The LVS must allow a station user to add six additional ports to an existing six-port
conference. The station user must be able to establish a conference call of up to ten
stations by successively dialing the individual stations and adding them to the
conference call. Attendant/operator help must not be needed. The station user must
have direct control over the progress of the conference.

**uuu) Speed Call Short List (SCS)**
This feature must allow individual station users to place calls to a previously
designated list of numbers on the same switch by dialing a speed calling code. Each
station must be allowed to have as many as 10 speed calling codes. Station users
must be allowed to reach DNs by dialing a feature access code followed by a single
digit, from 0 to 9.

**vvv) Speed Call User (SCU)**
This feature must allow the designated user in the same customer group of a
common speed call list stored by the speed call long controller to access and use this
list for placing calls.

**www) Speed Calling Long List (SCL)**
This feature must allow individual stations on the same switch to dial an abbreviated
code to place calls instead of the usual four or more digits. This feature must allow a
station user to store 70 DNs and reach the DNs by dialing a feature access code
followed by 2 digits, from ‘00’ to ‘69’. The LVS must be able to designate a controller
to program the DNs on the SCL if required to do so.

**xxx) Station Camp-On**
This feature must enhance the CXR capability for business sets by allowing a
business set user to transfer a call to a busy station on the same switch. If the busy
station does not answer the call within a certain time period, the call must
automatically be recalled to the business set.

**yyy) Station Message Detail Recording (SMDR)**
This feature must provide raw AMS format records of long distance and private
network calls originated from each customer group to be generated.

**zzz) Stop Hunt (SHU)**
This feature must allow hunting at a line to be cancelled when activated. The Stop
Hunt may be assigned to one, several, or all lines of a hunt group.

**aaaa) Subscriber Line Usage (SLU)**
This feature must allow a count of all originating and terminating calls on a line.

**bbbb) Telephone Number Reservation**
This feature must provide for the reservation by the Company of eligible telephone
numbers for a LVS customer for a period equal to the time that the reserved number
telephone rate is paid.

**cccc) Trunk Terminations**
This feature must allow for connection of tie trunks, foreign exchange trunks, 800/900
service Trunks, and other trunking facilities to the LVS customer group.

**dddd) Uniform Call Distribution (UCD)**
This feature must allow calls to a directory number to be distributed uniformly over a
group of stations (UCD group) served by the same switch, as follows

i. Each call to the UCD directory number must be directed to the station that
   has been idle longest with respect to the answering of UCD calls;
ii. Each UCD station must also have its own directory number and must be
    allowed to originate calls and receive calls directly;
iii. Each UCD station must be allowed to change its status (active/inactive) as
     an answering agent for the UCD calls by dialing a feature code;
iv. The LVS must allow a predetermined number of calls to a UCD group to be
    queued; and
v. An announcement must be played to calls held in the UCD queue.

### Uniform Call Distribution Log In (UCDLG)

This feature must allow a UCD line to login to a different UCD group on the same switch

2.2.2.5  **Centrex - Automatic Call Distribution (ACD) Service**

a) The ACD functionality herein described is intended to be generic in nature and will be implemented only at the request of the Service Management Group. The specific installation details may vary depending on the service delivery and business requirements of individual departments, which will be more clearly defined at the actual time of implementation, after contract award.

b) The Vendor must be capable of providing, in the locations listed in Appendix D.1 under the ACD heading, two levels of ACD services;

   i. **ACD Standard**: ACD Service plus the management, administration and information tools necessary to enable Clients to directly manage the usage of the ACD on an ongoing basis.
   ii. **ACD Workstation**: managed ACD service offering ACD functionality but for which the Vendor must assume a more involved management role

2.2.2.5.1  **Service Description ACD**

a) The ACD service must direct incoming calls to agents, on a first-in, first-out basis, and queue calls with a minimum of four levels of priority determined by the Client, when all agents in a group are busy.

b) The ACD service must provide supervisors’ stations with the ability to observe, monitor and manage the call centre operations.

c) The ACD service must present calls to agents in such a manner as to evenly distribute the answering workload among the agents of the same group.

d) The Vendor must provide an ACD capability to enable the display on an ASCII terminal at the call centre location of the following information related to the queue time of day:

   i. ACD group identifier;
   ii. current wait time for oldest call in queue;
   iii. number of staffed ACD positions;
   iv. number of agents active on calls;
   v. number of idle agents;
   vi. number of agents in “not ready” mode; and
   vii. number of agents having logged out or in the process of logging out.

e) The ACD service must deliver calls to agents based on criteria set by the Clients, such as:

   i. priority assigned to long distance calls;
   ii. increased priority value as a call remains longer in the queue; and
   iii. delays for calls to obtain increased priority.

f) The ACD service must provide, at a minimum, 3 definable thresholds triggering a visual indication based on either of the following criteria at the Client’s choice:
i. the wait time in queue of the next call to be answered (seconds); or
ii. the number of calls holding (number).

g) The ACD service must work on standard telephone sets, business sets and business sets with display or the equivalent.

h) The ACD service must provide the choice of standard or customized announcements played to callers in queue.

i) The ACD service must allow the Client to modify the delay between announcements.

j) The ACD service must display the following information about a call from the PSTN:
   i. Dialed number (DNIS);
   ii. Calling line identification (CLID);
   iii. Called queue name; and
   iv. Call-source identification (for example: trunk group number).

k) The ACD service must have a “night service” mode when all agents have logged out. Calls arriving when the service is in “night service” mode must receive one of the following treatments at the Client’s choice:
   i. callers are presented with a standard announcement or a customized “night announcement” and get disconnected;
   ii. calls are routed to an ACD group at another location;
   iii. calls are routed to a voice mail box; or
   iv. calls are given treatment (i) above, except rather than being disconnected they
   v. then receive treatment (iii).

l) The Vendor must provide each agent and supervisor a Personal Identification Number when initializing the ACD service.

m) The ACD service must provide the capability to deliver pre-recorded messages to callers on arrival in an ACD queue and periodically while waiting in queue.

n) The ACD service must ensure that callers always hear the announcement message.

o) The ACD service must clear abandoned calls from the queue so that the agents are never presented with a disconnected call.

p) The ACD service must provide the capability to redirect calls to other designated back-up groups of agents.

q) The ACD service must provide the capability of routing calls to other call centres that may be in different time zones (for example, for incoming calls that arrive outside local business hours).
r) The ACD service must provide the capability for calls to be transferred from any agent position to any other local, any other group, or to a number external to the ACD system.

s) The ACD service must reroute calls that have been in the queue more than a pre-set time to a designated DN or to a voice mailbox.

t) The ACD service must provide the ability to program calls to be accepted by agents in either manual mode by agents or automatically under the control of the system.

u) The ACD service must provide the capability to distinguish between and assign priorities to various categories of calls, for example 1-800/888/866 toll calls and local trunk calls.

v) The ACD service must include all software and licensing requirements.

2.2.2.5.2 ACD Agent-specific features

a) The ACD service must display CLID and present this information on those agents’ telephone sets equipped with a display.

b) The ACD service must provide an electronic tone to an agent, to indicate that a call is about to be forced connected.

c) The ACD service must allow the Client the option of making the lines busy to all incoming calls.

d) The ACD service must provide a control facility requiring each agent to enter a personal identifier or login password, when coming on duty at the start of a work shift and requiring each agent to log out at the end of the work period.

e) An ACD agent on an active call must be able to record the nature of the call by entering a three digit number designated here as a call classification code.

f) The ACD service must allow a programmable period of time for completion of post-call work following a call, called a “not-ready state”, by automatically blocking further ACD calls to that agent’s position, after the caller disconnects.

g) The ACD service must allow the agents to make themselves unavailable to new ACD calls, or in a “not-ready state”, in order to complete post-call work: the feature must be activated/deactivated by the agent.

h) The ACD service must allow an agent to enter a “walkaway” code, which identifies the reason for placing the agent position in a not-ready state.

i) The ACD service must provide the capability for any agent to call a supervisor for help or consultation.

j) The ACD service must provide the capability for any agent to transfer calls to another agent on a different ACD number after consulting with this agent as with the “Call Hold with Consultation, Add-on and Transfer” feature described in Section 2.2.2.1.3 of this RFP.

k) The ACD service must provide the capability for any agent to signal an emergency call to the supervisor and to automatically turn on a recording device.

2.2.2.5.3 ACD Supervisor-specific features

a) The ACD service must allow a supervisor to call any agent.

b) The ACD service must allow a supervisor to force an agent position into call receiving mode, overriding the agent “not-ready” state.

c) The ACD service must allow the supervisor to answer an emergency call signaled by an agent.
d) The ACD service must display the number of active agent positions, the number of calls waiting in the incoming call queue, the number of calls logically queued against the group and the waiting time in seconds of the oldest call in queue.

e) The ACD service must allow a supervisor to monitor the status of all the agents in a group:
   i. number of agents busy on calls;
   ii. number of agents in idle state;
   iii. number of agents in “not-ready” state; and
   iv. number of agents logged out or in process of logging out.

f) The ACD service must allow a supervisor to divert new incoming calls from an ACD group to another.

g) The ACD service must allow a supervisor to go into a “transition to night service” mode so that by calls in the queue are answered by the agents still logged in while any new incoming calls are given the night service treatment.

h) The ACD service must provide a secondary number on the supervisor’s set to answer calls from agents.

i) The ACD service must provide real-time information on the agent via a visual indicator.

j) The ACD service must allow the supervisory positions to observe the status of an agent position, whether it is logged out, active on an ACD call, ready to take a call, in not-ready state, on a secondary DN outcall or incoming call.

k) The ACD service must allow a supervisor to confer with an agent call immediately, which is used typically in emergency situations.

l) The ACD service must allow the monitoring of calls on a continuous basis for some business applications and/or periodic sampling, for training, and for quality control, by the call centre supervisors, service team leaders and instructors as required.

2.2.2.5.4 ACD Management Information System (MIS)

a) The ACD service must provide different access rights and restrictions for agents, managers and supervisors, to access the ACD management and administration systems for service reports and to make changes to other operational information.

b) The Vendor must provide MIS information to Clients that have their own CPE MIS and/or as part of the Per Agent position through a link for the Client’s use.

c) The MIS must allow Clients to obtain reporting information on time intervals of 30 minutes.

d) The Vendor must initialize security passwords.

e) The MIS must provide the capability to manage and to produce agent historical performance reports separately for each organizational work area, as well as for each agent.

f) The MIS must provide the capability to establish and maintain call classification codes and to generate call statistics based on the call classification codes.

g) The MIS service must provide the capability for calls to flow automatically from one queue to other queues when not answered within target delay times.

h) The MIS service must provide the capability to adjust the MIS queuing parameters such as the call waiting and delay thresholds.

i) The MIS service must allow agents to be allocated to or de-allocated from the queue and agents to be reallocated from one queue to another.

j) The MIS service must provide the ability to program and change the call handling priorities for each queue.

k) The MIS service must provide supervisors with the ability to adjust the call handling priorities.

l) The Vendor must provide an MIS capability to allow effective queue control and operation by reassigning agents, changing queue thresholds and sizes.

m) The MIS must provide the capability to display and to reconfigure the MIS function so that:

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i. any agent position can be removed from or made available for taking incoming calls;
ii. any agent position in a back-up group can be made available or unavailable for MIS calls; and
iii. any agent position can be removed from one group/queue and relocated in another group/queue without physically moving the agent.

2.2.2.5.5 ACD System Interfaces

a) The Vendor must provide system interfaces that will enable enhanced computer telephony integration (CTI) type features and capabilities in order to interconnect and be integrated with computer applications of the Clients using the American National Standard Institute (ANSI) T1S1 SCAI standard.
b) The Vendor must provide the CTI interface on the facility between the Central Office and the Client’s premises on either TCP/IP network interface appearing on a digital channel service, digital private line service or access to Frame Relay service.
c) The Vendor must provide a link at a minimum of 3 kilobytes per second and, at the Client’s request, provide upgradeable increments of 1 kilobyte per second at a minimum.

