



# **REQUEST FOR PROPOSAL**

## **PROVISION OF WIRELINE NETWORK SERVICES**

**RFP No. PS20120635**

**Issue Date: September 11, 2012**

**Issued By: City of Vancouver**

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**REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART A - INTRODUCTION**

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**1.0 OVERVIEW OF RFP**

- 1.1 This Request for Proposal (“RFP”) is an opportunity for qualified Proponents to submit Proposals for the City’s review and, depending on the City’s evaluation, to negotiate with the City to finalize and execute an Agreement, as defined in this RFP.
- 1.2 This RFP consists of five parts:
- (a) PART A - INTRODUCTION: This part sets out the key dates and contact information for the RFP process;
  - (b) PART B - INSTRUCTION TO PROPONENTS: This part contains an overview of the project and the RFP process, including the terms and conditions governing the RFP process;
  - (c) PART C - FORM OF PROPOSAL: This part contains the format and information requested by the City to be contained and submitted in the Proposal. The Proposal should be submitted in a two envelope system: Commercial Proposal and Management Proposal;
  - (d) PART D - PROPOSAL DECLARATION FORM: This part contains the declaration which the Proponent’s authorized signatory shall sign and submit in the Proposal; and
  - (e) PART E - SCHEDULES & APPENDICES: This part contains Schedules and Appendices referenced throughout the body of the RFP. Proponents shall take special care to complete the required Schedules and Appendices and submit in the Proposal.

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**2.0 MANDATORY PRE-SUBMISSION REQUIREMENTS**

2.1 In responding to this RFP, the Proponent must meet the following mandatory requirements:

2.1.1 The Proponent must attend the **mandatory** Information Meeting held on Wednesday, September 19, 2012 at 9:00 am in the City of Vancouver IT Conference Room of VanCity Building - #200 - 515 West 10<sup>th</sup> Avenue, Vancouver, BC.

2.1.2 Proponents must register in advance of the mandatory Information Meeting by emailing the completed registration form (Appendix 1) to City of Vancouver - Purchasing Services at [purchasing@vancouver.ca](mailto:purchasing@vancouver.ca) on or before 3:00 pm September 17, 2012.

Note: Where a requirement is deemed “mandatory”, a Proponent **MUST** meet that requirement. Failure to meet all mandatory requirements may result in the Proposal being put aside and given no further consideration.

**3.0 MANDATORY PRE-CONTRACTUAL REQUIREMENTS**

3.1 The preferred Proponent will be requested to provide full security, financial background/ownership, and insurance information.

3.2 The preferred Proponent shall comply with VPD Security Policy, and shall bear all direct and indirect costs related to complying with VPD Security Policy. Compliance with VPD Security Policy includes granting VPD permission to perform security and background screening of the preferred Proponent’s assigned account and technical team (including principals, directors, manager, employees, sub-contractors, and backup personnel to the account and technical team) proposed to provide, directly or indirectly, any part of the anticipated contract requirements, as well as granting VPD permission to inspect the preferred Proponent’s and sub-contractors’ premises and/or operations. All clearances will be carried out by the Vancouver Police Department Security Officer, at the Proponent’s expense.

**4.0 KEY DATES**

4.1 Proponents should note the following key dates:

Event	Time/Date
Release of RFP	September 11, 2012
Deadline for submission of Information Meeting Response form	September 17, 2012, 3:00 pm [PST]
Information Meeting - Mandatory	September 19, 2012, 9:00 am - 10:30 am
Deadline for Enquiries	October 9, 2012, 3:00 pm  Enquiries received after October 9, 2012 may not be processed and may not receive a response. The City’s Purchasing Services Office is open on Business Days from 8:30am to 4:30pm and closed Saturdays, Sundays, and holidays.
Deadline for Response Notification Form	October 12, 2012, 3:00 pm [PST]
RFP Closing Date & Time	October 16, 2012, 3:00 pm [PST], City Hall Clock Time

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**5.0 CONTACT PERSON**

**5.1** The Contact Person for this RFP is:

Diana Chan, Contracting Specialist

purchasing@vancouver.ca

Proponents must direct all enquiries related to this RFP, in writing, to the Contact Person. Telephone enquiries related to this RFP are not permitted. **Enquiries related to this RFP directed to individuals other than the Contact Person are not permitted.**

**6.0 CLOSING TIME**

**6.1** Proponents should submit their Proposals on or before the date and time as specified in Section 4.1 (the “**Closing Time**”). Closing Time and “Vancouver time” will be conclusively deemed to be the time shown on the clock used by the City’s Purchasing Services Office for this purpose.

**7.0 DELIVERY ADDRESS FOR PROPOSALS**

**7.1** Proponents shall submit their Proposals prior to the RFP Closing Date & Time, to the following address:

City of Vancouver Purchasing Services Office

453 West 12<sup>th</sup> Avenue

Vancouver, British Columbia, Canada, V5Y 1V4

**For Courier Delivery, drop off at the:**

Information Desk, Main Floor Rotunda

City of Vancouver, City Hall

453 West 12<sup>th</sup> Avenue, Main Floor

Vancouver, British Columbia, Canada, V5Y 1V4

**Proposals submitted by fax or email will not be accepted.**

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**PART B - INSTRUCTIONS TO PROPONENTS**

In this RFP, capitalized terms have the meanings set out in Section 26 (Definitions) of PART B - INSTRUCTIONS TO PROPONENTS, except where otherwise expressly provided or the context otherwise requires.

**1.0 OVERVIEW**

- 1.1 This RFP identifies a business opportunity for the successful Proponent to provide wireline network services consisting of voice, data, and business internet services for the City of Vancouver, Vancouver Library Board, and Vancouver Police Board (collectively, the "City"), for a contract term of three (3) years plus two (2) optional one (1)-year extensions at the City's sole discretion. Other City departments and/or affiliates may be included under a final contract and in such event the City will advise of any specific requirements of such other departments and/or affiliates to the extent they are different from the requirements set out herein.
- 1.2 The City is requesting Proposals from qualified and experienced wireline network service providers who are able to meet the Requirements as set out herein.
- 1.3 The requirements of this RFP relating the services sought are set out in Schedule A - Requirements and are divided into three categories: (a) Category A - Voice Services; (b) Category B - Data Services; and (c) Category C - Internet Services.
- 1.4 The City prefers to enter into a contract with one successful Proponent who can provide best value to the City, and who can partner with the City to provide efficient and cost-effective delivery of all of the services described in Schedule A - Requirements. However, the City reserves the right to award one or more individual Categories of Services described in Schedule A - Requirements (Category A - Voice Services; Category B - Data Services; and Category C - Internet Services) to individual proponents. Accordingly, proponents may bid on all of the Categories of Services described in Schedule A - Requirements or one or more individual Category(ies) of Service(s). The successful Proponent(s) will be the Proponent(s) offering the best value to the City, assessed in the City's sole and absolute discretion as a combination of experience, operational capability, pricing, scope, availability and level of services offered, proposed design, transition and implementation plans, Service Level Agreements and Maintenance, and total cost of ownership considerations. It is not the City's intention to award a Category of Services to more than one Proponent. However, the City may, at its sole and absolute discretion, award a Category of Services to more than one Proponent.
- 1.5 Only Proposals submitted by Proponents meeting all of the mandatory requirements in this RFP shall be given consideration. Proposals submitted by Proponents not meeting all of the mandatory requirements in this RFP may not be given consideration.
- 1.6 Proponents shall refer to Part C - Form of Proposal, and Schedule A - Requirements for a list of mandatory requirements.
- 1.7 Sustainability
  - 1.7.1 The City's Procurement Policy and related Supplier Code of Conduct found at <http://vancouver.ca/fs/bid/epp/index.htm> aligns the City's overall approach to procurement with its corporate social, environmental and economic sustainability values and goals. It establishes a commitment to maximize benefits to the environment through product and service selection, to ensure safe and healthy workplaces, where human and civil rights are respected, and to support an

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environmentally sustainable local economy, whenever possible. In doing so, the Policy ensures incorporation of sustainability and ethical considerations as integral evaluation components in best-value supply selection.

- 1.7.2 Vendors are to provide environmentally sensitive products or services wherever possible. Where there is a requirement that the Vendor supplies materials, and where such materials may cause adverse effects, the Proponent is to indicate the nature of the hazard in its Proposal. The Proponent is to advise the City of any known alternatives or substitutes for such materials that would mitigate the effects of any adverse conditions on the environment.
- 1.8 The Requirements are as envisioned by the City at the time of writing, but may change or be refined in the course of the evaluation and award process.

**2.0 BACKGROUND**

**2.1 City Data Network and Internet Infrastructure**

- 2.1.1 The City runs a hierarchical data network that consists of 146 sites, including three core sites, 11 Network aggregation sites, and 132 terminus sites, which include 245 data closets. A dual, diverse route City fibre infrastructure connects the three core sites, with fiber connecting all eleven aggregation sites and 87 terminus sites. The remaining 45 terminus sites are connected to the City network by T1 or ADSL (VPN). These sites are connected by a variety of Cisco hardware devices and configurations.
- 2.1.2 There are 28 mid-range T1's (at 1.54mbps speeds) for point to point accesses, connecting City sites to the City network. There are 13 ADSL lines used to connect City sites to the City network.
- 2.1.3 A single internet access (with an alternate carrier back-up) provides internet access for the majority of City sites (except VPL). VPL has a dedicated single internet access.
- 2.1.4 There are approximately twenty-five smaller non-fibre sites that have their own ADSL for internet access.
- 2.1.5 There are about 14 private lines for site to site connectivity at locations throughout the City. Private lines are used for Engineering, Police, and Fire radio systems, and Engineering Telemetry systems.
- 2.1.6 The VPD will not have any data network services in scope of this RFP.

**2.2 Voice Network and Infrastructure**

The City's voice network is a combination of Cisco VoIP (to all fibre connected sites) and Centrex (to all T1 or ADSL connected sites). There are two separate Cisco VoIP clusters, one for the City (including VPL) and the second for VPD. Details on quantities and specific locations are referred to in Appendix 9 - List of Wireline Site Addresses, which will be distributed at the mandatory Information Meeting. The City has a number of sites where there are City telephones but no connectivity to the City's data network.



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**2.2.1 City Network:**

**2.2.1.1 PRI:**

Within the City cluster, eleven City PRIs are aggregated at five (5) City sites, which house the Cisco gateways. The eleven PRI are configured to work as one “super-group”. Calls inbound are distributed to the super-group of PRI in a round robin fashion spreading the load on the gateways and network services between sites. This also helps with the early detection of issues with specific PRI. This provides flexibility, diversity and redundancy should a PRI or gateway fail, or if a site is taken out of service due to failure or planned service. If all data connectivity at a site is lost, external incoming calls can still go to voice mail or another pre-determined number at another site.

**2.2.1.2 Centrex:**

Centrex lines are located across 121 sites throughout the City. Many of the Centrex lines have voice mail and other features. There is four-digit dialing between most of the Centrex sites. There is five-digit dialing from VoIP sites to most Centrex sites.

**2.2.1.3 Business lines:**

The Business lines are used mainly for facsimile, alarms and HVAC, although there are a few sites which use them for telephone service as well. They are used at sites located throughout the City. There is five-digit dialing from VoIP sites to most 1B sites.

Each VoIP site also has a dedicated Business line for 911 calls, to ensure the correct site address is presented to the 911 operator.

**2.2.1.4 DID:**

Most DID numbers are in the “604” area code. DID ranges are generally grouped within departments such as Fire, Parks, VPL, VPD and City (all other City sites); there are not specific ranges dedicated to a specific site within these groupings. There is 5-digit dialing between VoIP sites and from VoIP sites to most Centrex/1B sites.

**2.2.1.5 Long Distance:**

The majority of long distance calling is within North America.

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**2.2.2 VPD Network:**

**2.2.2.1 PRI:**

Within the VPD cluster, all five VPD PRI are aggregated at three VPD sites which house the Cisco gateways. The five PRI are configured to work as one “super-group”, with the same functionality as described above for the City’s PRI super-group.

**2.2.2.2 Centrex:**

Centrex lines are located at multiple VPD sites throughout the City. These Centrex lines use several standard features although the majority use the in-house VPD Cisco Unity voice mail. There is five-digit dialing between Centrex sites, and between Centrex and VoIP sites.

**2.2.2.3 Business lines:**

Business lines are used mainly for Facsimile, alarms, and HVAC.

Each VoIP site also has a dedicated Business line for 911 calls, to ensure the correct site address is presented to the 911 operator.

**2.2.2.4 DID Numbers:**

The majority of DID numbers are in the “604” area code. Approximately five DID numbers are in the “778” area code. A specific 604 DID range is used for VPD, but there are not specific ranges dedicated to a specific site within these groupings. There is 5-digit dialing between VoIP sites and Centrex sites.

**2.2.2.5 Long Distance:**

The majority of long distance calling is within North America.

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**3.0 SCOPE**

- 3.1 The following Categories of Services shall be included in the scope of this RFP: Category A - Voice Services; Category B - Data Services; and Category C - Internet Services.
- 3.2 Below is a summary table of the wireline services currently in use at the City, and within scope of this RFP.
- 3.3 The numbers in the summary table below, as well as any other numbers within the RFP document are estimates only, and are subject to change.
- 3.4 The specific site addresses in scope of this RFP are referred to in Appendix 9 - List of Wireline Site Addresses, which will be distributed in electronic copy at the mandatory Information Meeting.