2.2.2.5.6 ACD Per Agent Service

a) The Vendor must provide a fully managed ACD (Per Agent) service. The intention is to enable Clients to use this ACD service and supply their own agents with no direct hands-on management or administration of an ACD system.
b) The Vendor must provide all the required facilities to manage the ACD service for up to 24 hours/365 days, including maintenance and support.
c) The Vendor must administer security passwords and dial access privileges.
d) The Vendor must provide daily reports by facsimile or electronically, as requested by the Client, of historical information that is required to manage the operation of the call centre effectively. The nature of these reports must be negotiated with the Clients at the time of service subscription.
e) The Vendor must provide Clients the following capabilities, to be accessible via an ASCII terminal provided by the Client:
   I. displaying historical reports;
   II. displaying near real-time monitoring information; and
   III. performing load management.
f) The Vendor must make available, at a minimum, the following standard reports at the frequency specified below – blanks in the table mean that reports are not required. The Vendor must provide to Clients as part of the ACD per agent service the reports indicated with **. In addition to these reports, the Vendor must make available to Clients all the other reports listed below on an as-requested basis.

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<th>Report Name</th>
<th>Current Date</th>
<th>Current Week</th>
<th>Current Month</th>
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<th>Previous Week</th>
<th>Previous Month</th>
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<tr>
<td>LOB agent/group report</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>LOB graphic report</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Close Key Walkaway (CKW) Report</td>
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<td>CKW summary report</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>CKW detail report</td>
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<tr>
<td>CKW agent/group report</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### 2.2.2.5.7 ACD Design Requirements

a) The Vendor must provide a Service Representative that will meet with the Clients to determine their ACD requirements.
b) The Vendor must design the necessary translations to support each Client’s individual ACD requirements.
c) The Vendor must advise OCIO of any improvements that affect ACD Service, including technological, administrative, commercial or other types of improvements. The price for these improvements will be negotiated on a case-by-case basis. Any improvements that affect ACD Service must only be provided following approval in writing by the Director of Service Management.

### 2.2.2.5.8 ACD Service Performance Levels

a) The Vendor must, notwithstanding Section 2.2.5 Service Levels, use all reasonable means possible to resolve a trouble report associated with the ACD service as follows:

i. Urgent Priority – trouble resolved within 2 hours;
ii. High Priority – trouble resolved within 4 hours;
iii. Medium Priority – trouble resolved within 12 hours; and
iv. Low priority – trouble resolved within 24 hours.

b) The Vendor must, notwithstanding Section 2.2.5 Service Levels, until a trouble is resolved, provide service updates to the originator of the trouble report, or to a representative of the Minister if the trouble report is originated by the Vendor, as follows:

i. Urgent Priority – every 15 minutes;
ii. High Priority – every 30 minutes;
iii. Medium Priority – every 12 hours; and
iv. Low priority – every 24 hours.
2.2.3 **Local Voice Requirements – Unified Communications (UC) / VoIP**

The Province seeks a Vendor that can provide a hosted Unified Communications solution, and specifically a Voice over Internet Protocol (VoIP) option, that will work with and supplement the Vendor’s proposed Centrex service. The VoIP service must include, but not be limited to;

a) The VoIP service must integrate with the Province’s chosen UC solution, and allow for calls to be made and conducted from the Province’s UC solution. This ability will include call control. The Province's current UC solution is Microsoft Lync 2010.

b) The VoIP solution must be available as a standalone solution, or be able to be integrated with various manufacture UC solutions, for use by MASH Sector entities, which are not part of the Province’s MS Lync 2010 environment, or have selected another UC solution.

c) The VoIP solution must meet all the requirements specified in Section 2.2.1 of this Request for Proposals (RFP).

d) The VoIP solution must integrate with, support, and maintain the current dialing plan.

e) The VoIP solution must provide four-digit dialing between facilities that presently have Centrex four-digit dial.

f) The VoIP solution must provide Enhanced 911 service.

g) Calls made between parties both using the Vendor’s VoIP service will incur no long distance charges, regardless of their locations.

h) The VoIP solution must support both IP Phone sets and IP Soft phones.

i) The VoIP solution must allow for call forwarding, both inside and outside of the system.

j) The VoIP solution must allow for call routing, call transfer and redial.

k) The VoIP solution must provide Caller ID for both the caller and receiver; provided the caller and receiver have this feature enabled on their phone.

l) The VoIP solution must be hosted from within Canada, and preferably within Nova Scotia.

m) The Vendor will work with OCIO’s Network Management group, as well as the Province’s contracted Network Manager, to assist in enabling Quality of Services (QoS), on the Province’s Local Area Networks (LAN) and Wide Area Network (WAN), for the VoIP solution.

n) Any network connectivity supplied to the Province as part of the service will include service levels for jitter, latency, packet loss and network availability, along with specific service levels for call quality metrics.

2.2.3.1 *Hosted VoIP Features*

a) The VoIP solution offered must be offered in separate bundles of features. The bundles would include but not be limited to;

i. “Basic Service” includes:
   - Telephony
   - Basic features
     - Call forward
     - Class of restriction (e.g. limit long distance)
     - Directory dial from phone
     - Last number redial
     - Caller ID

ii. “Standard Service” includes:
   - Includes “Basic Service” as defined above
   - Soft phone
   - Ability to work with a desk set and/or soft phone
   - Mobile integration
   - Web based call manager
• Call control
• 3-way calling
• Call transfer
• Call hold & retrieve
• Call park & pickup
• Call status per line
• Call waiting & retrieve (*with configurable audible alerting)
• Calling Line Identification (CLID)
• Anonymous Call Rejection
• Direct Inward Dial (DID)
• Directory dial from phone - corporate & personal
• Directories of missed, placed & received calls stored on selected IP phones
• Distinctive ring per line appearance
• Distinctive ring per phone
• Hypertext Markup Language (HTML) help access from phone
• Message waiting indication
• Music-on-hold
• Mute capability from speakerphone & handset
• On-hook dialing
• Recent dial list - calls to phone, calls from phone, autodial & edit dial
• Speed dial - multiple speed dials per phone
• Station volume controls (audio, ringer)
• User-configured speed dial & call forward via web access
• Web services access from phone

b) In addition to the service bundles above, the VoIP solution must have the following features, which would be available as a separate chargeable item, available on a monthly subscription basis;
   i. Voicemail
   ii. Conference bridge
   iii. Reservationless Conference Bridge
   iv. Fax to Email
   v. MADN (multi appearance directory numbers)
   vi. Multi-line
   vii. Unlimited Canadian Calling
   viii. Unlimited North American Calling

2.2.3.2 Unified Communications

b) For Provincial Government locations that are not part of government’s MS Lync solution, or for MASH sector entities who have not chosen a specific UC solution, or a solution other than MS Lync, the Vendor must provide options for an UC solution. These options must include, but not be limited to;
   i. Presence;
   ii. Instant Messaging;
   iii. Desktop and/or web based video conferencing;
   iv. Web conferencing;
   v. Video Collaboration; and
   vi. Voicemail integration into email programs (such as Outlook).

c) Options for Unified Communications will be provided on an optional monthly recurring basis, and will include any required licensing charges.
2.2.3.3  Hosted UC Features

a) The UC solution must integrate with the VoIP solution.

b) The UC solution must allow the organization subscribing to the service the option of federating with trusted partners, who are also subscribers of the vendor’s services.

c) The UC solution must include a software UC interface, which will provide but not be limited to the following features:
   i. Click to call
   ii. Click to email
   iii. Calendar integration
   iv. Email integration
   v. Mobility client

d) The UC solution must have, but not be limited to, the following features, which would be available as a separate chargeable item, available on a monthly subscription basis;
   i. Presence
   ii. Instant Messaging
   iii. Collaboration (Desktop and document sharing)
   iv. Video calling
   v. Desktop Video Conferencing

e) The UC solution must support, but not be limited to, the following desktop and mobile Operating Systems;
   i. Windows
   ii. Mac OS
   iii. BlackBerry
   iv. iOS
   v. Android

2.2.3.4  Unified Messaging

a) Any proposed UC / VoIP solution must integrate with and support the Vendor’s proposed Voicemail solution, meeting the requirements specified in Section 2.2.1.2 of this RFP.

b) The Province is presently migrating users to a MS Exchange email platform. MS Exchange, has the ability to be used as a Unified Messaging platform. The Province at this time has no firm plan to migrate voicemail requirements to MS Exchange, but will continue to test this option, and may move users to this platform during the period of any contract resulting from this RFP.

2.2.4  Other Services

a) Telephone Directory Services

i. The Province has a requirement that certain government telephone numbers are listed in both white the blue page section of all eight directories presently printed and distributed throughout the Province by a third party. The Vendor will be responsible for co-ordinating with both the Service Management Group and the third party contractor for the data collection and creation of the government blue pages.

ii. The Vendor will ensure that White Page directory listings only appear for the numbers and names of organizations and persons that are specified by Service Management.
iii. The Vendor will be responsible to arrange and coordinate the delivery of telephone books to provincial government offices, across the province.

b) Operator Services

i. The Province requires 7x24 live answer for the dial “9-0” function;
ii. Special needs; for users with hearing, speech, visual or motion disabilities; and
iii. Automated operator service; for placing collect, calling card and third number billed calls without the assistance of an operator.

c) Directory Assistance Services

The Vendor must provide local and long-distance directory assistance services.

d) Text-Telephone (TTY)

The Vendor must provide TTY service that enables hard of hearing and deaf people to communicate with hearing people (and vice versa) anywhere in the world by telephone using a Text-telephone (TTY). The TTY service must allow the deaf to communicate with non-TTY users via an operator relay service. Specially trained operators connect the two parties and, when the calling party’s message is received, the relay operator types it on a computer terminal. The message will then appear on the deaf person’s TTY function or, if the deaf person is sending the message, the operator will relay it verbally to the hearing person. The same procedure is followed when the called party replies.

2.2.5 Service Levels

2.2.5.1 Local Voice Services (LVS)

The Vendor will be required to enter into a Service Level Agreement regarding the provision of LVS. The following describes the Province’s service level expectations which the Vendor must be prepared to meet subject to negotiations that may result in mutually agreeable changes.

a) The Vendor shall provide details of performance and values of measurements to the CIO under a non-disclosure agreement. The Vendor will provide this information no later than 30 days after a request by the CIO.

b) The Vendor shall ensure that the operational performance of the LVS meets the standards for quality of service indicators defined in Telecom Decision CRTC 97-16, Appendix A.1, or any decision that supersedes or supplants this decision.

c) The LVS shall have an average availability of 99.999% per station, including all equipment up to the demarcation point and excluding building wiring beyond the demarcation point and excluding the telephone set. Availability on a per station basis is calculated as 100% minus the percentage of allocated outage. The allocated outage budget per station per year is the sum of the time that this particular station is unavailable per year, plus the total service outage per year. Total service outage per year is defined as more than 20% of stations in a given location (city or town) losing service simultaneously for any reason (even if this particular station is part of the 80% still operational during the service outage). The availability per station is then averaged over all stations of the service.
For example, if on an annual basis (where one year = 8,760 hours) station outage time is ‘X’ hours and total service outage is ‘Y’ then:

\[
\text{Availability Per Station} = 100 \left( \frac{8760 - X - Y}{8760} \right) \%
\]

To meet the criterion of 99.999% average availability, the total outage time \(X + Y\) per year averaged over all stations shall be no more than 5 minutes.

Note: Availability is calculated based on major failures for the switching equipment, the Vendor component of the cable plant, up to the demarcation point. A major outage is declared when one of the following actions occurs:

i. The service as a whole is inoperative;
ii. An excess of 15% of the stations in a single consolidation is inoperative, where there are 100 or more stations;
iii. An excess of 30% of the stations in any single building are inoperative, where there are 50 or more stations; or
iv. Any of the mandatory system features is inoperative.

A minor outage is declared when any unit of service is inoperative, for example, a single station, or a station feature.

d) The Vendor shall report on a monthly basis, the service availability, including the trend for the previous three months, up to the date of the report.

e) The Vendor shall cooperate with the Province through the Nova Scotia Emergency Measures Organization in the restoration priorities system to restore selected essential services in a predetermined order of precedence in case of emergency.

2.2.5.2 Voicemail

2.2.5.2.1 Voicemail Availability

The Vendor shall provide a voice messaging service with an availability of 99.5%, per mailbox, calculated on an annual basis, including scheduled down time, where availability is defined as: 100% minus the percentage of allocated outage. The allocated outage budget per mailbox per year is the sum of the time that this mailbox is unavailable per year plus the total service outage per year, which is when more than 5% of the mailboxes lose service simultaneously for any reason. The availability is then averaged over all of the mailboxes on the service.