<b>CATEGORY A - VOICE SERVICES</b>	<b>APPROXIMATE TOTAL</b>
<b>Centrex</b>	
CENTREX LINE	525
CENTREX MAILBOX	130
INFORMATION MAILBOX	3
CENTREX MENU	16
CENTREX ACD (Queue / Agents)	1/ 6 agents
<b>1B - business lines</b>	500
<b>PRI - 23B + D Channel</b>	16
<b>DID NUMBERS</b>	6500
<b>LONG DISTANCE</b> - annual minutes on all voice services	400,000
<b>DIRECTORY ASSISTANCE</b> (annual number of calls)	1100
<b>CATEGORY B - DATA SERVICES</b>	
<b>T1</b>	28
<b>ANALOG PRIVATE LINE 4WIRE</b>	14
<b>ADSL for connectivity to City network</b>	13

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<b>CATEGORY C - INTERNET SERVICES</b>	
High End (Corporate Internet Feeds) 50 - 300 Mb/s	3
Mid Range (T1 type)- 1.5 - 3 Mb/s	0
Low End (ADSL type)	25

#### **4.0 ADMINISTRATIVE REQUIREMENTS**

- 4.1 It is the sole responsibility of all Proponents to check the City's website at: <http://www.vancouver.ca/fs/bid/bidopp/openbid.htm> regularly for amendments, addenda, and questions and answers to this RFP, including any questions and answers pertaining to the Information Meeting.

#### **5.0 MANDATORY INFORMATION MEETING**

- 5.1 A mandatory Information Meeting (the "**Information Meeting**") will be held:

Date: Wednesday September 19, 2012

Time: 9:00 am - 10:30 am [PST]

Location: City of Vancouver IT Conference Room located in the VanCity Building - #200 - 515 West 10<sup>th</sup> Avenue, Vancouver, BC

The Information Meeting will include: an overview of the requirements and an overview of the background documents and RFP process. This meeting will also enable Proponents to seek clarification on RFP questions in a communal forum.

- 5.2 Proponents are encouraged to read this RFP and submit any questions in writing, relative to this RFP document to the Contact Person prior to the Information Meeting.
- 5.3 All Proponents should pre-register for the Information Meeting by submitting an Information Meeting Attendance Form (Appendix 1) by e-mail to [purchasing@vancouver.ca](mailto:purchasing@vancouver.ca) on or before 3:00 pm Monday, September 17, 2012.
- 5.4 The City will in good faith attempt to give accurate verbal responses to questions during the Information Meeting but Proponents are advised that they may only rely on the formal written response/summary to be issued by the City following the Information Meeting. The formal written response/summary will be issued by the City and posted to the City's website at <http://www.vancouver.ca/fs/bid/bidopp/openbid.htm>.

#### **6.0 CONDUCT OF RFP - INQUIRIES AND CLARIFICATIONS**

- 6.1 The City's Director of Supply Management will have conduct of this RFP, and all communications shall be directed only to the Contact Person.
- 6.2 It is the responsibility of all Proponents to thoroughly examine these documents and satisfy themselves as to the full requirements of this RFP. Inquiries shall be in written form only, e-

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mailed or faxed to the Contact Person as set out in PART A - INTRODUCTION. If required, an addendum will be issued and posted on the City's website as outlined above.

**7.0 REQUIREMENT FOR VALID BUSINESS LICENSE**

- 7.1 A contract award under this RFP will be contingent on the successful Proponent having a valid City of Vancouver business license.

**8.0 PRICING**

- 8.1 Schedule B - Pricing Tables is to be submitted as part of the Commercial Proposal, in a separate envelope/package from the Management Proposal.
- 8.2 Prices quoted are to be exclusive of HST but inclusive of all other costs including, without limitation, pickup charges, delivery, freight, unloading at destination, import duties, taxes (other than HST), brokerage fees, royalties, handling, overhead and profit, where applicable.
- 8.3 Prices shall be quoted in Canadian currency.

**9.0 SUBMISSION OF PROPOSALS**

- 9.1 The submission instructions for Proposals are provided in Part C - FORM OF PROPOSAL. Proposals shall be submitted in two envelopes or packages: one envelope/package shall include the Commercial Proposal; and a separate envelop/package shall include the Management Proposal. Each envelope/package shall be clearly marked with the ***Proponent's Name, RFP title and the RFP reference number. The Commercial Proposal and Management Proposal shall be easily identified and distinguishable from each other.***
- 9.2 Proponents should submit eight (8) hard copies of their Proposal in two parts as further described in PART C - FORM OF PROPOSAL (Management Proposal and Commercial Proposal) in three-ring binders, with each section tabbed and including all accompanying schedules, appendices and addenda. Proponents should also submit one electronic copy of their Proposal in the same format described above on a USB or CD.
- 9.3 Only the English language may be used in responding to this RFP.
- 9.4 Proposals, including any Proposal amendments, received after the Closing Time or in locations other than the address indicated in PART A - INTRODUCTION, may not be accepted and may or may not be returned.
- 9.5 Amendments to a Proposal should be submitted in writing in a sealed envelope(s) or package(s), marked with the Proponent's name, the RFP title, and RFP reference number, before the Closing Time.
- 9.6 Proposals are revocable and may be withdrawn at any time before or after the Closing Time.
- 9.7 All costs associated with the preparation and submission of the Proposal, including any costs incurred by the Proponent after the Closing Time, will be borne solely by the Proponent.

**10.0 PROPOSAL FORMAT**

- 10.1 Unnecessarily elaborate Proposals, beyond that sufficient to present a complete and effective response, are not required. Proposals shall not include brochures or generic marketing materials.

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10.2 Proponents are requested to provide their Proposal in the format and including the content described in PART C - FORM OF PROPOSAL.

**11.0 BID SECURITY**

11.1 No bid security is required since no irrevocable binding legal offer is made by submitting a proposal in response to this RFP.

**12.0 OPENING OF PROPOSALS**

12.1 The City reserves the right to open all Proposals in a manner and at the time and place determined by the City.

**13.0 EVALUATION CRITERIA AND PROCESS**

13.1 Proposals will be evaluated by representatives of the City (inclusive of representatives of the VPD and the VPL) on the basis of the overall best value to the City based on quality, service, sustainability, price and any other criteria established by the City whether or not set out in this RFP including, but not limited to:

13.1.1 the Proponent's ability to meet all mandatory requirements set out in this RFP;

13.1.2 the Proponent's ability to meet the requirements in Schedule A - Requirements and the cost/expense for same;

13.1.3 the Proponent's ability to deliver the requirements in Schedule A - Requirements when and where required;

13.1.4 the Proponent's skills, knowledge and previous experience;

13.1.5 the proposed transition and implementation plans and work schedule;

13.1.6 the Proponent's business reputation and capabilities;

13.1.7 the Proponent's ability to deliver best overall value to the City for the Requirements;

13.1.8 the Proponent's ability to meet the City's insurance requirements;

13.1.9 sustainability issues considered by the Proponent;

13.1.10 quality of Proposal, including any innovative concepts; and

13.1.11 any other criteria set out in this RFP or otherwise reasonably considered relevant by the City.

13.2 The City shall evaluate each Proposal based on the cost/benefit of any changes to the City including, but not limited to, potential hardware, software, license and maintenance costs, increased City staff resources required to effect changes to configuration and infrastructure, as part of the total cost of ownership ("TCO").

13.3 The City reserves the right to retain complete control over the RFP process at all times until the execution and delivery of the Agreement. Accordingly, the City is not legally obligated to review, consider or evaluate the Proposals and need not necessarily review, consider or evaluate the Proposals in accordance with the procedures set out in this RFP. The City

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reserves the right to continue, interrupt, cease or modify its review, evaluation and negotiation process on any or all Proposals at any time without further explanation or notification to any of the Proponents subject only to the express legal terms and conditions which bind the City.

- 13.4 The City may, at any time prior to signing a contract, discuss or negotiate changes to the scope of the RFP with any one or more of the Proponents without having any duty or obligation to advise the other Proponents or to allow the other Proponents to vary their Proposals as a result of such discussions or negotiations.
- 13.5 The City may elect to short list Proponents and evaluate the Proposals in stages. Short-listed Proponents may be asked to provide a completed Appendix 6a - Vancouver Police Department Consent to Release Information Form (1601b), as well as any additional information or details for clarification, which may include attending interviews, making a presentation, supplying sample drawings, performing demonstrations, furnishing additional technical data and proposing a form of agreement. Prior to making any final contract award, the City will be at liberty to negotiate with one or more Proponents in parallel, in sequence, or in any combination, and may at any time terminate all or any one set of negotiations.
- 13.6 As part of any negotiations the City may engage in with Proponents, the City may provide a form of agreement to one or more Proponents for review, comment and negotiation, or the City may ask one or more Proponents to provide the City with a form of agreement for the same purpose. No negotiations under this RFP will be legally binding on the City or any Proponents until the City makes a formal contract award and enters into a legally binding agreement.
- 13.7 Prior to approval of a Proposal, the City must be satisfied as to the Proponent's financial stability. Proponents will be asked to provide annual financial reports or a set of financial statements prepared by an accountant and covering the Proponent's last two fiscal years.
- 13.8 The City may request that any or all Sub-contractors of the Proponent undergo the same evaluation process.

**14.0 PROPOSAL APPROVAL**

- 14.1 Proposal approval is contingent on funds being approved and the Proposal being approved by Vancouver City Council. Only then may the successful Proponent and the City proceed to settle, draft and sign the Agreement.
- 14.2 The City will notify the successful Proponent in writing that its Proposal has been approved in principle and invite the Proponent to proceed with discussions to settle, draft and sign the Agreement.
- 14.3 The City is not under any obligation to approve any Proposal and may elect to terminate this RFP at any time.
- 14.4 Notwithstanding any other provision in the RFP documents, the City has in its sole discretion, the unfettered right to:
- 14.4.1 accept any Proposal;
  - 14.4.2 reject any Proposal;
  - 14.4.3 reject all Proposals;

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- 14.4.4 accept a Proposal which is not the lowest total cost of ownership proposal;
- 14.4.5 accept a Proposal that deviates from the Requirements or the conditions specified in this RFP;
- 14.4.6 reject a Proposal even if it is the only Proposal received by the City;
- 14.4.7 accept all or any part of a Proposal; and
- 14.4.8 split the Requirements between one or more Proponents.

**15.0 ALTERNATE SOLUTIONS**

- 15.1 If in addition to proposing services which meet the Requirements, the Proponent wishes to offer an alternative solution, the alternative solution is to be submitted separately as an appendix within the Management Proposal. Any pricing impact of the alternate solution should be provided separately as Schedule B - Pricing Tables, in the Commercial Proposal.

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

- 16.1 Proponents should note that the City of Vancouver is subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia), which imposes significant obligations on the City's consultants or contractors to protect all personal information acquired from the City in the course of providing any service to the City.

**17.0 NON-RESIDENT WITHHOLDING TAX**

- 17.1 Please note that the *Income Tax Act* (Canada) requires that payments to non-residents for any services performed in Canada are subject to a Non-resident Withholding Tax of a specified percentage (depending on residency of the contractor). Exemption from this withholding tax is available in some circumstances, but the non-resident must apply directly to the Canada Revenue Agency ("CRA") at least 30 days before commencing the service.

**18.0 NO OBLIGATION ASSUMED BY CITY**

- 18.1 Unless expressly stated in this RFP, the City assumes no legal duty or obligation in respect of this RFP unless and until the City enters into the Agreement.
- 18.2 The Proponent agrees that the Proponent will bear all costs and expenses incurred by the Proponent in preparing its Proposal and participating in the RFP.

**19.0 NO CLAIM AGAINST THE CITY**

- 19.1 The Proponent acknowledges and agrees that the City will not be responsible for any costs, expenses, Losses, damages (including damages for loss of anticipated profit) or liabilities incurred or alleged to be incurred by the Proponent and by submitting a Proposal each Proponent shall be deemed to have agreed that it has no claim whatsoever.

**20.0 RELEASE AND INDEMNITY**

- 20.1 The Proponent now releases the City from all liability of any losses and further indemnifies and will protect and save the City harmless from and against all Losses, in respect of any claim or threatened claim by the Proponent or any of the Proponent's Sub-contractors or agents alleging or pleading:



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- 20.1.1 any alleged (or judicially imposed) breach by the City or its officials or employees of the RFP;
- 20.1.2 any unintentional tort of the City or its officials or employees occurring in the course of conducting this RFP process; or
- 20.1.3 liability on any other basis related to this RFP process.

**21.0 DISPUTE RESOLUTION**

- 21.1 Any dispute relating in any manner to this RFP process shall be resolved by arbitration in accordance with the *Commercial Arbitration Act* (British Columbia), amended as follows:
  - 21.1.1 The dispute will be decided by a single arbitrator, the arbitrator will be selected by the City's Director of Legal Services and the arbitration will take place in Vancouver;
  - 21.1.2 Section 19.0 (No Claim) and Section 20.0 (Release and Indemnity) will:
    - 21.1.2.1 bind the City, Proponent and the arbitrator; and
    - 21.1.2.2 survive any and all awards made by the arbitrator; and
  - 21.1.3 the Proponent will bear all costs of the arbitration.

**22.0 ACCESS/OWNERSHIP OF PROPOSAL INFORMATION**

- 22.1 All RFP packages and addenda provided to the Proponent by the City remain the property of the City and must be returned to the City upon request.
- 22.2 The documentation containing the Proposal, once submitted to the City, becomes the property of the City, and the City is under no obligation to return the Proposal.