For example, if on an annual basis (where one year = 8760 hours) mailbox outage time is ‘X’ hours and total service outage time is ‘Y’ hours then:

\[
\text{AVAILABILITY PER MAILBOX} = 100 \left( \frac{8760 - X - Y}{8760} \right) \%
\]

To meet this criterion of 99.5% average availability, the total outage time \(X + Y\) per year averaged over all mailboxes in the service shall be no more than 220 minutes.

Note: Availability is calculated based on major failures of the Vendor’s voicemail service.

2.2.5.2.2 Voicemail Password Resets

The Vendor must ensure that voicemail password resets shall be completed within one hour of request during local business hours and on a best effort basis other times.

2.2.5.2.3 Voicemail Restoration Times

a) The Vendor must maintain a restoration time for major service element outages of two (2) hours during normal business hours and six (6) hours outside of normal business hours.
b) The Vendor shall maintain a restoration time for minor outages four (4) hours during normal business hours and twelve (12) hours outside of normal business hours.

c) The Vendor shall produce a monthly report of all outages. This report will include the restoration time that is calculated from the time the problem is reported to the Vendor until the time the full functionality of the service has been restored to the subscribers. The response time will be used to calculate the service availability.

2.2.6 Hardware

2.2.6.1 Current

The Province of Nova Scotia presently owns all of the telephone sets that are in use (refer to Appendix D). The current Vendor is responsible for inventory control, warehousing, refurbishing, and delivery of both telephone sets and accessories. Weekly status reports are provided to CIO for use in inventory management. The Vendor is also responsible for picking up sets taken out of service and these sets are then refurbished and returned to inventory.

2.2.6.2 Requirements - Centrex

2.2.6.2.1 Centrex Telephone Sets

a) If a Vendor’s switching technology is not compatible with the Province of Nova Scotia’s existing telephone sets, the Vendor will be required to exchange the existing equipment with equivalent sets that are compatible. These new replacement sets will become the property of the Province.

b) All sets provided through the contract resulting from this RFP process shall be guaranteed for either the duration of this contract or for the duration period of a standard warranty whichever period is the longest.

c) The vendor will be responsible for inventory control, warehousing, refurbishing, and delivery of both telephone sets and accessories. Weekly status reports are to be provided to CIO for use in inventory management. The vendor will also be responsible for picking up sets taken out of service and these sets are to be refurbished and returned to inventory.

d) Pricing for additional sets is to be included in the financial section of the bidder’s response.

2.2.6.2.2 Standard Centrex Telephone Sets

a) The Vendor shall provide standard telephone sets, which are compliant with the requirements, described below. Existing sets may be reused where appropriate. All new standard sets must have the following features and characteristics:

i. DTMF signaling;

ii. Compatible with hearing aids equipped with a telecoil;

iii. Message waiting lamp;
iv. Dedicated button to release the line;
v. Dedicated hold button;
vi. Visual ringing indicator;
vii. Dedicated last number redial button;
viii. Headset connectivity;
ix. Minimum of six memory dial buttons.

b) No feature shall be activated by a timed depression of a button by the user, for example: the user will not have to depress the switch-hook for a specific duration.
c) The standard telephone sets shall provide the ability to select among at least four (4) ringing types or cadences.

2.2.6.2.3 Centrex Business Sets

a) The Business Sets shall be equipped with standard, non-proprietary interfaces. The Business Sets shall exhibit a Mean Time Between Failure of at least 25,000 hours.
b) The Vendor must provide business telephone sets with four levels of features and characteristics: basic business set, enhanced business set, multi-line business set and secretarial/executive business set.
   i. Basic Business Set: the basic business set must have all the features and characteristics of the standard telephone set as described above, plus a minimum of six programmable buttons that can be assigned for specific features such as call forwarding, ring again or group intercom. These buttons must have visual indicators that show feature activation.
   ii. Enhanced Business Set: the enhanced business set shall have all the features and characteristics of the basic business set as described above, plus the following:
      a) Hands-free operation
      b) An alphanumeric display with a minimum of two lines by 24 characters
   iii. Multiline Business Set: the multiline business set shall have all the features and characteristics of the enhanced business set as described above, plus the capability to support four lines.
   iv. Secretarial/Executive Business Set: The secretarial/executive business set must have all the features and characteristics of the multiline business set as described above, except that it shall have a minimum of ten programmable buttons that can be assigned to specific features. In addition, it must have the capability to support add-on modules.
c) Business sets with multiple lines (multiline and secretarial/executive sets) shall allow the user to select distinctive ringing for each individual line appearing on the set.

2.2.6.2.4 Sets Programmed for Automatic Call Distribution (ACD) Agents

a) The Vendor must offer a set with at least the following capabilities to support the ACD Agent functionality described in this document:
   i. An alphanumeric display;
   ii. Multiline capability;
   iii. Programmable keys for single key feature access;
   iv. The ability to answer calls without agent action;
   v. An audible indication other than a bell for incoming calls;
vi. A volume adjustment for the set’s ringer/audible alert; and
vii. Display the type of call being presented including the trunk name, name
and/or extension calling.

b) The Vendor’s shall offer agents the option of using either headsets for hands free
operation or handsets.

2.2.6.3 Requirements VoIP/UC

2.2.6.3.1 VoIP Telephone Sets

a) All VoIP sets provided through the contract resulting from this RFP process must be
non-proprietary, and must be SIP (Internet RFC-3261) compliant.

b) All VoIP sets provided through the contract resulting from this RFP process shall be
guaranteed for either the duration of this contract or for the duration period of a
standard warranty whichever period is the longest.

c) All VoIP sets provided through the contract resulting from this RFP process must
support both Power Over Ethernet (POE) and AC as power options.

d) The vendor will be responsible for the supply, and delivery of both telephone sets
and accessories. Weekly status reports are to be provided to CIO for use in
inventory management. The vendor will also be responsible for picking up Centrex
sets taken out of service and these sets are to be refurbished and returned to
inventory.

e) Pricing for sets is to be included in the financial section of the bidder’s response.

2.2.6.3.2 Standard VoIP Telephone Sets

a) The Vendor shall provide standard VoIP telephone sets, which are compliant with the
requirements, described below. If the Vendor’s Hosted VoIP Service can use existing
Centrex sets, existing sets may be reused where appropriate. All new standard sets
must have the following features and characteristics:

   i. Compatible with hearing aids equipped with a telecoil;
   ii. Message waiting lamp;
   iii. Dedicated button to release the line;
   iv. Dedicated hold button;
   v. Visual ringing indicator;
   vi. Dedicated last number redial button;
   vii. Headset connectivity;

b) No feature shall be activated by a timed depression of a button by the user, for
example: the user will not have to depress the switch-hook for a specific duration.
c) The standard VoIP telephone sets shall provide the ability to select among at least four (4)-ringing types or cadences.

2.2.6.3.3 VoIP Business Sets

a) The VoIP Business Sets shall be equipped with standard, non-proprietary interfaces. The Business Sets shall exhibit a Mean Time Between Failure of at least 25,000 hours.

b) The Vendor must provide IP business telephone sets with four levels of features and characteristics: entry-level business set, enhanced business set, professional set and executive business set.

i. **Entry-level Business Set**: the entry-level business set must have all the features and characteristics of the standard telephone set as described above, plus a minimum of single button access to call conferencing, call transferring, redial and call log lists with 6 programmable features and 3 soft keys. These buttons must have visual indicators that show feature activation.

ii. **Enhanced Business Set**: the enhanced business set shall have all the features and characteristics of the entry-level business set as described above, plus the following:
   a. Hands-free operation
   b. 12 programmable features

iii. **Professional Business Set**: the professional business set shall have all the features and characteristics of the enhanced business set as described above, plus the capability to support multiple lines, enhanced display, and enhance CODEC support.

iv. **Executive Business Set**: The executive business set must have all the features and characteristics of the professional business set as described above, it must have the capability to support add-on modules, and an enhanced display.

2.2.7 Support (Training, Maintenance & Repair)

2.2.7.1 Client Training Requirements

a) The Vendor shall provide full "hands-on" training in the use and operation of the LVS, for the specific aspects of the service listed below, as required prior to, during, and after cutover of the new service. Specific training is to be provided for the following aspects of the all LVS as defined in this Functional Specification:

i. All LVS, including an overall service overview, business system features, station equipment, and Telemanagement overview;

ii. Voicemail Service, including an overall service overview, operational parameters, functions, and system capabilities;

iii. UC/VoIP Service;

iv. Standard ACD Service; and
v. **ACD Workstation Service.**

For the purposes of this Technical Specification, “hands-on” training means that the Vendor shall use the same models of equipment including the same features and capabilities that are being provided under the terms of the contract, for their training programs. If the Vendor uses traditional LASs room training, the same models of equipment and features must be used in the LASs rooms. If the Vendor uses an alternative method to provide training, then the Vendor’s training materials, techniques and documentation are to be based exclusively on the same models of equipment including the same features that are being provided under the terms of the contract.

b) The Vendor must furnish, install, and remove (after training has been completed) all LVS related equipment and accessories necessary for training.

c) For all training requirements, the Vendor is to provide training sessions and training materials as required unless specified otherwise.

d) The Vendor shall provide all course outlines for pre-approval by the Service Management Group.

e) Implementation User Training is defined as the training necessary during the initial service cut over following contract award. The Vendor is encouraged to propose innovative ways of providing training, which will use new delivery vehicles, such as web based. This alternative method shall provide a means for the users who are taking the training, to address questions arising from the course and receive answers, interactively, in real time. Further, the Vendor’s training materials, techniques and documentation shall be based exclusively on the same models of equipment including the same features that are being provided under the terms of the contract resulting from this RFP process.

f) Training is to be made available for all users of the LVS as follows:
   i. As close as possible to the implementation date. The elapsed time between the availability of training and the respective implementation date is to be no longer than three (3) weeks; and
   ii. Follow-up training shall be available for thirty (30) calendar days after the implementation date.

g) The training shall be done in individual groups of no more than twenty-five (25) people at any one time, unless it can be demonstrated to the satisfaction of the Service Management Group that the use of advanced techniques in large facilities would be more effective.

h) At Contract award, the Vendor shall provide descriptions of each of the above training courses including:
   i. Content overview;
   ii. Duration;
   iii. LVS size;
   iv. Presentation aids and tools;
   v. Hand out material;
   vi. Instructor skills; and
   vii. Off the shelf availability.

2.2.7.2 **Technical Training Requirements**
a) The Vendor shall conduct technical training for the Service Management Group and any other clients identified by the Service Management Group, at any time up to the date of implementation and thereafter on a request basis of up to two sessions in any 12-month period, during the Contract period. This Technical Training will provide the Service Management Group and designated employees with knowledge of the following:

i. Functions of components and sub-components;
ii. Service supporting platform (“System”) architecture and inter-working between components;
iii. System capacity and capabilities;
iv. Data handling methodology and capabilities;
v. System software;
vi. Inter-working with other systems and with common carrier facilities;
vii. Troubleshooting (diagnostic) procedures;
viii. Telemanagement system functionality

b) Class size is to be limited to 8 students maximum.

c) Planning and scheduling of the Technical Training Sessions is to be the joint responsibility of the Service Management Group and the Vendor.

d) The Vendor is to provide post-implementation training, consisting of any necessary follow-up training for all LVS users at the request of the Service Management Group. This training must be appropriate for new employees as well. The Vendor shall be available to provide this Post-Implementation training. This training is required to be available beginning approximately one month following service implementation. This training is to be done in-groups of no more than eight (8) individuals. Post-Implementation training sessions shall be done according to the topics outlined for implementation user training above. The post-implementation training shall be updated continuously to include all LVS upgrades and enhancements.

2.2.7.3 Training Documents For Users

a) During the training sessions the Vendor is to make available training materials for each attendee. These materials may be in hard copy format if appropriate, for example, workbooks. The Vendor must provide to the Service Management Group, prior to the commencement of training, electronic copies of each of the training materials. The Vendor shall provide all document updates and revisions for distribution to the users, subject to approval by the Service Management Group before being finalized and distributed.

b) Reproduction Rights
The Service Management Group shall have the right to reproduce, in whole or in part, any of the training documents identified for use by the Province of Nova Scotia.
2.2.7.4  Service Levels

a) The Vendor will ensure that the operational performance of the LVS meets standards set by the Service Management Group for certain measures. The measures and standards to be met are listed in the table below.

b) In addition, the Vendor shall provide a quarterly report to the Service Management Group for the measures indicated with a “Yes” under “Report required” in the table below.

<table>
<thead>
<tr>
<th>Measures</th>
<th>Standard</th>
<th>Report Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Installations completed as per the Performance Requirements</td>
<td>99.5%</td>
<td>Yes</td>
</tr>
<tr>
<td>% Installation appointments met (to process Hard MACs)</td>
<td>99.5%</td>
<td>Yes</td>
</tr>
<tr>
<td>Held orders/100 stations (because of facility shortages)</td>
<td>3.3% or less</td>
<td>Yes</td>
</tr>
<tr>
<td>Out-of-service trouble reports cleared within 24 hours</td>
<td>99.5%</td>
<td>Yes</td>
</tr>
<tr>
<td>Repair appointments met</td>
<td>99.5%</td>
<td>Yes</td>
</tr>
<tr>
<td>On-time activation of translations</td>
<td>90% or more</td>
<td>No</td>
</tr>
<tr>
<td>Repair service interval</td>
<td>Major - 4 hours</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Minor - 8 hours</td>
<td></td>
</tr>
<tr>
<td>Repeat troubles</td>
<td>&lt;0.5%</td>
<td>No</td>
</tr>
<tr>
<td>Installation commitments met (to complete Hard MACs)</td>
<td>99.5%</td>
<td>No</td>
</tr>
<tr>
<td>Dial tone delay &lt; 3 sec. Under all traffic condition</td>
<td>98.5% or more</td>
<td>Yes</td>
</tr>
</tbody>
</table>

c) If any measure fails to meet its standard value for 3 consecutive months or for 7 out of 12 consecutive months, the Vendor will immediately initiate an investigation and provide a response in writing to the Service Management Group within 30 days indicating:
   i. An explanation of the cause of the quality degradation; and
   ii. An action plan describing how the Vendor intends to rectify the situation within the next 30 days and prevents it from recurring.

d) The following table summarizes the performance requirements that must be met for “Soft MACs” once the requisition is received by the vendor via the agreed upon “base media”. When “Soft MACs” are submitted using the application (to be named later), the transactions will be deemed to have been executed immediately in “real time”.

<table>
<thead>
<tr>
<th>Number of Changes</th>
<th>Completion Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 - 25 changes</td>
<td>Within 24 hours of receipt of the requisition*</td>
</tr>
<tr>
<td>26 - 50 changes</td>
<td>Within 36 hours of receipt of the requisition *</td>
</tr>
<tr>
<td>Over 50 changes</td>
<td>Within 48 hours of receipt of the requisition *</td>
</tr>
</tbody>
</table>

*Exclusive of weekends
e) The following table summarizes the performance requirements that must be met for “Hard MACs”:

<table>
<thead>
<tr>
<th>Number of Changes per Request</th>
<th>Required completion Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>- 01 – 05 stations**</td>
<td>- Within 3 business days *</td>
</tr>
<tr>
<td>- 06 – 14 stations</td>
<td>- Within 5 business days *</td>
</tr>
<tr>
<td>- 15 – 25 stations</td>
<td>- Within 10 business days *</td>
</tr>
<tr>
<td>- 26 – 50 stations</td>
<td>- Within 15 business days *</td>
</tr>
<tr>
<td>- Over 50 stations</td>
<td>- Within 20 business days *</td>
</tr>
<tr>
<td>- Digital and E&amp;M trunks, PRI, and SMDI to equipment located on customer premises</td>
<td>- Within 6 weeks</td>
</tr>
</tbody>
</table>

* Begins the day after the request is received by the Vendor
** including analog lines and BRIs

f) From time to time, circumstances will arise where the Province of Nova Scotia will request an exemption from the schedule noted above The Vendor will process urgent requests as a priority, for example emergency requests.

2.2.8 Administration & Security

2.2.8.1 Requirements

a) The LVS will be managed utilizing both in-house and vendor provided electronic Telemanagement tools that provides the user with the capability to electronically place orders with the Vendor and receive billing and reports from the Vendor on a regular basis.

b) The Vendor’s provided electronic Telemanagement tool must allow authorized staff of the Service Management Group to view the programming information of individual lines.

c) The Vendor’s provided electronic Telemanagement tool must allow authorized staff of the Service Management Group to view detailed billing information of individual lines.

d) The Vendor shall only accept requests for services from staff in the Service Management Group.

e) The Vendor’s provided electronic Telemanagement tool must allow authorized staff of the Service Management Group to electronically place service requests.

f) The Vendor’s provided electronic Telemanagement tool must allow authorized staff of the Service Management Group to electronically place orders for services and hardware.

g) The Vendor shall use a four-level accounting system for orders and billing: the three levels shall be: the Province name, account codes within the Province, responsibility centres within each account code, and one additional level as determined by the Service Management Group. The Vendor is to provide technical support for all aspects of the Telemanagement service that they provide.
2.2.8.2 System Functionality

a) The Service Management Group will provide all the information associated with a service requisition, and the Vendor will execute all activities in order to fulfill the requests.

b) The ordering procedures are to be based on common textual English. Specifically, the procedures will allow the Service Management Group to decide if and when to use specialized codes and the Vendor shall not require the user to have specific knowledge on how to configure the requested service.

c) The Vendor shall receive orders by the means selected by the Service Management Group and shall confirm those orders through the same means, by which it was received, making reference to the Service Requisition number.

d) The same telemanagement tools will be used to order and receive configuration “dumps” of ACD stations and Voice Mailboxes.

e) The Vendor shall execute these orders, including any physical work required on the client’s premises. The Vendor will be responsible for making all necessary arrangements with any other parties to fulfill all orders, for example: for the building cabling.

f) On large orders, mutually agreed by the Service Management Group and the Vendor, the Vendor will provide progress reports at the frequency required by the Service Management Group.

2.2.8.2.1 Monthly MAC Activity Reports

a) The Vendor shall provide to the Service Management Group reports representing monthly MAC activity, at the following intervals:

i. The period will be from the first day of the month to the last day of the month, every month;

ii. The file shall be available from the first day of the following month; and

iii. The Vendor is to provide this data as a “flat file” in ASCII format, with the data fields delimited, as defined in the Vendor’s supporting documentation.

b) The content and format of this file will be determined during contract negotiations.

2.2.8.2.2 Voicemail System Reports

a) The Vendor must provide the quarterly reports containing:

i. The mailbox number;

ii. The revert to operator telephone number;

iii. The class of service of each mailbox; and

b) The Vendor must provide these reports in electronic format when appropriate.

2.2.8.2.3 Billing and Inventory

a) The Vendor must provide monthly, in electronic format, timely, accurate data according to the data specification provided in Appendix F for use by the province in internal billing.

b) Electronic billing information will be formatted to allow the Service Management Group to generate billing reports by sorting billed items using phone numbers, station addresses.
and locations, Bill Codes, responsibility centre numbers, and names or codes as sorting keys.

c) The following remedies will apply if an electronic file is not received in the format outlined in 2.2.8.1.4 a) above;
   
i. First occurrence in a calendar year – letter to supplier documenting warning that data extract did not meet outlined requirements.
   
ii. 2nd occurrence in calendar year – Supplier to credit CIO for 2% of that month’s total invoice.
   
iii. 3rd occurrence in a calendar year – Supplier to credit CIO for 10% of that month’s total invoice.
   
iv. 4th occurrence in calendar year – Supplier to credit CIO for 20% of that month’s total invoice, and cause for termination of agreement.

2.2.8.3 LVS Physical Security

a) The Vendor must have physical security features as part of the service, such as coded access entrances, facility surveillance and detection systems, visitor escort procedures, personal identification and alarm systems.

2.2.8.3.1 LVS Infrastructure Security

a) The Vendor shall proactively protect against malicious threats that deny service and thus reduce availability of the contracted service. The Vendor will protect the government's information during transmission from disclosure to unauthorized persons. The Vendor will provide confidentiality protection for sensitive information such as billing data, service performance statistics, and LVS network vulnerabilities. The Vendor shall protect the government's information from unauthorized modification during transmission.

b) The Vendor must provide access controls to protect the LVS network management systems and switching systems from attacks via publicly accessible ports on end devices or from ports on end devices that may be accessed via the PSTN (e.g., maintenance ports). The Vendor shall provide access controls to ensure that only authorized Vendor personnel and the Service Management Group authorized personnel have access to the LVS network management information.

c) The Vendor will take responsibility for identifying, reporting, and resolving all security violations and breaches. The Vendor shall report all security breaches to the Service Management Group. The Vendor will assist the government in any criminal investigations resulting from a security breach.

d) The Vendor shall provide audit and alarm mechanisms that log all security-related events and report critical events to authorized users and the Service Management Group immediately.

e) The Vendor shall provide protection for the databases and information processing systems that are critical for the continuous, reliable operation of services covered by this contract. The Vendor will provide protection against unauthorized access by external communications means, whether from authorized or unauthorized terminals.

f) The Vendor shall protect its facilities from entry by unauthorized persons.

g) The Vendor will establish security procedures, including:
i. Procedures for achieving division of responsibilities relative to the access to the government's private databases and information; and

ii. Procedures to prevent fraudulent use of government information or services paid for by government.

h) The Vendor shall establish a procedure to trace malicious calls when reported by the Service Management Group. The procedure will be initiated by calling a specific phone number or by dialing an access code.

2.2.8.3.2 **Voicemail and IVR System Security**

The Vendor shall implement systems and procedures to prevent unauthorized access to the information being processed by, transmitted through, or stored in voice messaging and IVR systems.

2.2.9 **Transition/Implementation Requirements**

a) The vendor is required to use sound business practices acceptable to the Province to plan and perform the implementation activities necessary to bring the service into a full operational state within no more than 9 months of the signing of the contract.

b) The Vendor is to provide a plan and schedule for implementation of the Local Voice services acceptable to CIO within 2 months of the signing of the contract.

c) The Vendor must ensure that all awarded Province of Nova Scotia numbers are transferred successfully to their service.
3.0 Administrative and Legal Requirements

3.1 Nova Scotia ‘Request for Proposal’ (NSRFP) Form

As noted on the front page of this specifications document, the NSRFP Form is the first two pages of the file that is downloaded from our public Web site. It should be completed, signed and included in the proposal.

Instructions on how to complete this Form are available online at:


3.2 Business Registration

Law requires all businesses operating in Nova Scotia to register with the Registry of Joint Stock Companies except:

- New Brunswick corporations and NB partnerships/business names registered in New Brunswick
- Individuals or partners using only their personal names without a descriptive element or attachment such as ‘and Associates’

The status of a proponent’s business registration does not preclude the submission of a proposal in response to any tender. A proposal can be accepted for evaluation while a tender is open, regardless of (i) whether the company is registered, or (ii) whether its business registration is in good standing (i.e.: status is ‘active’). However, a problem can arise at the time of award if either of these conditions is not met.

Businesses that do not have a physical address in Nova Scotia are not required to register. However, you will be required to submit registration from your applicable Federal or Provincial jurisdiction.

You can find more information on the legislation requiring registration from:

http://www.gov.ns.ca/snsmr/access/business/registry-joint-stock-companies

3.3 Contract

After the evaluation, the successful proponent(s) will be expected to sign a contract that will constitute the legal agreement with the Province for this project and govern all aspects of the services to be delivered. It will incorporate the content of this RFP and the successful proposal, and any other relevant terms.

3.3.1 Contract Terms

This RFP is to result in the selection of preferred supplier(s) to provide the Local Voice Service circuits specified in Appendix A. The proponents will be required to act as the prime contact for their negotiated contract.

The Province intends to negotiate with the successful proponent(s) for a single contract that will include:

1. The requirements and specifications as defined in the Request for Proposal;
2. The proposal made by the successful proponent; and

3. Any documented additional commitments made by the successful proponent during Oral evaluations (see Section 5.4).

3.3.2 Declaration of Contract Intentions

As outlined in Appendix A, the proponent should prepare a declaration of its intentions regarding the contract. The declaration should be included with your bid as a separate document. Failure to include a completed declaration may be grounds for disqualification.