**23.0 CONFIDENTIALITY**

- 23.1 Subject to the applicable provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia) and the City's full right to publicly disclose any and all aspects of the Proposal in the course of publicly reporting to the Vancouver City Council on the Proposal results or announcing the results of the Proposals to the Proponent(s), the City will treat all material and information expressly submitted by the Proponent (and the City's evaluation of it) in confidence in substantially the same manner as it treats its own confidential material and information.
- 23.2 The Proponent irrevocably waives all rights it may have by statute, at law or in equity, to obtain any records produced or kept by the City in evaluating its Proposal (and any other submissions) and now agrees that under no circumstances will it make any application to the City for disclosure of any records pertaining to the receipt, evaluation or selection of its Proposal (or any other submissions) including, without limitation, records relating only to the Proponent.
- 23.3 The Proponent will not divulge or disclose to any third parties any information concerning the affairs of the City which may be communicated to the Proponent at any time (whether before or after the Closing Time). Recognizing the need for confidentiality of the City's data, files and other confidential information, the Proponent will not use, exploit or divulge or disclose to third parties any confidential or proprietary information of the City of which the Proponent

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may gain knowledge in connection with or in the course of discussions or negotiations with the City.

- 23.4 All material and information that has or will come into the Proponent's possession or knowledge in connection with this RFP process is confidential and may not be disclosed or utilized in any way except as expressly provided in the RFP.
- 23.5 The Proponent may not divulge any information respecting the RFP process to any third party without the prior written consent of the City, which consent may be arbitrarily withheld unless it is information which the City has already made public or has been required to disclose pursuant to the *Freedom of Information and Protection of Privacy Act* (British Columbia).

**24.0 NO PROMOTION**

- 24.1 The successful Proponent must not disclose or promote its relationship with the City, including by means of any verbal declarations or announcements and by means of any sales, marketing or other literature, letters, client lists, press releases, brochures or other written materials, without the express prior written consent of the City (except as may be necessary for the successful Proponent to perform the successful Proponent's obligations under the terms of the Agreement).

**25.0 SURVIVAL/LEGAL EFFECT OF PROPOSAL CONTRACT**

- 25.1 All of the terms of this PART B - INSTRUCTIONS TO PROPONENTS which by their nature require performance or fulfillment following the conclusion of the Proposal process will survive such issuance and will remain legally enforceable by and against the Proponent and City.

**26.0 DEFINITIONS**

- 26.1 For greater certainty and without limitation to any of the City's rights as set out in this Agreement when the term "must" precedes a requirement regarding the content or format of a Proposal such a requirement is mandatory. When the terms "should", "shall", "will", "is to" or "are to" precede a requirement regarding the content or format of a Proposal, such requirement is not mandatory but is strongly recommended.
- 26.2 In this RFP, the following terms have the following meanings:
- (a) **"Agreement"** means the contract entered into between the City and the successful Proponent following the conclusion of the RFP process;
  - (b) **"Category of Services"** means Category A - Voice Services; Category B - Data Services; or Category C - Internet Services;
  - (c) **"City"** means the City of Vancouver, a municipal corporation continued pursuant to the Vancouver Charter;
  - (d) **"City Site"** means any site(s) owned or controlled by the City, where the Requirements are to be performed, including but not limited to: virtual access whereby remote access to data is gained to a City system and/or City account via electronic means; and direct or indirect access to City account information held by the contractor and sub-contractor(s) if any;

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- (e) **“Commercial Proposal”** means those portions of the Proposal, including Schedule B - Pricing Tables, to be submitted in Envelope One as set out in PART C - FORM OF PROPOSAL;
- (f) **“Losses”** means in respect of any matter all:
  - (i) direct or indirect, as well as;
  - (ii) consequential,  
  
claims, demands, proceedings, losses, damages, liabilities, deficiencies, costs and expenses (including without limitation all legal and other professional fees and disbursements, interest, penalties and amounts paid in settlement whether from a third person or otherwise);
- (g) **“Management Proposal”** means those portions of the Proposal to be submitted in Envelope Two as set out in PART C - FORM OF PROPOSAL, which expressly excludes any pricing information;
- (h) **“Project”** means the project described in RFP No. PS20120635 Provision of Wireline Network Services;
- (i) **“Proponent”** means those entities eligible to participate in this RFP process;
- (j) **“Proposal”** means a proposal submitted in response to the RFP;
- (k) **“Proposal Declaration Form”** means the form to be included in the Commercial Proposal substantially as set out in PART C-FORM OF PROPOSAL, or as otherwise acceptable to the City;
- (l) **“Requirements”** means the City’s requirements for the work to be performed by the successful Proponent as set out in this RFP;
- (m) **“RFP”** means the documents issued by the City as Request for Proposal No. PS20120635 including all addenda;
- (n) **“Security Clearance”** means the security clearance level required and performed by the VPD, for personnel, including contractors and sub-contractors, potentially having access to any VPD accounts, as well as access to virtual or physical VPD Work Sites;
- (o) **“Sustainability”** is defined as meeting the social, environmental and economic needs of the present without compromising the ability of future generations to meet their needs;
- (p) **“Sub-contractors”** means any or all sub-contractors identified in the Proponent’s Proposal;
- (q) **“VPD Work Site”** means any site(s) owned or controlled by the VPD, where the Requirements are to be performed, including but not limited to: virtual access whereby remote access to data is gained to a VPD system and/or VPD account via electronic means; and direct or indirect access to VPD account information held by the contractor and sub-contractor(s) if any; and

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- (r) **“VPL Site”** means any site(s) owned or controlled by the VPL, where the Requirements are to be performed, including but not limited to: virtual access whereby remote access to data is gained to a VPL system and/or VPL account via electronic means; and direct or indirect access to VPL account information held by the contractor and sub-contractor(s) if any.

26.3 All other terms (capitalized or not) have the meanings given to them in the RFP.

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**PART C - FORM OF PROPOSAL**

**1.0 INTRODUCTION**

- 1.1 This PART C - FORM OF PROPOSAL contains the format and information requested by the City to be contained in the Proponent's Proposal.
- 1.2 The Proponent's Proposal should be submitted in two envelopes/packages:
- (a) Envelope One: Commercial Proposal; and
  - (b) Envelope Two: Management Proposal.
- 1.3 The Commercial Proposal should contain the following sections, as more particularly described in this PART C - FORM OF PROPOSAL under the heading "Submission Instructions for Envelope One - Commercial Proposal":
- (a) Part D - Proposal Declaration Form;
  - (b) Schedule B - Pricing Tables;
  - (c) Appendix 10 - Certificate of Existing Insurance; and
  - (d) WorksafeBC Clearance Letter.
- 1.4 The Management Proposal should contain the following sections, as more particularly described in this PART C - FORM OF PROPOSAL under the heading "Submission Instructions for Envelope Two - Management Proposal":
- (a) Company Profile;
  - (b) Key Personnel;
  - (c) References;
  - (d) Sub-Contractors;
  - (e) Schedule A - Requirements;
  - (f) Mandatory Requirements;
  - (g) Sustainability
    - (i) Appendix 7 - Declaration of Supplier Code of Conduct Compliance
    - (ii) Appendix 8a - Sustainability Initiatives
    - (iii) Appendix 8b - Vendor Sustainability Leadership Questionnaire; and
  - (h) Project Timeline.

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**2.0 SUBMISSION INSTRUCTIONS FOR ENVELOPE ONE - COMMERCIAL PROPOSAL**

The following describes the format and information to be provided by the Proponents in their Commercial Proposals. The paragraph titles and numbers in the Commercial Proposal should correspond to the paragraph titles and numbers below.

**2.1 Proposal Declaration Form**

Each Proponent shall submit with its Commercial Proposal a signed Proposal Declaration Form substantially as set out in PART D - PROPOSAL DECLARATION FORM, or as otherwise acceptable to the City.

**2.2 Pricing**

**2.2.1 The Proponent shall provide the following information:**

- (a) a total maximum fee for the services proposed in each Category of Services being bid on, inclusive of all taxes (except HST), showing all applicable costs (inclusive of taxes, except HST), per Schedule B - Pricing Tables;
- (b) the hourly charge out rates for Project team members;
- (c) a description of all costs, organized as above, for any additional proposed scope of work related to this Project. For example, where additional meetings are requested by the City, describe how these would be charged to the City; and
- (d) a breakdown of any costs associated with any changes that may be required as a result of the proposed services. By way of example only, if the City requires the purchase of new hardware in order to implement the proposed services, the Proponent shall provide costing detail on not only the new hardware, software or licenses required, but also any professional services and labour required to configure, install, and maintain the new hardware, including annual maintenance costs.

**2.2.2 The Proponent shall copy and complete Schedule B - Pricing Tables, for inclusion in their RFP submission.**

**2.2.3 Terms of Payment**

The City's standard payment terms are net 30 days after receipt of approved bill, however any discounts or more favourable terms offered by the Proponent will be taken into consideration in the financial evaluation. Proponents should indicate in their Proposals if they require other than Net 30 days payment.

The City does not pay late payment fees or interest charges.

**2.3 Insurance Requirements and Provisions - refer to Appendix 3 - Insurance Requirements and Provisions**

**2.3.1 Proponents shall submit with their Proposals a Certificate of Existing Insurance (Appendix 10) duly completed and signed by their insurance agent or broker as evidence of their existing insurance, along with a letter from their insurance broker or agent indicating whether or not (and if not then to what extent) they will be able to comply with the insurance requirements as set out in Appendix 3 - Insurance, should they be selected as the successful Proponent.**

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- 2.3.2 Upon contract award, the successful Proponent will be required to file certificates of insurance with the City showing proof of all insurance requirements described utilizing the “Professional Liability Insurance Certificate” attached as Appendix 4 and “Liability Insurance Certificate” attached as Appendix 5. These certificates must be received and reviewed and approved by the City prior to or concurrently with the City entering into any Agreement with the successful Proponent.
- 2.4 **WorkSafeBC Requirements**
- 2.4.1 Proponents shall submit with their Proposals proof of valid WorkSafeBC registration. Such registration should be maintained as specified in Appendix 3 - Insurance Requirements and Provisions.
- 2.5 **Deviations and Variations**
- 2.5.1 Proponent(s) should detail any deviations and/or variations from the terms and conditions set out in this RFP and if applicable, detail proposed amendments.
- 2.5.2 Where the Proponent is proposing the use of contract language or clauses in a proposed form of Agreement, including any and all Schedules, such proposed language must be outlined in its Proposal and this language may or may not be considered by the City at its sole discretion.

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**3.0 SUBMISSION INSTRUCTIONS FOR ENVELOPE TWO - MANAGEMENT PROPOSAL**

The following describes the format and information to be provided by the Proponents in their Management Proposals. The paragraph titles and numbers in the Management Proposals should correspond to the paragraph titles and numbers below.

Proponents should note that the Management Proposal should contain only the pricing information specifically requested in Schedule A - Requirements.

**3.1 Company Profile**

3.1.1 Provide a description of the proponent's company, purpose and history of successes including number of years in business, major projects, and what is most responsible for the proponent's success to date.

3.1.2 Provide the following information:

Size of Company in Canada (including affiliate companies), in terms of total revenue	
Size of Company in Canada (excluding affiliate companies), in terms of total revenue	
Size of Company in BC (including affiliate companies), in terms of revenue	
Size of Company in BC (excluding affiliate companies), in terms of revenue	
Number of clients in Canada that are a) similar in size to the City of Vancouver, and of those, b) how many are public sector clients?	a) b)
Number of clients in BC that are a) similar in size to the City of Vancouver, and of those, b) how many are public sector clients?	a) b)
Would the City of Vancouver be considered a small, medium, or large account for your company, in relation to your other customers, in Canada?	
Would the City of Vancouver be considered a small, medium, or large account for your company, in relation to your other customers, in BC?	
For your largest customer in Canada, what percentage of your total Canadian revenue is represented by your largest customer in Canada?	
For your largest customer in BC, what percentage	



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of your total BC revenue is represented by your largest customer in BC?	
What is your company's market share in the Wireline Industry in Canada? (excluding affiliate companies)	
What is your company's market share in the Wireline Industry in BC? (excluding affiliate companies)	

**3.1.3 Provide the following information:**

Proponent's Legal Name: \_\_\_\_\_  
"Proponent"

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Cheque Payable/Remit to Address: \_\_\_\_\_  
(if different from Mailing Address) \_\_\_\_\_  
\_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Key Contact Person: \_\_\_\_\_ E-mail: \_\_\_\_\_

HST Registration No.: \_\_\_\_\_ Incorporation Date: \_\_\_\_\_

City of Vancouver Business License Number: \_\_\_\_\_

WorkSafeBC Account Number: \_\_\_\_\_

Dunn and Bradstreet Number: \_\_\_\_\_

**3.2 Proponent's Key Personnel**

**3.2.1 Dedicated Account Team**

The City has a large and complex voice and data network on which City staff and citizens rely to conduct its business. To ensure the highest possible availability and efficient use of resources, the City requires the successful Proponent to provide the City with a dedicated account team. The dedicated account team shall consist of specific key individuals assigned to the City's account, with back-up personnel for coverage when the key individuals are unavailable. All members of the dedicated account team shall have full knowledge of the City network and any processes and procedures that may be unique to and required by the City.

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The City requires an experienced and dedicated account team, including back-up personnel, comprising at minimum of:

- Account Manager (to serve as the single point of contact for sales and coordination);
- Customer Service Manager (to manage and escalate technical issues);
- Technical Specialist (to serve as wireline technical lead and subject matter expert (“SME”));
- Billing Representative; and
- Order Representative.

#### Escalation & Coordination Process

The City requires a documented escalation process for technical and other issues. Technical issues shall be coordinated by the Customer Service Manager. Non-technical issues shall be coordinated and escalated by the Account Manager. Specific and detailed network and account information shall be available to the dedicated account team, when a call is placed or email sent by the City to the successful Proponent, requesting support or placing an order.