If the proponent wishes to request alterations to the standard services contract, these should be identified in the declaration. The extent of the deviations from the contract provided will be taken into account when evaluating proposals. The proponent who requests multiple and/or major changes to the contract risks having its score reduced. Therefore, requested alterations should reflect only those changes that the proponent considers to be vital.

It is the Province’s intention to negotiate a single contract with each successful supplier selected from this RFP process. The contract negotiations will include agreement on service levels and an implementation plan, Proponents will be required to enter into the form of contract generally described in Appendix B. The Province is prepared to negotiate terms of the contract but reserves the right, at its sole discretion, to terminate negotiations if the preferred proponent is not prepared to comply with the terms set out in Appendix B. Contract negotiations will not include any substantial alterations to the proposal made by the proponent that would have reduced the evaluation of the proponent’s proposal.

Proponents who wish to request alterations to the standard agreement provided in Appendix B must indicate these in their response. The extent of the deviations from the standard contract will be taken into account when the proposals are evaluated and these will be addressed during contract negotiations with the successful supplier. Proponents requesting multiple, major changes to the proposed contract risk having their score reduced, or being disqualified, so contract change requests should reflect only those which the proponent believes are vital to their ability to deliver the services as proposed.

If the Province is unable to reach a satisfactory agreement with any such Supplier within 90 calendar days of notifying a supplier that it has been selected, the Province may, at its sole discretion, either commence negotiations with the second highest scoring proponent or commence a new procurement process for the service in question.

3.4 Other Important Provisions

3.4.1 Asking Questions

The proponent is responsible for obtaining any needed clarification of the RFP requirements, while the RFP is open. Questions should be directed in writing to the
RFP Contacts identified. **Email is the preferred method of contact.** Verbal questions and responses that are not later confirmed in writing with the RFP Contacts will not be considered an official response.

Questions and responses that are deemed to materially affect the RFP requirements, project scope, time lines, etc. or to be of interest to all prospective proponents **may** be made available at the Province’s option. If so, this would be handled as an addendum while the RFP is open and made available for download from our tenders Web site at: [http://www.gov.ns.ca/tenders](http://www.gov.ns.ca/tenders).

### 3.4.2 Addenda and Addenda Acknowledgement

Proponents are responsible to ensure that they are aware of and have complied with any addenda issued by visiting the Procurement Services Web site at [http://www.gov.ns.ca/tenders](http://www.gov.ns.ca/tenders).

Responding to this RFP **may** require the acknowledgement of a specific addendum or multiple addenda as part of the submission. Acknowledgement requirements, whether optional or mandatory, will be defined in the addendum. The proponent must monitor for any addenda that may be issued during the full open period of the RFP.

### 3.4.3 Additional Phases of Work

If additional services are required, the Province reserves the right to amend any contract that may emerge from this RFP for provision of Local Voice Services. The Province also reserves the right to issue a subsequent tender for any new requirements identified. The decision whether to amend an existing contract or to issue a subsequent tender is at the sole discretion of the Province.

### 3.4.4 Constraints

The Province of Nova Scotia is required to comply with the ‘**Personal Information International Disclosure Protection Act**’ (PIIDPA; S.N.S. 2006, c.3). The Act creates obligations for the Province of Nova Scotia and its service providers when personal information is collected, used or disclosed. Requirements include limiting storage, access and disclosure of personal information to Canada, except as necessary or otherwise required by law. Provisions related to PIIDPA are included in contract, as reflected in section 3.3. Information about the Act is available online at: [http://nslegislature.ca/legc/statutes/persinfo.htm](http://nslegislature.ca/legc/statutes/persinfo.htm)

Service providers must abide by the **Respectful Workplace Policy** that promotes awareness, prevention, and the early resolution of complaints of offensive behaviour. The policy, along with additional information about procedure is available on the Public Service Commission website at: [http://novascotia.ca/psc/employeeCentre/respectfulWorkplace/](http://novascotia.ca/psc/employeeCentre/respectfulWorkplace/)

### 3.4.5 Conflict of Interest

The Province reserves the right to disqualify any Proponent that in the Province’s sole opinion has an actual or potential conflict of interest or an unfair advantage, whether
existing now or is likely to arise in the future, or may permit the Proponent to continue and impose such terms and conditions, as the Province in its sole discretion may require.

Proponents are required to disclose, to the RFP Contacts, any potential or perceived conflict of interest issues prior to RFP closing date and time.

3.5 Proposal Format

To help ensure consistency in proponent responses and ease the evaluation process, the proposal should be prepared and packaged, as outlined in the sections that follow. Please print double-sided whenever possible and limit promotional and/or marketing materials to the information specifically requested in this document.

3.5.1 Bid Package

A complete bid package is comprised of the elements below, presented in the order listed:

- **One (1) NSRFP Form** – this Form should be completed, signed and included in your proposal. The business name provided under ‘NAME OF COMPANY’ on page 1 of this Form should be the same name as that reflected on your company’s business registration profile.

- **One (1) Business Registration Profile**

- **One (1) Declaration of Contract Intention**

- **One (1) Letter of Introduction** – This should identify the proponent and be signed by a signing officer for the proponent in order to bind the proponent to the statements made in the proposal.

- **One (1) Sustainability Form**

- **One (1) Technical Response which includes:**
  - Table of Contents
  - Body of Proposal
  - Appendices

- **One (1) Original Bid Package** – The title page should be marked with the text ‘ORIGINAL’ at the top. The Original should be left unbound. The Original and Copies should be identical (excluding any obvious differences in labelling, as noted). If discrepancies between these items are discovered during the evaluation or during the life of any contract that emerges from this RFP, the *Original retained by Procurement Services shall be taken as the correct version* and the proponent will be advised accordingly.

- **Quantity (8) Copies of Bid Package** – Proposals without the correct number of copies may be rejected. The title pages for the Copies should be prepared in the same way as the title page for the Original, except these should be marked with the text ‘COPY’ at the top. One of the Copies should be left unbound.
interest of sustainability, please refrain from using binders, binding, plastic covers, etc when submitting the proposal.

☐ **One (1) Electronic Copy of Bid Package** – Prepare an electronic copy of your proposal as a Portable Document Format (PDF) file and include this in your bid on DVD, CD, or USB. The file name should include an abbreviated form of the proponent’s name and RFP # 6014xxxx. Copies must be on Electronic Media and must be virus-free. Label the electronic media with the proponent’s name and RFP # 6014xxxx.

☐ **Two (2) Copies of Financial Response** – To be submitted in two (2) separate sealed envelopes contained within the main envelope of the bidder’s response. Labeling of envelope should include the proponent’s name, the tender number and, “Financial Response”. Within the sealed envelope there must also be a copy on DVD, CD, or USB.

### 3.5.2 External Packaging

Ensure the external packaging reflects the information listed below:

☐ Proponent’s name
☐ RFP # 6014xxxx
4.0 Response Requirements

This section describes the technical and pricing responses to be included in the proposal.

In order to have the response evaluated the proponent must agree to the mandatory requirements outlined in section 5.3

By signing the NSRFP form the proponent hereby certifies that they have read, understood and accept the terms of the Mandatory Requirements contained in Section 5.3 relevant to the services for which we are submitting a proposal.

4.1 Technical Response

4.1.1 Executive Summary

Include a 1 – 2 page summary of your understanding of the service requirements defined in this RFP. This content should be expressed in your own words and not simply recite the requirements as defined in this document.

Highlight the key features of your proposal. It should allow the Evaluation Team to quickly gain an overall perspective of your proposal, prior to reviewing it in detail.

4.1.2 Proposed Approach/Process and Project Plan

Describe the approach and/or process proposed to address the service requirements. Include any notable methodologies, tools and techniques, and their respective suitability to this project.

Also provide a project plan that reflects your proposed approach/process and demonstrates your ability to meet the milestones.

4.1.3 Demonstrated Expertise

Outline experience with comparable projects. Describe any similarities to or differences from this project.

4.1.4 Project References

4.1.4.1 General Project Reference

Provide a minimum of two and up to three references (P/F) of accounts for which the proponent has provided Local Voice Services serving at least 10 locations, that include the installation of 200 or more lines/stations including at least one location with 50 lines/stations or more. Provide the following information for each reference in the following format:

Local Voice Service Project Reference

a) Name and location of contracting organization

b) Key contact
i. Name
ii. Title
iii. Role in project
iv. Phone
v. Email
c) Brief description of implementation and service requirements
d) Contract start date (month/year)
e) Contract end date (month/year)
f) If the contract is no longer in effect, provide the reason(s) why it was terminated.
g) Which of the following were provided
   i. Handset supply or replacement
   ii. Centrex lines (number)
   iii. Hosted VoIP lines (number)
   iv. PRIs/PBX trunks (number)
   v. SIP trunks (number)
   vi. Voicemail (number of mailboxes)
   vii. Special services (e.g. ACD, UCD, OPX)
h) Signature and Date (signature is optional)

4.1.4.2 UC/VoIP Project Reference

Provide a minimum of two references (P/F) of accounts for which the proponent has provided a hosted Voice over IP Service serving at least 5 locations, that include the installation of 100 or more lines/stations including at least one location with 25 lines/stations or more. Provide the following information for each reference in the following format:

Local Voice Service Project Reference

a) Name and location of contracting organization
b) Key contact
   i. Name
   ii. Title
   iii. Role in project
   iv. Phone
   v. Email
c) Brief description of implementation and service requirements
d) Contract start date (month/year)
e) Contract end date (month/year)
f) If the contract is no longer in effect, provide the reason(s) why it was terminated.
g) Which of the following were provided
   Handset supply or replacement
i. Hosted VoIP lines (number)
ii. PRIs/PBX trunks (number)
iii. SIP trunks (number)
iv. Voicemail (number of mailboxes)
v. Video Conferencing
vi. Special services (e.g. Contact Centre)

h) Signature and Date (signature is optional)

4.1.5 Executive Sponsor

a) Identify, by completing the following table, the proponent’s senior executive responsible for the project, who will be available to receive and return calls directly from/to the Deputy Minister, Treasury Board, as well as the individuals in the reporting chain leading to the CEO of the bidding organization. This executive must have full authority to commit funds and resources to the proponent’s efforts with respect to this project.

<table>
<thead>
<tr>
<th>Executive Sponsor for this project</th>
<th>Name</th>
<th>Title</th>
<th>CIO Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who reports to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>.... (add or delete rows as required)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who reports to</td>
<td>CEO</td>
<td></td>
<td>Minister</td>
</tr>
</tbody>
</table>

b) Describe the role of the Executive Sponsor in this initiative including specific activities he/she will be involved in.

4.1.6 Proposed Project Manager, Resume and References

The proponent should be able to demonstrate that its proposed team as a whole meets or exceeds the service requirements. Prepare the table below to identify all personnel who will be assigned to the project and contribute to (i) the routine management and/or (ii) the performance of the required services.

The Province encourages innovation and competition in the proponent community through arrangements such as partnerships and consortiums. If contractors or partners are to be used for this project, they must be identified in your table. If so, describe the general range of services that the respective contractors (companies or individuals) provided and how this benefits your company. If no contractors or partners are identified, this will be interpreted to mean that only ‘own resources’ will be used.

Submit the individual resumes for each proposed resource. The resumes should be structured to emphasize their relevant qualifications and experience in successfully completed projects of a similar size and scope to that required by this RFP.
Each resume should include at least two project references where the proposed individual served in a similar role, including:

- Name of client organization
- Name, title, telephone number and email of a client contact
- Brief description of the scope, complexity, dates and duration of the project
- Role the proposed individual played in the referenced project

Describe how the account management will be structured by providing:

a) A table in the format provided below detailing:

i. The Proponents key individuals proposed for the project
ii. Their roles and responsibilities
iii. Their proposed location
iv. Whether the individual is an employee of the prime contractor or is subcontracted.

<table>
<thead>
<tr>
<th>Title</th>
<th>Individual</th>
<th>Role / Resp.</th>
<th>Location</th>
<th>In-House or Contracted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transition Manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Team Leader</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other*</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*add rows as required

b) An annotated organization chart which identifies:

i. The structure of the proposed account management organization;
ii. Relationships of the team members to key government staff;
iii. Linkages between the proponent and any sub-contractors and the nature of their relationship;

Identification of up to four additional relevant resources that will be provided on an as/when needed basis by the proponent.