#### 3.2.2 Dedicated Transition & Implementation Team

The City also requires an experienced and dedicated transition & implementation team, including back-up personnel, comprising of:

- Project Manager; and
- Transition & Implementation Team members.

3.2.3 Using the electronic copy of this RFP, Proponents shall provide their responses in the spaces provided, as indicated in the rows labeled “Proponent’s Response” in the tables below. Proponents may add extra lines as required, and may expand the space allotted for Proponent’s Responses, as required.

By submitting a Proposal, the Proponent consents to the City contacting these references at its discretion, and consents to the City also contacting City staff and any other organization for the purposes of evaluating the Proposal.

Preference will be given to Proponent project teams that are local and demonstrate knowledge and experience involving the provision of wireline network services.

Proponents must provide evidence of the knowledge and experience of each proposed team member, inclusive of key personnel, back-ups to key personnel, and applicable subcontractors.

##### 3.2.3.1 Account Manager

<b>1</b>	<i>What is the name and title of the Account Manager?</i>
<i>Proponent’s Response</i>	
<b>2</b>	<i>Is the Account Manager the Proponent’s employee, or the Proponent’s subcontractor?</i>
<i>Proponent’s Response</i>	
<b>3</b>	<i>What will be the role of the Account Manager in servicing this Project?</i>

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<i>Proponent's Response</i>	
<i>4</i>	<i>Will non-technical issues will be coordinated and escalated by the Account Manager?</i>
<i>Proponent's Response</i>	
<i>5</i>	<i>In the space below, include the resume for the Account Manager.</i>
<i>Proponent's Response</i>	
<i>6</i>	<i>What are the three or more relevant and successfully completed projects for the Account Manager? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
<i>7</i>	<i>Please provide a brief overview of why this person is qualified to be the Account Manager for the City.</i>
<i>Proponent's Response</i>	
<i>8</i>	<i>What is the name and title of the back-up to the Account Manager?</i>
<i>Proponent's Response</i>	
<i>9</i>	<i>Is the back-up to the Account Manager the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
<i>10</i>	<i>In the space below, include the resume for the back-up to the Account Manager.</i>
<i>Proponent's Response</i>	
<i>11</i>	<i>What are the three or more relevant and successfully completed projects for the back-up to the Account Manager? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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**3.2.3.2 Customer Service Manager**

1	<i>What is the name and title of the Customer Service Manager?</i>
<i>Proponent's Response</i>	
2	<i>Is the Customer Service Manager the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
3	<i>What will be the role of the Customer Service Manager in servicing this Project?</i>
<i>Proponent's Response</i>	
4	<i>Will non-technical issues will be coordinated and escalated by the Customer Service Manager?</i>
<i>Proponent's Response</i>	
5	<i>In the space below, include the resume for the Customer Service Manager.</i>
<i>Proponent's Response</i>	
6	<i>What are the three or more relevant and successfully completed projects for the Customer Service Manager? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
7	<i>Please provide a brief overview of why this person is qualified to be the Customer Service Manager for the City.</i>
<i>Proponent's Response</i>	
8	<i>What is the name and title of the back-up to the Customer Service Manager?</i>
<i>Proponent's Response</i>	
9	<i>Is the back-up to the Customer Service Manager the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
10	<i>In the space below, include the resume for the back-up to the Customer Service Manager.</i>
<i>Proponent's Response</i>	
11	<i>What are the three or more relevant and successfully completed projects for the back-up to the Customer Service Manager? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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3.2.3.3 Technical Specialist (SME)

1	<i>What is the name and title of the Technical Specialist (SME)?</i>
<i>Proponent's Response</i>	
2	<i>Is the Technical Specialist (SME) the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
3	<i>What will be the role of the Technical Specialist (SME) in servicing this Project?</i>
<i>Proponent's Response</i>	
4	<i>In the space below, include the resume for the Technical Specialist (SME).</i>
<i>Proponent's Response</i>	
5	<i>What are the three or more relevant and successfully completed projects for the Technical Specialist (SME)? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
6	<i>Please provide a brief overview of why this person is qualified to be the Technical Specialist (SME) for the City.</i>
<i>Proponent's Response</i>	
7	<i>What is the name and title of the back-up to the Technical Specialist (SME)?</i>
<i>Proponent's Response</i>	
8	<i>Is the back-up to the Technical Specialist (SME) the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
9	<i>In the space below, include the resume for the back-up to the Technical Specialist (SME).</i>
<i>Proponent's Response</i>	
10	<i>What are the three or more relevant and successfully completed projects for the back-up to the Technical Specialist (SME)? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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3.2.3.4 Billing Representative

1	<i>What is the name and title of the Billing Representative?</i>
<i>Proponent's Response</i>	
2	<i>Is the Billing Representative the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
3	<i>What will be the role of the Billing Representative in servicing this Project?</i>
<i>Proponent's Response</i>	
4	<i>Will billing issues be coordinated and escalated by the Billing Representative?</i>
<i>Proponent's Response</i>	
5	<i>In the space below, include the resume for the Billing Representative.</i>
<i>Proponent's Response</i>	
6	<i>What are the three or more relevant and successfully completed projects for the Billing Representative? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
7	<i>Please provide a brief overview of why this person is qualified to be the Billing Representative for the City.</i>
<i>Proponent's Response</i>	
8	<i>What is the name and title of the back-up to the Billing Representative?</i>
<i>Proponent's Response</i>	
9	<i>Is the back-up to the Billing Representative the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
10	<i>In the space below, include the resume for the back-up to the Billing Representative.</i>
<i>Proponent's Response</i>	
11	<i>What are the three or more relevant and successfully completed projects for the back-up to the Billing Representative? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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3.2.3.5 Order Representative

1	<i>What is the name and title of the Order Representative?</i>
Proponent's Response	
2	<i>Is the Order Representative the Proponent's employee, or the Proponent's subcontractor?</i>
Proponent's Response	
3	<i>What will be the role of the Order Representative in servicing this Project?</i>
Proponent's Response	
4	<i>Will order issues be coordinated and escalated by the Order Representative?</i>
Proponent's Response	
5	<i>In the space below, include the resume for the Order Representative.</i>
Proponent's Response	
6	<i>What are the three or more relevant and successfully completed projects for the Order Representative? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
Proponent's Response	
7	<i>Please provide a brief overview of why this person is qualified to be the Order Representative for the City.</i>
Proponent's Response	
8	<i>What is the name and title of the back-up to the Order Representative?</i>
Proponent's Response	
9	<i>Is the back-up to the Order Representative the Proponent's employee, or the Proponent's subcontractor?</i>
Proponent's Response	
10	<i>In the space below, include the resume for the back-up to the Order Representative.</i>
Proponent's Response	
11	<i>What are the three or more relevant and successfully completed projects for the back-up to the Order Representative? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
Proponent's Response	

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3.2.3.6 Project Manager

1	<i>What is the name and title of the Project Manager?</i>
<i>Proponent's Response</i>	
2	<i>Is the Project Manager the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
3	<i>What will be the role of the Project Manager in servicing this Project?</i>
<i>Proponent's Response</i>	
4	<i>Will technical and non-technical issues be coordinated and escalated by the Project Manager during the planning and implementation phase of the project?</i>
<i>Proponent's Response</i>	
5	<i>In the space below, include the resume for the Project Manager.</i>
<i>Proponent's Response</i>	
6	<i>What are the three or more relevant and successfully completed projects for the Project Manager? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
7	<i>Please provide a brief overview of why this person is qualified to be the Project Manager for the City.</i>
<i>Proponent's Response</i>	
8	<i>What is the name and title of the back-up to the Project Manager?</i>
<i>Proponent's Response</i>	
9	<i>Is the back-up to the Project Manager the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
10	<i>In the space below, include the resume for the back-up to the Project Manager.</i>
<i>Proponent's Response</i>	
11	<i>What are the three or more relevant and successfully completed projects for the back-up to the Project Manager? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	



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3.2.3.7 Transition & Implementation Team Member # 1 (if different from the ongoing sustainment team members). Proponents may insert additional Transition and Implementation Team Member tables as required.

<b>1</b>	<i>What is the name and title of Team Member #1?</i>
<i>Proponent's Response</i>	
<b>2</b>	<i>Is Team Member #1 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
<b>3</b>	<i>What will be the role of Team Member #1 in servicing this Project?</i>
<i>Proponent's Response</i>	
<b>4</b>	<i>Will any technical or non-technical issues be coordinated and escalated by Team Member #1 during the planning and implementation phases of the project?</i>
<i>Proponent's Response</i>	
<b>5</b>	<i>In the space below, include the resume for Team Member #1.</i>
<i>Proponent's Response</i>	
<b>6</b>	<i>What are the three or more relevant and successfully completed projects for Team Member #1? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
<b>7</b>	<i>Please provide a brief overview of why this person is qualified to be Team Member #1 for the Transition and Implementation Team.</i>
<i>Proponent's Response</i>	
<b>8</b>	<i>What is the name and title of the back-up to Team Member #1?</i>
<i>Proponent's Response</i>	
<b>9</b>	<i>Is the back-up to Team Member #1 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
<b>10</b>	<i>In the space below, include the resume for the back-up to Team Member #1.</i>
<i>Proponent's Response</i>	
<b>11</b>	<i>What are the three or more relevant and successfully completed projects for the back-up to Team Member #1? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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3.2.3.8 Transition & Implementation Team Member # 2 (if different from the ongoing sustainment team members)

1	<i>What is the name and title of Team Member #2?</i>
<i>Proponent's Response</i>	
2	<i>Is Team Member #2 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
3	<i>What will be the role of Team Member #2 in servicing this Project?</i>
<i>Proponent's Response</i>	
4	<i>Will any technical or non-technical issues be coordinated and escalated by Team Member #2 during the planning and implementation phase of the project?</i>
<i>Proponent's Response</i>	
5	<i>In the space below, include the resume for Team Member #2.</i>
<i>Proponent's Response</i>	
6	<i>What are the three or more relevant and successfully completed projects for Team Member #2? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
7	<i>Please provide a brief overview of why this person is qualified to be Team Member #2 for the Transition and Implementation Team.</i>
<i>Proponent's Response</i>	
8	<i>What is the name and title of the back-up to Team Member #2?</i>
<i>Proponent's Response</i>	
9	<i>Is the back-up to Team Member #2 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
10	<i>In the space below, include the resume for the back-up to Team Member #2.</i>
<i>Proponent's Response</i>	
11	<i>What are the three or more relevant and successfully completed projects for the back-up to Team Member #2? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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3.2.3.9 Transition & Implementation Team Member # 3 (if different from the ongoing sustainment team members)

1	<i>What is the name and title of Team Member #3?</i>
<i>Proponent's Response</i>	
2	<i>Is Team Member #3 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
3	<i>What will be the role of Team Member #3 in servicing this Project?</i>
<i>Proponent's Response</i>	
4	<i>Will any technical or non-technical issues be coordinated and escalated by Team Member #3 during the planning or implementation phase of the project?</i>
<i>Proponent's Response</i>	
5	<i>In the space below, include the resume for Team Member #3.</i>
<i>Proponent's Response</i>	
6	<i>What are the three or more relevant and successfully completed projects for Team Member #3? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
7	<i>Please provide a brief overview of why this person is qualified to be Team Member #3 for the Transition and Implementation Team.</i>
<i>Proponent's Response</i>	
8	<i>What is the name and title of the back-up to Team Member #3?</i>
<i>Proponent's Response</i>	
9	<i>Is the back-up to Team Member #3 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
10	<i>In the space below, include the resume for the back-up to Team Member #3.</i>
<i>Proponent's Response</i>	
11	<i>What are the three or more relevant and successfully completed projects for the back-up to Team Member #3? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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3.2.3.10 Transition & Implementation Team Member # 4 (if different from the ongoing sustainment team members)

1	<i>What is the name and title of Team Member #4?</i>
<i>Proponent's Response</i>	
2	<i>Is Team Member #4 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
3	<i>What will be the role of Team Member #4 in servicing this Project?</i>
<i>Proponent's Response</i>	
4	<i>Will any technical or non-technical issues be coordinated and escalated by Team Member #4 during the planning or implementation phase of the project?</i>
<i>Proponent's Response</i>	
5	<i>In the space below, include the resume for Team Member #4.</i>
<i>Proponent's Response</i>	
6	<i>What are the three or more relevant and successfully completed projects for Team Member #4? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	
7	<i>Please provide a brief overview of why this person is qualified to be Team Member #4 for the Transition and Implementation Team.</i>
<i>Proponent's Response</i>	
8	<i>What is the name and title of the back-up to Team Member #4?</i>
<i>Proponent's Response</i>	
9	<i>Is the back-up to Team Member #4 the Proponent's employee, or the Proponent's subcontractor?</i>
<i>Proponent's Response</i>	
10	<i>In the space below, include the resume for the back-up to Team Member #4.</i>
<i>Proponent's Response</i>	
11	<i>What are the three or more relevant and successfully completed projects for the back-up to Team Member #4? Include references for each of the projects, as well as the contact information of the references (i.e. email address, telephone number).</i>
<i>Proponent's Response</i>	

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3.2.4 Organization chart

1	<i>Use the space below (expand as required) to insert an organization chart for the Proponent's proposed Project and Sustainment teams, for both sales and operations. Identify the team leader or project manager, and all roles and areas of responsibility.</i>
<i>Proponent's Response</i>	

3.2.5 For other team members, Proponents shall complete the tables below, to describe these team members' roles in the Project and their relevant experience.