4.1.7 Resource Management

By virtue of responding to this RFP, the proponent is committing to make the proposed resources available to this project when needed and, once the project
begins, it agrees to take any steps necessary to ensure the ongoing availability of its proposed resources during this project.

The Province acknowledges that instances can arise where a proposed resource is no longer employed by or associated with the proponent, or is otherwise unavailable to the proponent at the time of the service requirement. In these cases, the proponent agrees to provide replacement resources with equivalent (or greater) experience and capability, and the selection of the replacement resources will be subject to the approval by the Province.

a) Describe the process the proponent proposes for including the Province in the selection of replacement personnel in the event that proposed personnel are no longer employed by the proponent at the time of requirement.

b) Describe the process that would be used to resolve a situation where the Province concludes that an assigned resource from the proponent is not performing their responsibilities adequately.

c) Describe the proponent's recommendations regarding the handling of any change or addition of key personnel during the course of the contract.

4.1.8 Customer Service Culture / Approach

a) Describe the proponent's approach to customer service giving specific examples of any practices or policies in place that are designed to enhance its responsiveness to customer needs and concerns.

b) Provide two examples where the proponent has demonstrated flexibility and/or creativity in meeting the needs of the customer beyond the strict interpretation of its contract.

4.1.9 Approach to Security

a) Briefly describe the Vendors approach for identifying and then introducing to its service new security related standards, practices and techniques.

4.1.10 Emergency Response and Support

a) Describe the bidder’s emergency/disaster recovery business continuity planning efforts to date and ongoing process.

b) Describe any contingent capabilities, inventories or other resources the bidder maintains for the provision of special products and services during public emergencies and disasters.

4.1.11 Support

a) Complete the following table providing the number of service technicians (dedicated or shared) that would be assigned to the Province of Nova Scotia account. Also include their locations, as well as the quantities of spare telephones and replacement parts kept at each location.
b) Describe the bidder’s approach to managing and deploying its support resources in order to meet the service level requirements. Include a discussion of the distribution of skilled personnel, equipment, and spares, scheduling and dispatch issues, and any other issues that are relevant to service level capability. Score = 0-3 for effectiveness X 0-3 for workability, max 9

4.1.12 Administration

a) Describe the bidder’s approach to managing and deploying its administrative resources in order to meet the billing, reporting and service requisition requirements. Include a discussion of the timing of activities, personnel, tools, and any other issues that are relevant to meeting the specified requirements.

b) Indicate whether the bidder will accept orders by the following methods:
   i. via the Web
   ii. E-mail
   iii. On paper
   iv. Facsimile

c) Indicate whether the bidder, if awarded a contract representing a total of at least 2000 stations, is prepared to commit to implement, within six months of contract award, an application that will enable the Telecom Group to effectuate soft MACs directly into the LVS platform with the following features:
   i. using a graphical user interface (GUI).
   ii. providing the capability of building and managing a database representing the inventory of the LVS stations with their configuration.

d) The vendor is to describe their capabilities to recover from loss of a specific switching system supplying LVS. The description must include specifics about contingency plans, replacement availability, manufacturer support, etc.

e) The vendor is to describe their capabilities to recover from loss of a local network outage of LVS. The description must include specifics about re-routing of calls, SONET availability, SONET node restoration, technician and equipment availability, etc.

4.1.13 Unified Communications / VoIP

a) The bidder is to describe their hosted UC and VoIP solutions. Information provided shall include the switching platform to be used to provide the proposed LVS functionality. Include diagrams if desired. This information must include, but is not limited to:
   • Manufacturer;
   • Model;
   • Installation date;
• Maximum number of subscribers;
• Current Software; and
• Last software update.

b) Describe the bidder’s role in maintaining the solution. Does the bidder maintain the solution, or are business partners employed to maintain the solution?

c) Describe the bidder’s experience in building and delivering a Hosted VoIP/UC solution. Discuss experiences transitioning enterprises from Centrex service to a hosted UC/VoIP solution.

d) Is the bidder’s Hosted VoIP/UC service delivered over the Internet, a private network, or both? Please describe the transport layer of the service.

e) Describe the bidder’s experience integrating the proposed VoIP solution with Microsoft Lync. The description should include features that can and cannot be integrated with Lync.

f) Describe how the proposed VoIP solution integrates with both Microsoft’s Lync premised based and Lync cloud based services.

g) Describe the specific services that the bidder will make available as part of the UC offering. These services would be optional, and available on a monthly subscription basis.

h) Does the bidder’s proposed UC solution, allow of integration and collaboration between the Province, MASH Sector, and other trusted partners of the Province, who are subscribers to the bidder’s service? Please describe this integration, and the security measures in place to protect each partner’s network and information.

i) Explain the network requirements for supporting the proposed solution to deliver high quality voice to all sites. Include necessary infrastructure features and capabilities
   i. What capabilities are required inside the LAN?
   ii. What capabilities are required across the WAN?

j) Describe how the proposed UC/VoIP solution delivers reliability for voice services including maintaining dial tone during WAN outages, failure of the systems servers, and power outages.

k) Describe any hardware/equipment that is required to be installed at the Province’s locations, in order to support the UC/VoIP solution. This description should include any specific requirements of the solution including but not limited to;
   • Power requirements
   • Network connectivity requirements

l) Describe any Service Level Agreement requirements the bidder may propose for the delivery of the VoIP/UC services. Your response, at a minimum should address but not be limited to the following;
   i. What is the target end-to-end availability of the service?
   ii. Does the bidder provide a voice quality SLA? If so, please provide the service-level definition, measurement interval and target objective.
   iii. What service levels apply to a customer-provided network?
   iv. Are there any disclaimers to vice quality SLAs when a softphone is used?
m) Describe the integration of the bidder’s proposed UC/VoIP solution with the Province’s fleet of mobile communication devices. Description should include but not be limited to:
   i. What model(s) of mobile devices are supported by the proposed solution
   ii. Mobile OS requirements
   iii. Capability of solution with mobile radio solutions
   iv. WiFi integration

n) Describe the bidder’s proposed soft phone software to be use with the proposed VoIP solution. The description should include software version, operating systems supported, capabilities, and required system compatibility.

o) Describe the bidder’s proposed Unified Communications client software to be used by subscribers who are not licensed to use MS Lync. The description should include software version, capabilities, and required system compatibility.

p) Describe how the Province may integrate the proposed UC/VoIP solution with other 3rd party applications that the province employs.

q) Describe how the following VOIP features will be provided, and the technical specifications of the Supply’s solution;
   i. Conference bridge
   ii. Reservationless Conference Bridge
   iii. Fax to Email
   iv. MADN (multi appearance directory numbers)

r) Describe the impact the proposed solution will have on the Province’s use of long distance and related services. Will charges be reduced or eliminated? Services include
   i. In province long distance
   ii. Canadian long distance
   iii. North American long distance
   iv. International long distance
   v. 1-800 services

s) Describe the proposed solution’s desktop call manager and the call control features supported from the subscribers desktop PC. Include how the call manager integrates with MS Lync.

t) Describe how the proposed UC/VoIP solution communicates with standards-based video and voice systems (such as H.323 and SIP systems), either through media gateways or standards adoption within the proposed UC/VoIP solution. How will the proposed solution facilitate communication with UC solutions external to the bidder’s hosted UC installation, and external to the Province’s Lync UC solution?

u) Describe any additional Operating Systems, in addition to those listed in section 2.2.3.3e, which the proposed UC/VoIP supports.

v) The Province from time to time may require event broadcast via email/text messaging/voice mail/automated calling, to provide notification of emergencies, and non-emergencies to provincial staff or the general public. Does the proposed solution provide the capability for event broadcasts? If so please describe the standard and non-standard offerings.
4.1.13.1 Voicemail

a) Does the voice mail solution proposed for subscribers of the bidders VoIP solution differ from the voice mail platform proposed for Centrex users? If so, describe the architecture of the proposed Voicemail solution for use by subscribers of the proposed VoIP solution, including how voice mail is accessed by users from their extension, remotely, and from their desktop PC.

b) Does the proposed voice mail solution include a desktop application that provides visual access to view and manage subscriber messages from their PC?

c) Does the proposed voice mail solution support automatic remote notification and delivery of voice mail messages to subscribers?

d) Does the proposed voice mail solution provide an interface to deliver voice mail messages into a standard desktop email application to provide unified messaging?

4.1.13.2 Hardware

a) The bidder is to describe the phone sets proposed for use with their VoIP solution. This description should include but not be limited to;
   - Manufacture name
   - Phone model
   - Connection type (ie USB, RJ45)
   - Power requirements

b) How are software/firmware upgrades applied to proposed phones?

c) Do the models of IP phones proposed, share existing Ethernet ports with data devices, or do the IP phones require additional Ethernet ports be added to support voice?

d) Do proposed phone sets require local power?

e) Do proposed phones follow open standards?

f) Indicate if the bidders proposed solution would allow for the continued use of existing phone sets, or would require a replacement of sets. A listing of the makes and models of sets currently utilized by the can be found in Appendix E to this RFP.

g) Does the proposed solution support IP cordless phones? Is the bidder proposing a IP cordless phone option? If yes, please provide technical specifications of this option.

h) Describe the proposed provisioning process for IP phone sets, soft phones, and mobile client. Please include in this description the roles for the client and the provider in this process.
4.1.13.3 Contact Centre

a) The Province is interested in pursuing the use of a Contact Centre solution for use in delivering services throughout government, and for possible use by MASH Sector groups. Does the bidder’s proposed UC/VoIP solution include an optional Contact Centre solution, which is available on a monthly per seat subscription basis? If so, please describe the Contact Solution available. The description should include, but not be limited to:

- Solution name
- Solution manufacture
- Software version
- Features and options

b) Does the vendor’s contact centre solution in a) above include the following features, and please expand on the functionality that each feature provides:

i. Call queue jump – allowing identified VIP’s to jump the queue for priority service
ii. Speech recognition – allowing users to interact with an IVR through voice commands
iii. Call back / Web call back – allowing an user through a call or interaction with a web site, to request a call back from a contact centre agent
iv. Work force management tool or the ability for the contact centre solution to integrate with a work force management tool
v. Skills based routing
vi. Call recording
vii. Remote agents – allowing agents to connect to the contact centre solution from any geographic location
viii. Estimated Wait Time – provides callers with an announcement of the estimated wait time for a call to be answered
ix. Real-Time Monitoring – allows managers to view call queue and call analytics in real-time
x. Whisper Mode – allowing a supervisor or manager to listen in on a call, and coach an agent through a call, without the caller knowing. Will also allow the supervisor or manager to take control of the call if necessary.

c) Does the Vendor’s proposed contact centre solution include Automatic Call Distribution (ACD)?

d) Does the Vendor’s proposed contact centre solution include Integrated Voice Response (IVR)?

e) Any database of information created to support a contact centre solution, or created through the use of a contact centre solution, must become the property of the Province of Nova Scotia, at the conclusion of any contract resulting from this RFP. Please indicate if the vendor is willing to return all records, related to a contact centre solution, to the Province upon expiry of a contract resulting from this RFP.

f) Describe the Computer Telephony Integration (CTI) that is offered through the vendor’s proposed VoIP solution.
g) Does the vendor’s proposed VoIP solution allow for the Province to deploy and integrate its own Contact Centre solution with the proposed VoIP solution? Please describe the level of integration that is possible.

4.1.13.4 Support and Administration

a) Describe the support model the bidder is proposing for the delivery of UC/VoIP services. This description should include the roles and tasks the vendor would propose be performed by Provincial staff.

b) Describe the proposed solution’s system administration tool(s) available to provide integrated administration of the solution across all subscribed locations. Description should include:
   i. Is the administration tool accessible from any workstation on the LAN/WAN?
   ii. Is the administration toll accessed through a standard web browser?
   iii. Limit on number of administrator that can access the system at the same time.

c) Indicate if MAC’s may be implemented by;
   i. Web based self-service
   ii. FAX request
   iii. Paper request
   iv. Email

4.1.14 Added Value

‘Added value’ is the realization of additional benefits beyond the inherent worth of a good or service. Some examples for services include approach, expertise, references, resources, management, tools and/or methodologies, etc., or a combination of these.

Describe the aspect(s) of your proposal believed to result in notable added value for this project and/or the NS Government as a whole.