1	<i>What is the name and title of team member A?</i>
<i>Proponent's Response</i>	
2	<i>What is the role of team member A in servicing this Project?</i>
<i>Proponent's Response</i>	
3	<i>What is team member A's relevant experience?</i>
<i>Proponent's Response</i>	

4	<i>What is the name and title of team member B?</i>
<i>Proponent's Response</i>	
5	<i>What is the role of team member B in servicing this Project?</i>
<i>Proponent's Response</i>	
6	<i>What is team member B's relevant experience?</i>
<i>Proponent's Response</i>	

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<b>7</b>	<i>What is the name and title of team member C?</i>
<i>Proponent's Response</i>	
<b>8</b>	<i>What is the role of team member C in servicing this Project?</i>
<i>Proponent's Response</i>	
<b>9</b>	<i>What is team member C's relevant experience?</i>
<i>Proponent's Response</i>	

### **3.3 Proponent's References**

3.3.1 The Proponent is to describe the Proponent's relevant company experience with similar engagements for similar work over the last two years as well as references for same by completing the table below. A minimum of three references are required. The Proponent may, at its own discretion, expand on the number of references and information that it deems necessary to support its Proposal. By submitting a Proposal, the Proponent consents to the City contacting these references, and also consents to the City:

- using references of City staff; and
- contacting any other organization

for the purposes of evaluating the Proponent's company and Proposal.

<b>Name and Address of Company</b>	<b>Contact Name and Telephone Number</b>	<b>Brief Description of Work and Date Performed</b>

### **3.4 Sub-Contractors (if applicable)**

3.4.1 The Sub-contractors shown below are the Sub-contractors that the Proponent proposes to use to carry out the Requirements. The City expects that the Proponent will engage the listed Sub-contractors and no others in their stead without prior written authorization of the City.

3.4.2 The City reserves the right to object to any of the Sub-contractors listed in a Proposal. If the City objects to a listed Sub-contractor then the City will permit a Proponent to, within seven calendar days, propose a substitute Subcontractor acceptable to the City. A Proponent will not be required to make such a substitution and, if the City objects to a listed Sub-contractor, the Proponent may, rather than propose a substitute Sub-contractor, consider its Proposal rejected by the City and by written notice withdraw its Proposal.

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3.4.3 If no Sub-contractors will be used, indicate “Not Applicable”.

Company Name, Address	Contact Name and Telephone Number	Area of Responsibility	Experience in Area of Responsibility

**3.5 Schedule A - Requirements**

3.5.1 Proponents shall review Schedule A - Requirements in detail, and shall understand the scope of services to be provided by the successful Proponent.

3.5.2 Further to 3.5.1 above, the City is interested in Proposals that will add value to the Project. Innovative ideas will be favourably considered in evaluating all Proposals.

3.5.3 Proponents shall complete the table below, as indication of the Category of Services for which they are bidding. In completing the table below, the following terms and meanings shall apply:

- ‘X’ = Proponent is bidding on the Category of Services
- ‘N/A’ = Proponent is not bidding on the Category of Services

CATEGORY A - VOICE SERVICES	CATEGORY B - DATA SERVICES	CATEGORY C - INTERNET SERVICES

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### **3.6 Mandatory Requirements**

3.6.1 Proposals submitted by Proponents shall meet all mandatory requirements set out in this RFP. If a Proponent submits a Proposal that does not meet all mandatory requirements, the City may set the Proponent's Proposal aside and give the Proposal no further consideration.

3.6.2 Proponents shall complete the table below, as indication of their Proposal being compliant with the mandatory requirements listed in Schedule A - Requirements. In completing the table below, the following terms and meanings shall apply:

- 'Yes' = Proponent's Proposal meets the mandatory requirement
- 'No' = Proponent's Proposal does not meet the mandatory requirement
- 'N/A' = the mandatory requirement does not apply to the Proponent's Proposal

<b>Mandatory Requirement</b>	<b>CATEGORY A - VOICE SERVICES</b>	<b>CATEGORY B - DATA SERVICES</b>	<b>CATEGORY C - INTERNET SERVICES</b>
1. VPD Enhanced Security Clearance for Proponent's staff servicing (on-site and/or remotely) and/or accessing the VPD account.			
2. Solution must allow for the continuation of existing telephone numbers and existing numbering plans.			
3. A SAP-compatible and/or exportable billing process.			
4. Must provide and bid on all services within any one single Category of Services.			
5. All Categories of Services being bid on for the RFP must be commercially available as of the RFP release date & during the term of the contract.			
6. Technical Assistance Centre will be available 24x7x365.			

### **3.7 Sustainability**

3.7.1 The City is committed to preserving the environment. Proponents should provide environmentally sensitive products or services wherever possible. Where there is a requirement that the Proponent supplies materials, and where such materials may cause adverse effects, the Proponent is to indicate the nature of the hazard in its Proposal. The Proponent is to advise the City of any known alternatives or substitutes for such materials that would mitigate the effects of any adverse conditions on the environment.

3.7.2 Please complete and include in the submitted Proposal, the following:

- Declaration of Supplier Code of Conduct Compliance (Appendix 7);
- Sustainability Initiatives (Appendix 8a); and
- Vendor Sustainability Leadership Questionnaire (Appendix 8b).



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**3.8 Project Timeline**

- 3.8.1 Proponents shall complete the table below. The working schedule should be of sufficient detail to demonstrate the Proponent's understanding of the Requirements:

No.	Milestone Description	Date
1	Receipt of Notice of Award from the City	
2	Execution of Form of Agreement	
3	Project Planning	
4	Transition & Implementation of Service 1	
5	Transition & Implementation of Service 2	
6	(additional milestones and details to be added by Proponent)	

- 3.8.2 If the Proponent is short-listed during the Proposal evaluation process, the City may request that the short-listed Proponent provide a detailed schedule in GANTT format, to illustrate and complement their proposed task-by-task work plan, and based on the milestones in 3.8.1, as well as any additional information provided by the City.
- 3.8.3 The final negotiated and agreed-upon schedule, not necessarily the schedule submitted in the Proponent's Proposal, shall become the contract schedule for the successful Proponent.

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PART D - PROPOSAL DECLARATION FORM

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[Proponent's Letterhead]

To: [Insert submission location]

Attention: [Insert contact person]

Capitalized terms have the definitions given them in the RFP.

In consideration of the City's agreement to consider Proposals in accordance with the terms of the RFP, the Proponent hereby submits its Proposal in accordance with the following:

**I. PROPOSAL**

The Proponent acknowledges that:

- (a) this Proposal Declaration Form has been duly authorized and validly executed;
- (b) the Proponent has received, read, examined and understood the entire RFP including all of the terms and conditions, all documents listed in the RFP "Table of Contents" including, without limitation, and any and all Addenda; and
- (c) the City reserves the right to verify information in its Proposal and conduct any background investigations including criminal record investigations, verification of the Proposal, credit enquiries, litigation searches, bankruptcy registrations and taxpayer information investigations or other investigations on the Proponent, and by submitting a Proposal, the Proponent agrees that it consents to the conduct of all or any of those investigations by the City.

**II. NO CONFLICT OF INTEREST IN PROPOSAL EVALUATION**

The Proponent confirms that there is no officer, director, shareholder, partner or employee or other person related to the Proponent or the Proponent's proposed Sub-contractor's organizations (a "person having an interest") or any spouse, business associate, friend or relative of a person having an interest who is:

- (a) an elected official or employee of the City; or
- (b) related to or has any business or family relationship with any elected official or employee of the City,

such that there would be any conflict of interest or any appearance of conflict of interest in the evaluation or consideration of this Proposal by the City, except as set out below:

***[The Proponent is conclusively deemed to have declared "none" unless the Proponent deletes this note and describes any or all relationships which might give rise to a conflict of interest or an appearance of a conflict of interest.]***

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PART D - PROPOSAL DECLARATION FORM

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**III. NO CONFLICT OF INTEREST IN PROJECT**

The Proponent confirms that neither the Proponent nor its proposed Sub-contractors are currently engaged in providing (or are proposing to provide) wireline network service of any kind to the Federal Government, Provincial Government, the Greater Vancouver Regional District (Metro Vancouver), or any member local governments of Metro Vancouver such that entering into the Agreement pursuant to this RFP would create a conflict of interest or the appearance of conflict of interest between the Proponent's duties to the City and the Proponent's duties of loyalty to these other governmental organizations, except as set out below:

***[The Proponent is conclusively deemed to have declared "none" unless the Proponent deletes this note and describes any or all relationships which might give rise to a conflict of interest or an appearance of a conflict of interest.]***

**IV. NO COLLUSION OR FRAUD**

The Proponent now confirms that its Proposal is in all respects a fair Proposal made without collusion or fraud and confirms that the Proponent is not competing within this RFP process with any entity which it is legally or financially associated or affiliated, except as set out below:

***[The Proponent is conclusively deemed to have declared "none" unless the Proponent deletes this note and describes any and all affiliations or relationships which might give rise to collusion or an appearance of collusion.]***

**V. NO LOBBY STATUS**

The Proponent now confirms that neither it nor any officers, directors, shareholders, partners, or employees of the Proponent or any of its proposed Sub-Contractors is registered as a lobbyist under any lobbyist legislation in any jurisdiction in Canada or in the United States of America, except as set out below:

***[The Proponent is conclusively deemed to have declared "none" unless the Proponent deletes this note and describes any or all lobbyist registrations of the type described above.]***

IN WITNESS TO THE ABOVE, the Proponent has executed this Proposal Declaration Form and submits same with the attached Proposal:

\_\_\_\_\_  
Authorized Signatory for the Proponent

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title (please print)

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**PROVISION OF WIRELINE NETWORK SERVICES**  
**PART E - SCHEDULES & APPENDICES**  
**SCHEDULE A - REQUIREMENTS**

---

This Schedule A - Requirements contains the requirements for Specific Functionality for each of the three Categories of Services (Section 1.0) as well as requirements (Sections 2.0 - 14.0) that are common for all services regardless of any specific Category of Services.

Section 1.0 - Specific Functionality for Services is divided into three Categories of Services:

- Category A - Voice Services;
- Category B - Data Services; and
- Category C - Internet Services.

Proponents may bid on one or more Categories of Services. Proponents shall ensure that they have indicated which Categories of Services they are bidding on, by completing the table in section 3.5.3 of Part C - Form of Proposal.

Proponents bidding on any Category of Services must bid on all services included in that Category of Services. Partial bidding on (the services of) any Category of Services may result in the Proposal being set aside by the City and given no further consideration.

Proponents not bidding on a particular Category of Services are not required to address the requirements of that Category of Services.

In Section 1.0 Specific Functionality for Services - Category A - Voice Services, there are VPD-specific requirements, which Proponents shall respond to, if they are bidding on Section A - Voice Services.

Sections 2.0 - 14.0 set out requirements that are common to all Categories of Services. All Proponents are required to describe in their proposal how all such requirements will be satisfied, whether they are responding to one, two or all three Categories of Services. If there are different responses to the question(s) for each Category of Services, please clearly indicate in the rows labeled "Proponent's Response", for each applicable question.

Proponents shall take note of the following mandatory requirements: Mandatory Requirement	CATEGORY A - VOICE SERVICES	CATEGORY B - DATA SERVICES	CATEGORY C - INTERNET SERVICES
1. VPD Enhanced Security Clearance for Proponent's staff servicing (on-site and/or remotely) and/or accessing the VPD account.	X		
2. Solution must allow for the continuation of existing telephone numbers and existing numbering plans.	X		
3. SAP-compatible and/or exportable billing process.	X	X	X
4. Must provide all services within any one single Category of Services.	X	X	X
5. All Categories of Services being bid on for the RFP must be commercially available as of the RFP release date & during the term of the contract.	X	X	X
6. Technical assistance centre will be available 24x7x365.	X	X	X

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**PART E - SCHEDULES & APPENDICES**  
**SCHEDULE A - REQUIREMENTS**

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For the Proponent's Proposal to be given consideration by the City, the Proponent shall fully comply with the mandatory requirements listed above.

If a Proponent does not comply with one or more of the mandatory requirements listed above, then the Proponent's submitted Proposal may be set aside by the City and given no further consideration.

Using the electronic copy of this Schedule A - Requirements, Proponents shall provide their responses in the spaces provided, as indicated in rows labeled "Proponent's Response".

The quality of Proponents' Responses will be evaluated by the City, and each response should contain details to demonstrate the Proponent's understanding of the requirement, and demonstrate how the Proponent can meet the requirement.

**TABLE OF CONTENTS**

Section	Detail
For Section 1.0, Proponents shall address only the requirements for those Categories of Services (i.e. Voice, Data, Internet) that they are bidding on.	
1.1 1.2 1.3	Specific Functionality for Services: Category A - Voice Services Category B - Data Services Category C - Internet Services
The requirements listed in Sections 2.0 - 14.0 below are common to all Categories of Services and shall be addressed by all Proponents regardless of which Categories of Services they are bidding on.	
2.0	Transition and Implementation Plans
3.0	Availability of Proposed Wireline Network Services
4.0	Introduction of New Wireline Services
5.0	City Infrastructure Changes
6.0	Pricing Models
7.0	VPD Enhanced Security Clearance
8.0	Order Process
9.0	Billing System
10.0	Management Reports
11.0	Maintenance and Service Level Agreements (SLAs)
12.0	Security of Data, Redundancy, and Disaster Recovery Plan
13.0	Contract Terms and Conditions
14.0	Value Added Services

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**PART E - SCHEDULES & APPENDICES**  
**SCHEDULE A - REQUIREMENTS**

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**SCHEDULE A - REQUIREMENTS**

**1.0 Specific Functionality for Services**

The City has a large and complex voice and data network, as outlined in detail in Section 2.0 of Part B - Instructions to Proponents. The City has listed the functional requirements by existing service offering in the following sections, and requires the functionality (rather than the brand or trade name) offered by these services. By way of example only, for current Centrex lines, the City seeks a solution providing the functionality offered by the Centrex lines, rather than specifically Centrex service; in other words, the City requires Centrex-like functionality for its existing Centrex lines and may therefore consider an alternate but equivalent service offered by a Proponent.

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**PART E - SCHEDULES & APPENDICES**  
**SCHEDULE A - REQUIREMENTS**

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## **1.1 CATEGORY A - VOICE SERVICES**

### **1.1.1 PRIs**

The PRI functionality required is as follows:

Two PRI Groups are configured into two 'super-groups', each on a separate cluster.

Calls inbound should be distributed to the super-group of PRI in a round robin fashion, spreading the load on the gateways and network services between sites.

Additional requirements include:

- Redundancy, should a PRI or gateway fail, or if a site is being repaired due to a failure or during a planned service window; and
- Uninterrupted external incoming calls directed to voice mail (or other pre-determined number at a different site), in the event that all data connectivity at a site is lost.

The PRIs are not shared between the two clusters (City cluster and the VPD cluster). There are currently no partial PRIs.

The PRIs are required to be terminated and distributed across the five gateway sites on the City Cluster and three gateway sites on the VPD cluster, on Cisco 2800 and 3800 series routers using the following configuration:

- PRI Protocol type PRI NI2
- PCM Type u-law
- Channel selection top down (exception is VPD: Channel selection bottom up)
- Channel IE Type uses number when 1B
- Central Office Digit Manipulation provides 5 significant digits (exception is VPD: 10 significant digits)
- Line Coding B8ZS
- Framing ESF
- Central Office to provide clocking

#### **COV PRI**

Based on recent traffic studies, the City requires eleven full PRIs, which should be configured as a single super-group allowing incoming and outgoing calls to be presented to and from all locations. Inbound calls should be distributed to this group of eleven PRIs and terminated at five gateway sites configured to distribute the calls in a round robin fashion spreading the load across the gateways and network services. Each gateway has between two and four PRIs.

#### **VPD PRI**

The VPD has five PRIs, which are configured as a single super-group allowing incoming and outgoing calls to be presented to and from all locations. Based on recent traffic studies, the VPD is currently over-trunked with three full PRI required. Inbound calls are distributed to this group of PRIs and terminated at three gateway sites configured to distribute the calls in a round robin fashion spreading the load across the gateways and network services. Each gateway currently has one or two PRIs.

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1.1	<i>Is your proposed solution for PRI or another service offering the required functionality?</i>
Proponent's Response	
1.2	<i>If the proposed service is for a "similar service", describe in detail the service you are proposing.</i>
Proponent's Response	
1.3	<i>If the proposed service is for a "similar service", describe in detail any impacts to (at minimum) hardware, software, training, staffing in order for the City to transition from its current Business lines to the Proponent's proposed service.</i>
Proponent's Response	
1.4	<i>Can you provide the City with super-group functionality for PRI terminated in multiple locations? Describe how this service would work. Include details on all components and services required to enable this.</i>
Proponent's Response	
1.5	<i>Does your super-group service allow for calls to be distributed in a round-robin fashion to PRIs terminated in multiple locations?</i>
Proponent's Response	
1.6	<i>How will you provide redundancy if a PRI or gateway fails, or if a site is taken out of service?</i>
Proponent's Response	
1.7	<i>How will you provide uninterrupted external incoming calls going to voice mail or another pre-determined number at another site, if all data connectivity at a site is lost?</i>
Proponent's Response	
1.8	<i>Does your solution support PRI Protocol type PRI NI2?</i>
Proponent's Response	
1.9	<i>Does your solution support PCM Type <math>\mu</math>-law?</i>
Proponent's Response	
1.10	<i>Does your solution support Channel selection top down?</i>
Proponent's Response	
1.11	<i>Does your solution support Channel selection bottom up?</i>
Proponent's Response	
1.12	<i>Does your solution support Channel IE Type using number when 1B?</i>
Proponent's Response	



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1.13	<i>Does your solution support Central Office Digit Manipulation providing 5 significant digits?</i>
<i>Proponent's Response</i>	
1.14	<i>Does your solution support Line Coding B8ZS?</i>
<i>Proponent's Response</i>	
1.15	<i>Does your solution support Framing ESF?</i>
<i>Proponent's Response</i>	
1.16	<i>Does your solution support Central Office to provide clocking?</i>
<i>Proponent's Response</i>	
1.17	<i>Can you provide the City with eleven PRI or the equivalent?</i>
<i>Proponent's Response</i>	
1.18	<i>Can you provide the VPD with three PRI or the equivalent?</i>
<i>Proponent's Response</i>	

#### 1.1.2 Direct Inward Dial (DID) Numbers

The City and VPD in total use approximately 6500 DID numbers, some of which may be reserved.

The requirements related to DID numbers include but are not limited to the following:

- The City requires the ability to retain all existing active and reserved DID numbers.
- The City's ability to add DID numbers in the 604 area code during the term of the contract.
- The City requires the successful Proponent to have DIDs available in the 604 area code that the City can reserve and have available as required.
- The City's ability to reserve 10, 50, and 100 blocks of DID numbers, which will be available for use as and when required, guaranteed and with no exceptions, during the term of the contract. Up to 100 DID numbers per year may be required over the term of the contract.

City DID translation at the City-owned IP-PBX is based on a single digit indicating location and the last four digits of the DID. The vendor provides the last 5 digits of the phone number, the City strips the first digit and adds our own to create an internal dial plan. Any new DIDs provided are required to fit into this dial plan.

1.19	<i>Does your solution give the City the ability to retain all existing active and reserved DID numbers?</i>
<i>Proponent's Response</i>	
1.20	<i>Does your solution allow the City to add DID numbers in the 604 area code?</i>
<i>Proponent's Response</i>	

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1.21	<i>Do you have DIDs available in the 604 area code that the City can reserve and have available?</i>
<i>Proponent's Response</i>	
1.22	<i>Does your solution allow the City to reserve 10, 50 and 100 blocks of DID numbers?</i>
<i>Proponent's Response</i>	
1.23	<i>Can you guarantee these numbers will be available when required to activate?</i>
<i>Proponent's Response</i>	
1.24	<i>Are there any restrictions on the quantity of numbers that can be moved from the City's existing services to your proposed services at one time?</i>
<i>Proponent's Response</i>	

#### 1.1.3 Long Distance

In 2011, the City and VPD in total used approximately 400,000 North America minutes, and 2,100 international minutes.

All long distance calls should receive the same long distance rates, regardless of what location the calls were made from, and what service was used (i.e. PRI, Centrex, 1B's, etc.).

The City prefers a flat per-minute rate for all of North America.

The successful Proponent shall indicate in Schedule B - Pricing Tables, its long distance flat rate for North American calls, and a table outlining per minute and service charges for long distance and international calls.

All long distance calls made from each of the City numbers (e.g. DID, Centrex, Business lines, etc.) must be tracked by the service provider. The long distance calls are to be shown on the monthly bill/invoice against the specific number which placed the call.

The City requires the ability to have operator-assisted calls charged back to the City's main account and be shown on the monthly bill against the number which placed the call.

1.25	<i>Can you give the City the same long distance rates, regardless of what location the calls were made from, and what service was used (i.e. PRI, Centrex, 1B's, etc.)?</i>
<i>Proponent's Response</i>	
1.26	<i>Can you provide the City with a flat per-minute rate for all of North America?</i>
<i>Proponent's Response</i>	
1.27	<i>Can you display long distance charges on monthly bills, showing charges against specific phone numbers placing the calls?</i>
<i>Proponent's Response</i>	

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1.28	<i>Can you give the City the ability to have operator-assisted calls charged back to the City's main account and be shown on the monthly bill against the number which placed the call?</i>
<i>Proponent's Response</i>	

#### 1.1.4 International Calling Cards and Conference Cards

The successful Proponent shall supply international calling cards which will charge back to the City's main account.

The successful Proponent shall supply conference cards which will charge back to a specific account.

1.29	<i>Can you supply international calling cards which will charge back to specific main accounts (i.e. City separate from VPD)?</i>
<i>Proponent's Response</i>	
1.30	<i>Can you supply conference cards which will charge back to specific accounts (i.e. City separate from VPD)?</i>
<i>Proponent's Response</i>	

#### 1.1.5 Toll Free Numbers

The City requires a few low-use toll free numbers to allow people located throughout North America to join in on conference calls on the City's (Cisco Meeting Place) conference bridge.

1.31	<i>Can you supply the City with toll free numbers?</i>
<i>Proponent's Response</i>	
1.32	<i>Describe how the toll free numbers work with the City's conference bridge.</i>
<i>Proponent's Response</i>	

#### 1.1.6 Calling Line Identification (CLID)

The successful Proponent shall follow the City's specific CLID rules, based on the function of the telephone set.

The City PRI must be able to accept all CLID information from the service provider's network.

CLID information or instructions sent to the service provider must include all of the following formats:

- City of Vancouver - DID specific NPA-NXX-xxxx;
- City of Vancouver - PRI Super-group pilot number;
- Private caller (no name or number displayed); and
- Other formats as defined by the City or VPD.

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1.33	<i>Will your solution follow the City's specific CLID rules?</i>
<i>Proponent's Response</i>	
1.34	<i>How will you ensure that the City PRI will be able to accept all CLID information from your network?</i>
<i>Proponent's Response</i>	
1.35	<i>Will you be able to accept CLID information or instructions in the following format: City of Vancouver - DID specific NPA-NXX-xxxx?</i>
<i>Proponent's Response</i>	
1.36	<i>Will you be able to accept CLID information or instructions in the following format: City of Vancouver - PRI Super-group pilot number?</i>
<i>Proponent's Response</i>	
1.37	<i>Will you be able to accept CLID information or instructions in the following format: Private caller (no name or number displayed)?</i>
<i>Proponent's Response</i>	
1.38	<i>Will you be able to accept CLID information or instructions in other formats as defined by the City or VPD?</i>
<i>Proponent's Response</i>	

#### 1.1.7 Business Lines (1B's)

The City and the VPD have several hundred individual business lines located throughout the City, used for a variety of functions:

- 1B's provide service for: security alarms, POS terminals, fax machines, dedicated elevator phones, desk phones and 911 services.
- Voice mail and voice announcement features (note: currently, there are approximately ten voicemail boxes and five announcement mailboxes in use).
- Fixed call forwarding (defined as a direct transfer from the Central Office (CO) to an alternate number or into the City PRI super-group).

If the Proponent offers Business Line-like functionality, the Proponent shall describe in detail any impacts to (at minimum) hardware, software, training, and staffing in order for the city to transition from its current Business lines to the Proponent's proposed service.

The City will consider moving single and multi-line telephone configurations from 1B service to Centrex-like service.

At minimum, the following features are required:

- Deny 3<sup>rd</sup> party calling
- Deny collect calling
- Deny toll calls
- Call waiting

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- Call display blocking - outbound calls
- Call unblocking
- Call display - inbound calls
- Multi-line configurations
- Call forwarding
- Voice mail

1.39	<i>Is your proposed solution for Business line service or a similar service?</i>
Proponent's Response	
1.40	<i>If your proposed solution for Business line service, describe in detail the service.</i>
Proponent's Response	
1.41	<i>If the proposed service is for a 'similar service', describe in detail the service you are proposing.</i>
Proponent's Response	
1.42	<i>If the proposed service is for a 'similar service', describe in detail any impacts to (at minimum) hardware, software, training, and staffing in order for the City to transition from its current Business lines to your proposed service.</i>
Proponent's Response	
1.43	<i>Can you deny 3<sup>rd</sup> party calling?</i>
Proponent's Response	
1.44	<i>Can you deny collect calling?</i>
Proponent's Response	
1.45	<i>Can you deny toll calls?</i>
Proponent's Response	
1.46	<i>Can you provide call waiting?</i>
Proponent's Response	
1.47	<i>Can you provide call display blocking - outbound calls?</i>
Proponent's Response	
1.48	<i>Can you provide call unblocking?</i>
Proponent's Response	
1.49	<i>Can you provide call display blocking - inbound calls?</i>
Proponent's Response	

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1.50	<i>Can you provide multi-line configurations?</i>
<i>Proponent's Response</i>	
1.51	<i>Can you provide call forwarding?</i>
<i>Proponent's Response</i>	
1.52	<i>Can you provide standard voice mail functionality? If so, what is included in your standard offering?</i>
<i>Proponent's Response</i>	
1.53	<i>Will you have available '1B' numbers in the 604 area code that the City can reserve? If so, are they guaranteed to be available when required?</i>
<i>Proponent's Response</i>	
1.54	<i>Will your solution allow the City to retain all existing active and 1B numbers?</i>
<i>Proponent's Response</i>	
1.55	<i>Can you provide announcement voice mail boxes? If so, provide details on the various options you can provide.</i>
<i>Proponent's Response</i>	
1.56	<i>Are any hardware changes required (including telephone sets) as a result of the solution you are proposing?</i>
<i>Proponent's Response</i>	

#### 1.1.8 Centrex Services

The City and the VPD are currently using:

- approximately 525 Centrex lines with single and/or multi-line configurations;
- approximately 130 standard voicemail boxes, sixteen menus, and five information-only menus; and
- one ACD group with six agents.