4.1.15 Sustainability Component

The Province is committed to purchasing goods, services, and construction in a manner that is better for our economy, our environment, and our communities. To find out more about this initiative go to:


The Province recognizes the importance of involving suppliers early on in this process. The success of the ability to purchase sustainably relies on the capacity of suppliers to meet government’s requirements.

The government seeks to work with suppliers who have the knowledge and capacity to support this effort and apply the principles of sustainability to their own operations. To help the Province better understand the sustainable attributes for your proposal, all proponents must complete the sustainability assessment found in the Sustainability Assessment Template. This can be found at the following address:

http://www.gov.ns.ca/tenders/media/14572/sustainabilitytemplate.pdf
Complete the Interactive Sustainability Assessment and Save the document.

4.2 Pricing Response

There is a requirement for one original and one copy the financial response, each in separate envelopes marked accordingly. The Original will be retained by Procurement Services as the official record of submissions received. The Original and Copy must be identical. The financials shall be included in the bid package (i.e. tender envelope) in two separate, sealed envelopes which are clearly marked with:

- The Bidder’s name.
- Identification that the contents are the Financials
- Tender #
- “Original” or “Copy”.

A detailed breakdown of the financials are required as outlined in Section 5.4.1. The Evaluation Committee will review and score the non-financial aspects of all proposals before evaluating the financials. The financials will, however, be considered in the Evaluation Committee’s final selection in accordance with the Evaluation Criteria described in Section 3.0.

4.2.1 Financial Proposal

a) The financial proposal must be completed using the spreadsheet template contained in Appendix D. (pass/fail)

b) The proponent will be given a financial score out of XX points (based on the formula described in Section 5.4.1). This score will be added to the score out of XX points the proponent achieves on the Technical Proposal (i.e. their response to Section 4).

c) Any and all costs associated with the provision of the required services as specified in Section 2 of this RFP, including installation, transition and travel costs must be included in prices provided.

d) There are instructions (highlighted in green) in the Financial Proposal spreadsheets.

e) Proponents must complete the spreadsheets by supplying data in unprotected cells as instructed on the spreadsheet.

f) All proposals must be submitted in Canadian dollars (CDN) exclusive of all taxes (pass/fail).
5.0 Proposal Evaluation

5.1 General Information

The Evaluation Team will consist of representatives of the client department that is sponsoring this RFP, other government departments, and representatives of MASH. It is understood and accepted by the proponent that all decisions about the degree to which a proposal meets the requirements of this RFP are the judgment of this Evaluation Team.

To assist in the evaluation of the Proposals, the Evaluation Team may, but is not required to:

- Conduct reference checks relevant to the proposal with any or all of the references cited in a response to verify any and all information regarding a proponent and rely on and consider any relevant information from such cited references in the evaluation of responses.

- Conduct any background investigations that it considers necessary in the course of the evaluation process and consider any relevant information resulting in the evaluation of Responses;

- Seek clarification from a proponent if the requested information is ambiguous. Such clarification will not offer the proponent the opportunity to change or provide new information. To the extent possible, requests made by the Evaluation Team will be sent from the email addresses of the RFP Contacts.

A proposal will be examined in accordance with the evaluation process and criteria outlined in the sections below.

5.2 Evaluation Process

The bid will be evaluated using the following process:

Stage 1: Verify each proposal’s compliance to the Mandatory Criteria identified below, and disqualify any that fail to meet these.

Stage 2: For proposals that pass the Mandatory Criteria, evaluate and score each one, using the Desirable Criteria and weights.

Stage 3) For proposals that pass the Desirable Criteria Evaluation of financial proposals. Financial proposal scores (see section 4.2.1) will be combined with the technical score achieved by the relevant proponent to arrive at the total score for each proponent-proposal.

Stage 4) Evaluation of the oral presentations, if deemed necessary by the Province, of the short-listed proponents.

Stage 5) The scores for the oral presentations will then be included with the evaluations of the rated sections to determine the overall weighted average scores.
5.3 Stage 1 – Mandatory Criteria

A proposal must meet all of the following mandatory criteria and clearly demonstrate that these are met in a substantially unaltered form. If a proposal fails to meet any one of these criteria, it will receive no further consideration during the evaluation process and be deemed non-compliant.

1. All proposals must be submitted in Canadian dollars (CDN) exclusive of all taxes.
2. Section 2.0 of this Request for Proposals.
3. The financial proposal must be completed using the spreadsheet template contained in Appendix D.

5.4 Stage 2 – Desirable Criteria

If a proposal meets the Mandatory Criteria it will be further evaluated using the Desirable Criteria. Scores will be recorded for each criterion and a total score will be determined.

Prepare the table below, inserting references to the appropriate sections within your proposal that deal with each criterion under evaluation.

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Weight (% or points)</th>
<th>Minimum Score Required (% or points)</th>
<th>Proponent’s Reference/Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1.1 Executive Summary</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.2 Proposed Process &amp; Project Plan</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.3 Demonstrated Expertise</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.4 Project References</td>
<td>xx</td>
<td></td>
<td></td>
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<tr>
<td>4.1.5 Executive Sponsor</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.6 Proposed Project Manager, Resume and References</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.7 Resource Management</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.8 Customer Service Culture / Approach</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.9 Approach to Security</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.10 Emergency Response and Support</td>
<td>xx</td>
<td></td>
<td></td>
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<tr>
<td>4.1.11 Support</td>
<td>xx</td>
<td></td>
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<tr>
<td>4.1.12 Administration</td>
<td>xx</td>
<td></td>
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<tr>
<td>4.1.13 Unified Communications / VoIP</td>
<td>xx</td>
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<tr>
<td>4.1.14 Added Value</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1.15 Sustainability Component</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subtotal A – Qualifying Score</td>
<td>xx</td>
<td>70%</td>
<td></td>
</tr>
<tr>
<td>Cost of Proposal</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subtotal B – Short-list Score</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presentation (optional)</td>
<td>xx</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Administrative and Legal Requirements
- **NSRFP Form** is signed & included
- **Business registration** profile &/or plan have been included
- **Declaration of contract intentions** has been included

(points may be deducted)
• No or minimal alterations to standard contract have been requested
• Bid format reflects substantial adherence to instructions provided

Maximum Score Possible

Notes:
1. A minimum Qualifying Score of 70% or xx points is required at Subtotal A for the bid to be deemed compliant

• If the proposal’s score meets or exceeds the minimum qualifying score, the Pricing response will then be evaluated using the formula below:

\[ \text{score} = \text{weight} \times \left( \frac{\text{low}}{\text{bid}} \right) \]

Oral Presentation

The Province may request the proponent to orally present their proposal to the Evaluation Team preceded by an interview with the proponent’s most senior executive associated with the project. If so, the objectives, requirements and evaluation criteria for the presentation will be provided when the invitation to present is extended. Adequate time for preparation will be provided.

All key team leaders should be present at the oral presentation. The presentation should be made by the key members of the proponent’s proposed Project Team(s) led by the most senior person directly involved with the proposed service delivery. The oral evaluation consists of two segments in up to a 90 minute period: a presentation by the Proponent and a question and answer period. The presentation must be completed in no more than 30 minutes followed by up to 60 minutes for the questions and answers. The session will be evaluated under the categories described below. The presentation and interview should provide information that will permit evaluation under these categories but not necessarily in the order that they are listed. The Proponent may be provided with questions in advance that will be addressed during the oral presentation. The Proponent may also be presented with questions during the question and answer period that were not provided in advance. The interview and presentation, including responses to the questions posed during the sessions, will be rated according to the oral evaluation criteria below. Information gathered from the oral evaluation may also be used to adjust scores attributed during the evaluation of the technical responses.

<table>
<thead>
<tr>
<th>Category</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Interview</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Presentation</td>
<td>20-30 minutes</td>
</tr>
<tr>
<td>Question and Answer Period</td>
<td>30-60 minutes</td>
</tr>
<tr>
<td>Total time</td>
<td>2 hour (maximum)</td>
</tr>
</tbody>
</table>

The oral presentation should be led by the lead technical team member and include any additional proposed support resources. The presentation should provide an overview of the Proponent’s proposal with emphasis on the following:

a) Understanding of Priorities
The Proponent’s team should demonstrate an understanding of what is most important to the Province and how the Proponent’s team proposes to address the key factors for success in the supply arrangement.

b) Capabilities for the Job

The presentation should demonstrate the team’s capabilities to take on this initiative and work effectively together with each member, providing input that is relevant to his or her role, expertise and experience.

c) Approach and Plan

The proponent should describe the overall approach it proposes for the key work elements of the initiative and provide a summary of the key activities and milestones associated with its approach.

d) Team Organization/Assignments

The presentation should clearly outline the proponent’s organization proposed to support this contract and the roles of the key individuals in the organization. Lines of communication and escalation should be described as well as points of client contact in the organization.

e) Business Objectives

The presentation should describe the proponent’s business objectives that are relevant to this opportunity and indicate if and why this contract might have operational and strategic importance to the proponent.

f) Risk Identification/Mitigation

The proponent should describe the key risks they have identified for this project as well as the steps they recommend or plan to implement to mitigate those risks. The proponent should indicate the degree of confidence the team has in handling each of the identified risks.

g) Account Managers

The relevant Account Managers for the services proposed should play leading roles in the presentation and demonstrate a complete understanding of the requirements and the potential challenges, leadership and understanding of their support resources and the ability to interact effectively with both their team members and the members of the oral evaluation team.

h) Team Dynamics

The presentation should demonstrate the team’s ability to work effectively together, taking appropriate leadership with each member providing input that is relevant to his or her role, expertise and experience. All key team members should have an appropriate role in the presentation and should interact effectively with the evaluation team if necessary.

i) Client Orientation
The team should demonstrate an understanding of how to create a customer service culture throughout the engagement and to continually assess client satisfaction and identify opportunities to improve service.

j) Commitment to the Initiative

The team members should each demonstrate their personal commitment to the success of the project as well as their confidence and comfort with that commitment.
Appendix A: Declaration of Contract Intentions

The successful proponent(s) will be expected to sign a legal agreement with the Province that will govern all aspects of the services to be delivered. While the Province has offered a contract for this purpose, alterations that the proponent may wish to request in its proposal will be given consideration.

The proponent should prepare a declaration to inform the Province of its intentions regarding the contract, as shown below. This should be prepared as a short document (preferably on a single page) and should be included in the proposal. The declaration does not need to be signed.

<table>
<thead>
<tr>
<th>Declaration of Contract Intentions</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP #: 6014xxxx</td>
</tr>
<tr>
<td>By signing the NSRFP form the proponent has duly noted and agrees to the terms of the standard services contract referenced in the RFP document.</td>
</tr>
<tr>
<td>Check ☑ only one:</td>
</tr>
<tr>
<td>☐ If accepted as a successful proponent for this RFP, the proponent accepts the contract terms and will sign the contract without changes.</td>
</tr>
<tr>
<td>☐ If accepted as a successful proponent for this RFP, the proponent accepts the contract terms with the alterations identified below. The proponent understands the consequences of requesting these changes and that the Province may need to discuss these with the proponent before a final contract can be prepared:</td>
</tr>
<tr>
<td>1. &lt;describe desired alteration&gt;</td>
</tr>
<tr>
<td>2. &lt;describe desired alteration&gt;</td>
</tr>
<tr>
<td>3. &lt;describe desired alteration&gt;</td>
</tr>
<tr>
<td>etc.</td>
</tr>
</tbody>
</table>
Appendix B: Contract Terms

Contract PDF will be available for download at the paperclip found on the NS Request for Proposal form, at time of formal RFP release.
The Supplier acknowledges and confirms that it is a "service provider" as defined in the Personal Information International Disclosure Protection Act, SNS 2006 c. 3 ("PIIDPA"), that it has read and understands its obligations as a service provider thereunder and that as a service provider it is legally bound by the obligations imposed on it by PIIDPA. It is a condition precedent to the Minister entering into the Agreement with the Supplier that the Supplier irrevocably undertakes, covenants and agrees to be bound by and comply with the obligations imposed on it as a service provider under PIIDPA.

The Supplier further covenants, warrants and represents to the Minister that it will not at any time provide or allow the release of personal information to which it has access in its capacity as a service provider to the Minister in response to any "foreign demand for disclosure" or permit or allow the "unauthorized disclosure of personal information" as each of those terms are defined in PIIDPA.

The Supplier shall implement and strictly enforce security arrangements that will ensure that all personal information that it collects or uses on behalf of the Minister is protected at all times from unauthorized access or disclosure and shall confirm in writing to the Minister, upon request, the details of such security arrangements. The Supplier also agrees to implement and enforce any additional security procedures as may be required by the Minister from time to time to protect the personal information that the Supplier collects or uses on behalf of the Minister. The Minister shall be authorized, upon giving prior written notice to the Supplier, to enter the premises of the Supplier during normal business hours for the purpose of conducting an audit of the security arrangements referenced herein.

All personal information that the Supplier obtains or becomes aware of while providing services to the Minister is not and shall not be or be deemed to be the property of the Supplier. The Supplier acknowledges and agrees that it will not, either directly or indirectly, acquire any rights to use or own any such personal information other than the right to use it for the sole purpose of fulfilling its obligations to the Minister under the Agreement.

The Supplier expressly confirms that the laws of the Province of Nova Scotia shall apply to its obligations as a service provider to the Minister, notwithstanding the laws or the order of any court outside Canada.
Appendix D: Current Local Voice Network Detail

D.1 Mandatory Exchanges

The Vendor must be capable of providing service to all lines in any NNX identified below, as per section 2.2 e

<table>
<thead>
<tr>
<th>Rate Centre</th>
<th>NNX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst</td>
<td>661, 667</td>
</tr>
<tr>
<td>Antigonish</td>
<td>863</td>
</tr>
<tr>
<td>Bridgewater</td>
<td>527, 541, 543</td>
</tr>
<tr>
<td>Brookfield</td>
<td>673</td>
</tr>
<tr>
<td>Chester</td>
<td>275</td>
</tr>
<tr>
<td>Elmsdale</td>
<td>883</td>
</tr>
<tr>
<td>Kentville</td>
<td>678, 679, 681</td>
</tr>
<tr>
<td>Lunenburg</td>
<td>634</td>
</tr>
<tr>
<td>Mount Uniacke</td>
<td>866</td>
</tr>
<tr>
<td>New Glasgow</td>
<td>396, 752, 755, 928</td>
</tr>
<tr>
<td>North Sydney</td>
<td>736, 794</td>
</tr>
<tr>
<td>Oxford</td>
<td>447</td>
</tr>
<tr>
<td>Pictou</td>
<td>485</td>
</tr>
<tr>
<td>Port Hawkesbury</td>
<td>625</td>
</tr>
<tr>
<td>Sackville</td>
<td>864, 865, 869</td>
</tr>
<tr>
<td>Sydney</td>
<td>563, 564, 567</td>
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<tr>
<td>Truro</td>
<td>893, 895, 896, 897</td>
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<tr>
<td>Waverley</td>
<td>860, 861, 873</td>
</tr>
<tr>
<td>Windsor</td>
<td>798</td>
</tr>
<tr>
<td>Wolfville</td>
<td>542</td>
</tr>
<tr>
<td>Yarmouth</td>
<td>742, 749</td>
</tr>
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</table>
D.2 Set Inventory

<table>
<thead>
<tr>
<th>Set Model (Aastra)</th>
<th>Number of Sets</th>
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<tbody>
<tr>
<td>M9216</td>
<td>6001</td>
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<tr>
<td>M9316</td>
<td>3224</td>
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<tr>
<td>M5316</td>
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<td>1114</td>
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<td>M9216</td>
<td>171</td>
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<tr>
<td>M522</td>
<td>256</td>
</tr>
<tr>
<td>SS1</td>
<td>52</td>
</tr>
</tbody>
</table>
Appendix E: Local Voice Services Financial Proposal

Please see spreadsheet (Excel file only) attached:
Appendix F: Billing Extract Layout
Appendix G: Glossary

**Agreement** - Any written contract between the Province and a successful proponent (Supplier) with respect to the required services contemplated by this RFP. The Agreement shall be deemed to incorporate, as schedules, this RFP, all addenda issued by the Province, the Proposal of the successful proponent and any negotiated modifications thereto.

**(ATM)** *Asynchronous Transfer Mode* - A cell relay, circuit switching network and data link layer protocol which encodes data traffic into small (53 bytes; 48 bytes of data and 5 bytes of header information) fixed-sized cells.

**(CLEC)** *Competitive Local Exchange Carrier* – A telecommunication services provider, which as entered into the local telecommunication services market subsequent to the advent of the local competition (see also ILEC).

**Core locations** - The core network is the central part of a telecommunications network that provides client services to various locations utilizing large bandwidth network links. The sites that comprise the core network equipment are called Core locations. The core network is usually implemented in a physically redundant fashion into the core locations due to the critical nature of the site. If one connection into the core location is severed, the redundant link will provide services into that location. Core locations are usually data centres, or backup data centres.

**(COS)** *Class of Service* – A 3 bit field within a layer two Ethernet frame header when using IEEE 802.1Q. It specifies a priority value of between 0 (signifying best-effort) and 5 (signifying priority real-time data) that can be used by Quality of Service disciplines to differentiate traffic.

**(CPE)** *Customer Premises Equipment / Customer Provided Equipment* – Refers to telecommunication equipment such as routers, telephones, etc. which are installed on the customer’s premises.


**(CTI)** *Computer Telephony Integration* – A technology that utilizes computer intelligence for telecommunication services.

**(DNS)** *Domain Name System* - Stores and associates many types of information with domain names and translates domain names into IP Addresses, and IP Addresses to domain names.

**(DSL)** *Digital Subscriber Line* - Is a technology for bringing high bandwidth information to homes and businesses over ordinary copper telephone lines.

**(EDnet)** *Nova Scotia Education Network* – Provides connectivity to schools, school boards, regional libraries, community colleges, and related education facilities.

**(EIGRP)** *Enhanced Interior Gateway Routing Protocol* - A network protocol that lets routers exchange information more efficiently than with earlier network protocols. EIGRP is a Cisco proprietary routing protocol.

**(EMS)** *Expense Management System* – The province’s corporate IT system for managing telecom billing expenses.
End of life - End of life support is the date which the hardware supplier stops releasing code updates on a regular basis.

(FTP) File Transfer Protocol - Used to connect two computers over the Internet so that the user of one computer can transfer files and perform file commands on the other computer. FTP is a commonly used protocol for exchanging files over any network that supports the TCP/IP protocol.

(HITS-NS) Health Information Technology Services – Responsible for the Nova Scotia Health Network, on behalf of the Department of Health

(ILEC) Incumbent Local Exchange Carrier - The telecommunications services provider which served a local telecommunications services market prior to the advent of local competition (see also CLEC).

(IP) – Internet Protocol – A data-oriented protocol used for communicating data across a packet-switched network.

(ISDN) Integrated Services Digital Network - an international (ITU-T) standard that provides end-to-end digital connectivity to support a wide range of voice, data, and video services.

(ISDN-BRI) - ISDN Basic Rate Interface. The 2B+D. B may equal 56- or 64-Kbps. The D or signaling channel is 16 Kbps.

(ISDN-PRI) – ISDN Primary Rate Interface. In North American equals 23B+D Interface

(ISM) Infrastructure Service Management Division of the Chief Information Office– The Division of the CIO whom have the responsibility for the Provincial Data Network.

(ISO) International Standards Organization - also known as the IOS - International Organization for Standards.

(ITSD) Information Technology Services Division of the Department of Education – The Division of the Department of Education whom have the responsibility for the Nova Scotia Education Network.

(IVR) Interactive Voice Response - A computer connected to a telephone network that is 'driven' by callers using the keypad on their touch-tone telephone. The computer listens to the tones made by the caller pressing various numbers in response to simple instructions included in any service, and the computer then advises the caller what to do and/or provides optional menus for the caller to select from to fulfill their objective.

(MAN) Metropolitan Area Network - A network that interconnects users with computer resources in a geographic area or region larger than that covered by even a large local area network (LAN) but smaller than the area covered by a wide area network (WAN). For the purposes of this RFP, the MAN is considered to be Halifax/Dartmouth and some parts of the directly surrounding areas.
**MPLS** Multiprotocol Label Switching - A data-carrying mechanism which emulates some properties of a circuit-switched network over a packet-switched network.

**MPTR** Maximum Period to Repair - The interval between the time CITO notifies the Vendor of a service failure to the time that the service is restored to a level of service equal or better than that specified in this RFP.

**NCOS** Network Class of Service - Are codes used to assign features and privileges to users.

**ODBC** Open Database Connectivity - An API industry standard promoted by Microsoft and others for accessing relational databases.

**PDN** Provincial Data Network - The network connecting government departments and agencies, excluding the Education and Health networks that link the schools and hospitals respectively.

**Q in Q** - Is an Ethernet networking standard informally known as IEEE 802.1 QinQ and is an amendment to IEEE standard IEEE 802.1Q 1998. The technique is also known as provider bridging, Stacked VLANs or simply QinQ or Q-in-Q.

**RFP** Request for Proposals - This document in its entirety, inclusive of any addenda that may be issued by the Province.

**SIP** Session Initiation Protocol - An application-layer control (signalling) protocol for creating, modifying, and terminating sessions with one or more participants. These sessions include Internet telephone calls, multimedia distribution, and multimedia conferences.

**SLA** Service Level Agreement – A formal negotiated agreement between the Province and the Vendor(s) contracting the agreed upon service levels, priorities, responsibilities, and service level guarantees.


**VoIP** Voice over Internet Protocol - VoIP is a series of techniques permitting transmission of telephony over the Internet. Often makes use of ITU-T G.7xx audio compression recommendations.

**VPDN** Virtual Private Dial-up Network - A VPN using a modem for access to the network.

**VPIM** Voice Profile for Internet Mail - Networking specification.

**VPN** Virtual Private Network - A network which uses a network to transfer information using secure methods. A VPN uses encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.

**WAN** Wide-Area Network - A geographically disperse network which connects many LANs together by using a provider's telecommunications infrastructure.
Border Gateway Protocol (BGP) - The core routing protocol of the Internet. It works by maintaining a table of IP networks or 'prefixes' which designate network reachability among autonomous systems (AS).

Corporate Internet Services – The provision of high speed corporate internet service, which will be awarded through a separate RFP process.

Demarcation - The point at which operational control or ownership of communications facilities changes from one organizational entity to another.

Frame Relay - consists of an efficient data transmission technique used to send digital information in a relay of frames to one or many destinations from one or many end-points.

Interoperability - The ability of the Vendor to effectively and efficiently transfer all necessary information and control data for call completion within its own network and between its network and those of other service providers.

ISO 9000 Series (ISO 9000) - Is a set of generic standards that provide quality assurance requirements and quality management guidance.

Modem - A device that modulates and demodulates signals on a carrier frequency and allows the interface of digital terminals with analog carrier systems.

Peer, to - To provide a direct connection and allow traffic to flow between two or more networks.

Preferred Proponent - A Proponent whose Proposal provides the best value and meets the Province’s requirements, as determined by the Province, in its absolute discretion, through the evaluation analysis and with whom an Agreement will be considered.

Proponent - The legal entity (person, firm, or consortium) that submits, or intends to submit, a Proposal in response to this RFP.

Proposal - A Proponent’s written reply or submission in response to this RFP.

Province - The Nova Scotia Provincial Government.

Quality of Service (QoS) - Control mechanisms that can provide different priority to different users or data flows, or guarantee a certain level of performance to a data flow in accordance with requests from the application program.

Supplier - Supplier throughout the document refers to Data Circuits Provider.

Tariff - The published rates, regulations, and descriptions governing the provisions of communications service.
**Trunk** - A telephone circuit or path between two switches, at least one of which is usually a telephone company Central Office or switching center. Regular local CO circuits are called Key/PBX trunks, because there is a switch at both ends of the circuit.

**Vendor** - A successful proponent that has been selected as a result of this RFP process to provide services and with whom the Province has entered into an agreement. There may be several Vendors selected and the term should be interpreted throughout this document to mean the successful proponent for the relevant services in each section of the document.

**Vendor(s) of Record** – A Vendor that, as a result of a competitive process, has established an approved supplier status such that eligible buyers are able to purchase from that Vendor at the prices and under the terms established in the competitive process and within approved limits, without having to conduct a competitive procurement process.