Basic Centrex functionality is required, including but not limited to the following features:

- a. Call forwarding
- b. Deny 3<sup>rd</sup> party calling
- c. Deny collect calling
- d. Deny toll calls
- e. Call waiting
- f. Call display blocking - outbound
- g. Call unblocking
- h. Call display - inbound
- i. Multi-line configurations
- j. Voice mail

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1.1.9 The City requires the ability to retain all existing active and Centrex numbers.

The City requires the successful Proponent to have available numbers in the 604 area code that the City can reserve and have available as required.

If the Proponent offers Centrex-like functionality, the Proponent shall describe in detail any impacts to (at minimum) hardware, software, training, and staffing in order for the city to transition from its current Centrex lines to the Proponent's proposed Centrex-like lines.

1.57	<i>Is your proposed solution for Centrex service, or a similar Centrex-like service?</i>
<i>Proponent's Response</i>	
1.58	<i>If the proposed service is for a 'similar service', describe in detail.</i>
<i>Proponent's Response</i>	
1.59	<i>If the proposed service is for a 'similar service', describe in detail any impacts to (at minimum) hardware, software, training, and staffing in order for the City to transition from its current Centrex lines to your proposed service.</i>
<i>Proponent's Response</i>	
1.60	<i>Can you provide call forwarding?</i>
<i>Proponent's Response</i>	
1.61	<i>Can you provide deny 3<sup>rd</sup> party calling?</i>
<i>Proponent's Response</i>	
1.62	<i>Can you provide deny collect calling?</i>
<i>Proponent's Response</i>	
1.63	<i>Can you provide deny toll calls?</i>
<i>Proponent's Response</i>	
1.64	<i>Can you provide call waiting?</i>
<i>Proponent's Response</i>	
1.65	<i>Can you provide call display blocking - outbound?</i>
<i>Proponent's Response</i>	
1.66	<i>Can you provide call unblocking?</i>
<i>Proponent's Response</i>	
1.67	<i>Can you provide call display - inbound?</i>
<i>Proponent's Response</i>	

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1.68	<i>Can you provide multi-line configurations?</i>
<i>Proponent's Response</i>	
1.69	<i>Can you provide standard voice mailbox functionality? If so, what is included in your standard offering?</i>
<i>Proponent's Response</i>	
1.70	<i>Can you provide announcement voice mail boxes? If so, provide details on the various options you can provide.</i>
<i>Proponent's Response</i>	
1.71	<i>Can you provide voice mail 'menu' mailboxes? If so, provide details on the various options you can provide.</i>
<i>Proponent's Response</i>	
1.72	<i>Can you provide stand-alone voice mail boxes?</i>
<i>Proponent's Response</i>	
1.73	<i>Will you have available 'Centrex' numbers in the 604 area code that the City can reserve? If so, are they guaranteed to be available when required?</i>
<i>Proponent's Response</i>	
1.74	<i>Will your solution allow the City to retain all existing active and Centrex numbers?</i>
<i>Proponent's Response</i>	
1.75	<i>Are any hardware changes required (including telephone sets) as a result of the solution you are proposing?</i>
<i>Proponent's Response</i>	

#### 1.1.10 City Centrex functionality

The City requires:

- Four-digit dialing between City Centrex sites;
- Five-digit dialing between VoIP and Centrex phones: and
- Centrex number blocks that work with a five-digit coordinated dial plan from the City VoIP cluster.

1.76	<i>Can you provide four-digit dialing between City Centrex sites?</i>
<i>Proponent's Response</i>	
1.77	<i>Can you provide Centrex number blocks that work with a five-digit coordinated dial plan from the City VoIP cluster?</i>
<i>Proponent's Response</i>	



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1.1.11 VPD Centrex functionality

There is currently five digit dialing between VPD Centrex sites and between VPD Centrex sites and VoIP sites.

Most of the VPD's Centrex telephones use the VPD's own in-house Unity Connection Voice Mail system, which runs over eight PIMG's (PBX-IP media gateway units). This voice mail is managed and maintained by the VPD.

1.78	<i>Can you provide five-digit dialing between VPD Centrex sites and between VPD Centrex sites and VoIP sites?</i>
<i>Proponent's Response</i>	
1.79	<i>Can you provide Centrex number blocks that work with a five-digit coordinated dial plan from the VPD VoIP cluster?</i>
<i>Proponent's Response</i>	
1.80	<i>Will your proposed service allow the VPD to continue to have its voice mail for their Centrex lines running through VPD's Unity Connection VM servers?</i>
<i>Proponent's Response</i>	

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## **1.2 CATEGORY B - DATA SERVICES**

The City currently has 28 T1 lines providing network connectivity to sites located throughout the City. MPLS is the current protocol in use, and this protocol will likely continue to be used. The City also uses point to point ADSL to connect 13 City sites to the City network using site to site VPN.

The City has approximately 14 private lines in use, located throughout the City, for connectivity between various City sites. These Private lines are used for Engineering, Police and Fire radio systems and Engineering Telemetry systems. These lines are used to directly connect the various systems and do not connect to the City network.

### **1.2.1 T1 Lines**

<b>1.81</b>	<i>Is your proposed solution for T1 service or a similar T1-like service?</i>
<i>Proponent's Response</i>	
<b>1.82</b>	<i>If the proposed service is for a 'similar service', describe in detail.</i>
<i>Proponent's Response</i>	
<b>1.83</b>	<i>If the proposed service is for a 'similar service', describe in detail any impacts to (at minimum) hardware, software, training, staffing or other items, in order for the City to transition from its current T1 lines to your proposed service.</i>
<i>Proponent's Response</i>	
<b>1.84</b>	<i>Will your solution allow the City to continue to use the MPLS protocol?</i>
<i>Proponent's Response</i>	
<b>1.85</b>	<i>Can your proposed service be 'ganged' or otherwise combined to increase bandwidth? Explain speed combinations and offerings.</i>
<i>Proponent's Response</i>	

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1.2.2 ADSL Service - Point to Point

1.86	<i>Is your proposed solution for ADSL Point to Point service or a similar ADSL Point to Point-like service?</i>
Proponent's Response	
1.87	<i>If the proposed service is for a 'similar service', describe in detail.</i>
Proponent's Response	
1.88	<i>If the proposed service is for a 'similar service', describe in detail any impacts to (at minimum) hardware, software, training, staffing, or other items, in order for the City to transition from its current ADSL Point to Point service to your proposed service.</i>
Proponent's Response	
1.89	<i>Can your proposed service be 'ganged' or otherwise combined to increase bandwidth? If so, explain speed combination and offerings.</i>
Proponent's Response	
1.90	<i>As the City will be providing ADSL/VPN devices for these sites, does the proposed service allow for an order with no ADSL modem or equivalent device?</i>
Proponent's Response	
1.91	<i>Does your proposed solution for ADSL point to point service or a similar ADSL point to point-like service allow for static IP addressing?</i>
Proponent's Response	

1.2.3 Private Lines

1.92	<i>Is your proposed solution for Private Line service or a similar Private line-like service?</i>
Proponent's Response	
1.93	<i>If the proposed solution is for a 'similar service', describe in detail.</i>
Proponent's Response	
1.94	<i>If the proposed service is for a 'similar service', describe in detail any impacts to (at minimum) hardware, software, training, staffing, or other items, in order for the City to transition from its current Private lines to your proposed service.</i>
Proponent's Response	
1.95	<i>Will your solution support the approximately 25 private lines?</i>
Proponent's Response	

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**1.3 CATEGORY C - INTERNET SERVICES**

The City (except VPL) currently has one primary internet access and a back-up from a different internet access service provider. The current utilization is at approximately 30mbps, occasionally spiking to 80mbps. There is continual growth in this usage. The City requires a cost-effective service that will charge a flat rate for our average usage, and not charge for occasional spikes.

In addition, 25 smaller sites that are not connected to the City networks, have their own dedicated ADSL internet accesses. The minimum speed requirement is 1mbps up and 15mbps down. The City may move some of these smaller sites to a mid-speed internet connection requiring a minimum of 3 mbps up and 15 mbps down.

VPL has its own dedicated internet access service. The current utilization is at approximately 170mbps, occasionally spiking to over 200mbps. There is steady and rapid growth on this access due to continually growing public demand. VPL requires a cost-effective service that will charge a flat rate for its average usage, and not charge for these occasional spikes.

The City may contract with a second vendor for the provision of a secondary or back-up internet connection in the event of service disruption of the primary internet services provider. This will be a stand-by service, as no internet traffic will be carried on this secondary internet access unless the primary internet access is out of service. All incoming internet traffic must be routed through the primary internet provider regardless of the service provider of the end user.

The City will consider using one primary and backup internet access provider for all City internet requirements, excluding VPL, should there be a solution that meets all of the City bandwidth and redundancy requirements.

The City requires best value for internet access services, as reflected by the successful Proponent's pricing and billing structure, where monthly costs can be kept as low and as predictable as possible.

The City requires that the Proponent's own network to be stable and fully redundant, and the Proponent shall manage upgrades and other maintenance issues in such a manner that the Proponent can assure that internet service is uninterrupted and available 24x7x365.

The City requires the ability for City staff to do real-time monitoring and reporting of the internet connections for the purposes of monitoring internet traffic and the amount of bandwidth being utilized at any given point in time. At minimum, the following is highly desired:

- City monitoring: to include the read-only SNMP access to the service provider's router to view latency and packet loss, connection speed, saturation of the connection, and the types of traffic, etc.; and
- Reporting: of all items monitored (latency and packet loss, connection speed, saturation of the connections, and the types of traffic, etc.) as well as usage, historical usage trends encompassing daily with a minimum threshold of five-minute intervals, weekly, monthly, and annual usage reports in both a numerical and graphical representation of bandwidth usage.

The City requires the ability to add or reduce services for capacity or redundancy requirements during the term of the contract, without any financial penalties or additional administrative costs to contract(s) resulting from this RFP.

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1.3.1 Dedicated Internet Access - high speed

1.96	<i>Is your proposed solution for dedicated internet access service or a similar dedicated Internet access-like service?</i>
Proponent's Response	
1.97	<i>If the proposed service is for a 'similar service', describe in detail.</i>
Proponent's Response	
1.98	<i>If the proposed service is for a 'similar service', describe in detail any impacts to (at minimum) hardware, software, training, and staffing in order for the City to transition from its current dedicated Internet Access service to the Proponent's proposed service.</i>
Proponent's Response	
1.99	<i>As the internet access provider, can you provide the City with its current utilization of approximately 30mbps, with spikes to 80mbps, as well as provide for future growth?</i>
Proponent's Response	
1.100	<i>Can your proposed solution increase (or decrease) the bandwidth quickly and easily? If so, explain the process that enables this.</i>
Proponent's Response	
1.101	<i>Will you provide the VPL with its own dedicated internet access service with utilization at approximately 170mbps, occasionally spiking to over 200mbps?</i>
Proponent's Response	
1.102	<i>Will you provide the VPL with a service for which the VPL will be charged a flat rate for its average usage, without charging for occasional spikes in usage?</i>
Proponent's Response	
1.103	<i>Will you charge a flat rate for the City and VPL's average usage, and not for the occasional spikes? Explain the pricing model.</i>
Proponent's Response	
1.104	<i>Do you support BGP peering for Primary and Secondary interfaces?</i>
Proponent's Response	

1.3.2 Medium Speed (T1) Internet Connections

1.105	<i>Is your proposed solution for T1 internet access service or a similar T1 internet access-like service?</i>
Proponent's Response	

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1.106	<i>If the proposed service is for a 'similar service', describe in detail.</i>
Proponent's Response	
1.107	<i>If the proposed service is for a 'similar service', describe in detail (at minimum) any hardware, software, training, and staffing requirements in order for the City to implement your T1 Internet Access service or similar service.</i>
Proponent's Response	
1.108	<i>Can you provide internet access with speeds of 3 mbps up, and 15 mbps down for ADSL-like connections? Explain speed offerings.</i>
Proponent's Response	

### 1.3.3 Low Speed (ADSL) Internet Connections

1.109	<i>Is your proposed solution for ADSL internet access service or a similar ADSL internet access-like service?</i>
Proponent's Response	
1.110	<i>If the proposed service is for a 'similar service', describe in detail.</i>
Proponent's Response	
1.111	<i>If the proposed service is for a 'similar service', describe in detail any impacts to (at minimum) hardware, software, training, and staffing in order for the City to transition from its current ADSL Internet Access service to your proposed service.</i>
Proponent's Response	
1.112	<i>Can you provide internet access to the approximately 25 ADSL site located throughout the City?</i>
Proponent's Response	
1.113	<i>Can you provide internet access with speeds of 1 mbps up, and 15 mbps down for ADSL-like connections? Explain speed offerings.</i>
Proponent's Response	

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1.3.4 Monitoring and Reporting

1.114	<i>Will you give City staff the ability to do real-time monitoring of the internet connections for the purposes of monitoring internet traffic and the amount of bandwidth being utilized at any given point in time? Please Describe.</i>
<i>Proponent's Response</i>	
1.115	<i>Can you provide City monitoring to include the read-only SNMP access to the service provider's router to view latency and packet loss, connection speed, saturation of the connection, and the types of traffic, etc.? Please describe.</i>
<i>Proponent's Response</i>	
1.116	<i>Can you provide the City with reporting of all items monitored (latency and packet loss, connection speed)?</i>
<i>Proponent's Response</i>	
1.117	<i>Can you provide the City with reporting on saturation of the connections?</i>
<i>Proponent's Response</i>	
1.118	<i>Can you provide the City with reporting on the types of traffic?</i>
<i>Proponent's Response</i>	
1.119	<i>Can you provide the City with real-time usage statistics?</i>
<i>Proponent's Response</i>	
1.120	<i>Can you provide the City with historical usage data encompassing daily with a minimum threshold of five-minute intervals, weekly, monthly, and annual usage reports?</i>
<i>Proponent's Response</i>	
1.121	<i>How long is historical usage data retained?</i>
<i>Proponent's Response</i>	
1.122	<i>Can you provide bandwidth usage data in both numerical and graphical representation?</i>
<i>Proponent's Response</i>	
1.123	<i>Describe the way in which the City will access the reports per 1.112-1.120 above.</i>
<i>Proponent's Response</i>	

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**Note:** Sections 2.0 - 14.0 below set out the requirements that are common for all services regardless of any specific Category of Services a Proponent wishes to bid for.

## **2.0 Transition and Implementation Plans**

The City and VPD are 24x7x365 operations, and VPL branches are open 7 days a week and the library offers services over the Internet 7x24x365. Downtime must be kept to a minimum, and when required must be pre-scheduled to occur only during defined maintenance periods.

Proposals must include detailed transition and implementation plans (including timelines and responsibilities) for each of the services being responded to as the successful Proponent who needs to transition services and/or equipment from the incumbent service provider.

<b>2.1</b>	<i>Describe in detail your proposed transition and implementation plans for each service within the Voice section (i.e. PRI, 1B, Centrex).</i>
<i>Proponent's Response</i>	
<b>2.2</b>	<i>Describe in detail your proposed transition and implementation plans for each service within the Data section (i.e. T1, ADSL).</i>
<i>Proponent's Response</i>	
<b>2.3</b>	<i>Describe in detail your proposed transition and implementation plans for each service within the Internet section.</i>
<i>Proponent's Response</i>	

## **3.0 Availability of Proposed Wireline Network Services**

All network wireline services proposed by the Proponent should be commercially available at the time of the RFP submission, and services should be available for the maximum potential contract term of five (5) years (inclusive of optional years), commencing from the time of contract signing.

The Proponent, may, during the term of the contract, propose an alternate or replacement service which provides at minimum the same level of services at no increase in cost during the term of the contract. If there is a change required to the City infrastructure to accommodate this replacement service, this must be identified in this Schedule A - Requirements, and in Schedule B - Pricing Table.

If, during the term of the contract, there is a change in service resulting in the need for the City to terminate the current service and implement the new service, the successful Proponent shall give the City a minimum of 12 months' written notice. The new service offered by the successful Proponent must offer equivalent or more functionality to the current service, and the new service will not result in financial penalties and/or additional costs to the City. Furthermore, the City shall have sole and absolute discretion either to terminate the current service and implement the new service with the successful Proponent, or to terminate the current service with the successful Proponent without any financial penalties and/or additional costs to the City, and contract with another service provider to enable the City to continue the current service.



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3.1	<i>Are your proposed network wireline services commercially available at the time of your RFP submission?</i>
Proponent's Response	
3.2	<i>Will your proposed network wireline services be commercially available for the maximum contract term (5 years, inclusive of optional years) contemplated in this RFP?</i>
Proponent's Response	
3.3	<i>Are you proposing a replacement service, and if so, what changes are required to the City infrastructure to accommodate this replacement service? If changes are required to the City infrastructure, please describe here, and include the pricing details only in Schedule B - Pricing Table.</i>
Proponent's Response	
3.4	<i>Will you provide the City with a minimum 12 months' written notice of any changes to services?</i>
Proponent's Response	
3.5	<i>What amount of notice do you typically give your customers when you retire a wireline service?</i>
Proponent's Response	
3.6	<i>Will you ensure that the new service will offer equivalent or more functionality to the City's current service?</i>
Proponent's Response	
3.7	<i>Will the new service result in financial penalties and/or additional costs to the City?</i>
Proponent's Response	
3.8	<i>Will the City have sole and absolute discretion either to terminate the current service and implement the new service, or to terminate the current service without any financial penalties and/or additional costs to the City, and contract with another service provider to enable the City to continue the current service?</i>
Proponent's Response	
3.9	<i>How do you typically assist your customers to transition to a new service when you retire a wireline service?</i>
Proponent's Response	

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#### **4.0 Introduction of New Wireline Services**

As the successful Proponent introduces new network wireline services or features, the City shall have the option to remain with the current services, or move to the new services without incurring financial penalty and/or additional costs related to contract changes.

If the City chooses to move to the new network wireline services offered by the successful Proponent during the term of the contract, the successful Proponent shall have a process to facilitate the City's transition to the new services without incurring financial penalty and/or additional costs related to contract changes.

<b>4.1</b>	<i>As you introduce new network wireline services or features, will you give the City the option to remain with the current services, or move to the new services without incurring financial penalty and/or additional costs related to contract changes?</i>
<i>Proponent's Response</i>	
<b>4.2</b>	<i>How would you facilitate the City's transition to the new services?</i>
<i>Proponent's Response</i>	

#### **5.0 City Infrastructure Changes**

Section 2.0 of Part B - Instructions to Proponents describes the current infrastructure in use at the City. If the Proponent proposes any services that would require any changes to the City's existing hardware or software, the Proponent shall be responsible for identifying in their response, any new hardware, software, design, maintenance or support that would be required as a result of implementing the proposed service.

The successful Proponent shall ensure City infrastructure will support services being offered by the successful Proponent. Any questions regarding the City's current infrastructure shall be directed to the Contact Person for this RFP. It is the sole responsibility of the Proponent to ensure that they are familiar with any City infrastructure to which their proposed services will require connection or integration.

The Proponent's Proposal shall include any hardware, software, design, maintenance or support required, as well as any and all associated costs in Schedule B - Pricing Tables. The Proponent shall identify additional hardware, software or other infrastructure changes the City will be required to undertake in order to take advantage of the services proposed. The Proponent shall indemnify the City for any costs resulting from infrastructure changes not identified by the Proponent.

<b>5.1</b>	<i>If you propose any services that would require any changes to the City's existing hardware or software, will you take responsibility for including any required hardware, software, design, maintenance or support, or other costs?</i>
<i>Proponent's Response</i>	

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5.2	<i>If applicable, please identify additional hardware, software, or other infrastructure changes (inclusive of design, maintenance or support required, as well as any and all associated costs) that the City will be required to undertake in order to take advantage of the services proposed.</i>
<i>Proponent's Response</i>	
5.3	<i>How will you ensure that City infrastructure will support the services you are offering?</i>
<i>Proponent's Response</i>	
5.4	<i>Will you indemnify the City for any costs resulting from infrastructure changes that you have not identified?</i>
<i>Proponent's Response</i>	

## 6.0 Pricing Models

During the term of the contract, the City must have the ability to increase or decrease the quantity of lines or level of bandwidth without incurring financial penalty.

Pricing models shall:

- offer the lowest pricing based on the quantity, size, support, and term offered;
- reflect pricing for contracted services, and shall not increase during the maximum five-year term of the contract (inclusive of optional years);
- show pricing for each Category of Services. If responding to more than one Category of Services, the pricing shall clearly show pricing by services, Category as well as the final price for all Categories of Services being responded to. The City shall have the option to purchase one or more of the three Categories of Services proposed by the Proponent;
- ensure that if rates for a particular service are reduced during the term of the contract, the City shall receive this reduced rate;
- allow for fluctuation in the quantity or size of the service, without penalty;
- be provided for a term of three (3) years, with the option for the City to renew for additional two one-year terms at the same rates as the initial three (3) year contract, for a maximum total of five (5) years;
- provide the City with the option to select the best pricing model for each Category of Services in the RFP;
- not automatically renew the contract term upon reaching the end of the initial three (3) year contract, unless written consent to renew is given by the City to the successful Proponent; and
- provide pricing for out-of-contract price protection (e.g. month-by-month) for up to one year past expiry of initial three year or subsequent one-year extensions (i.e. optional years).

6.1	<i>Will the City be able to increase or decrease the quantity of lines or level of bandwidth without incurring financial penalty?</i>
<i>Proponent's Response</i>	
6.2	<i>Will the City be able to increase or decrease the quantity of lines or level of bandwidth if the increase or decrease is outside the ranges specified in the contract, without incurring any financial penalties?</i>
<i>Proponent's Response</i>	

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6.3	<i>Can you assure the City that if your rates for a particular service are reduced during the term of the contract, the City will receive the reduced rate?</i>
<i>Proponent's Response</i>	
6.4	<i>Does your pricing model provide for the lowest pricing based on the quantity, size, support, and term offered?</i>
<i>Proponent's Response</i>	
6.5	<i>Does your pricing model reflect pricing for the three-year contract term, without any price increases during the two optional one-year extensions?</i>
<i>Proponent's Response</i>	
6.6	<i>Does your pricing model show pricing for each service within a category of Services?</i>
<i>Proponent's Response</i>	
6.7	<i>If you are responding to more than one Category of Services, does your pricing clearly show pricing by category of Services as well as the final price for all categories of Services being responded to?</i>
<i>Proponent's Response</i>	
6.8	<i>How will your contract pricing model renew upon reaching the end of the initial three-year term (i.e. via automatic renewal or by written consent to renew)?</i>
<i>Proponent's Response</i>	
6.9	<i>Does your pricing model provide out-of-contract price protection (e.g. month-by-month) for up to one year past expiry of initial three year or subsequent one-year extensions?</i>
<i>Proponent's Response</i>	

## **7.0 VPD Enhanced Security Clearance**

The VPD ensures that all contractors having access to VPD facilities and VPD information are cleared to a minimum standard, which includes a basic background security clearance. VPD Enhanced Security Clearance is mandatory for the successful Proponent's staff, including all staff who have remote access to VPD data and/or who have access to VPD facilities.

The purpose of performing the basic background security clearance is to ensure compliance with and maintenance of the integrity of information-sharing agreements, such as contemplated by this RFP PS20120635. The basic background security clearance examines the trustworthiness and suitability of all service providers and contracted individuals who have access to VPD assets and information, thereby ensuring the protection of VPD assets and information. The process is straightforward, follows stringent guidelines, and consists of multiple steps, which grants the VPD permission to conduct the status checks. Until all information on the VPD Security Clearance Forms (per Appendices 6a & 6b) is obtained and verified by the VPD, an individual shall not have access to any VPD information, and shall not have unescorted access to any VPD facility.

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In the Proposal submission, Proponents are not required to complete and attach Appendix 6a - VPD Consent to Release Information Form (1601B) or Appendix 6b - VPD Civilian Security Screening Background Information Form (1602).

If a Proponent is short-listed during the Proposal evaluation process, the City may require the short-listed Proponent to submit a completed Appendix 6a - Vancouver Police Department Consent to Release Information Form (1601B) within five (5) business days of notification of short-listing.

If a Proponent is selected for contract award, the successful Proponent must:

- submit a completed Appendix 6a - Vancouver Police Department Consent to Release Information Form (1601B), if not already submitted in the short-listing stage;
- submit a completed Appendix 6b - Vancouver Police Department Civilian Security Screening Background Information Form (1602) for each of its personnel, including, but not limited to directors, managers, supervisors, and staff who will have access to any VPD site and/or access to any VPD information (including remotely-accessed information); and
- bear any and all costs associated with the above VPD background security clearances requirements.

The VPD Security Office may, at the VPD's sole and absolute discretion, recommend to the appropriate Deputy Chief Constable, the suspension or revocation of a contract or procurement, if the service provider fails to maintain the required VPD security and procurement standards.

<b>7.1</b>	<i>Upon receipt of notification that you have been short-listed, estimated one month after the Closing Date of the RFP, will you be able to submit a completed Appendix 6a - VPD Consent to Release Information Form (1601B) and Appendix 6b - VPD Civilian Security Screening Background Information Form (1602) for staff, within five (5) business days of notification?</i>
<i>Proponent's Response</i>	
<b>7.2</b>	<i>Are you prepared to bear any and all costs associated with the VPD background security clearances requirements?</i>
<i>Proponent's Response</i>	

## **8.0 Order Process**

The City requires defined and strictly-enforced procedures on how orders are to be placed, and by whom. The City currently uses a City-designed web form, which authorized City staff complete. This form is then emailed to the Proponent's dedicated Order Representative (and appropriate back-up personnel). The information on the City-designed web form must be used by the successful Proponent for order and billing purposes, and the information must appear on any and all subsequent order and billing documents exactly as the information appears on the City-designed web form. By way of example only, the word 'Engineering' appearing on the City-designed web form must not be altered by the successful Proponent to 'Eng.'; and 'St.' appearing on the City-designed web form must not be altered by the successful Proponent to 'Street'.

A dedicated Order Representative (and dedicated back-up personnel) must be part of the dedicated account team supporting the City.

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The successful Proponent's order process as described above must be such that order placement under the contract resulting from this RFP is restricted to only authorized personnel from the City who have been approved, according to City protocol, to place orders on behalf of the City.

The City shall not be liable for any orders placed by unauthorized personnel from the City.

The successful Proponent's order process must be able to allow the City to define specific naming conventions for departments, addresses, etc., which must be strictly adhered to by the successful Proponent.

The City shall not be liable for any orders placed which do not comply with conditions stated in this section 8.0.

<b>8.1</b>	<i>Will a dedicated Order Representative, and dedicated back-up personnel, be part of the dedicated account team supporting the City?</i>
<i>Proponent's Response</i>	
<b>8.2</b>	<i>Describe the order process and procedures.</i>
<i>Proponent's Response</i>	
<b>8.3</b>	<i>Describe what process you will have in place to ensure that your order process allows order placement only by authorized personnel from the City?</i>
<i>Proponent's Response</i>	
<b>8.4</b>	<i>Will your order process allow the City to define specific naming conventions for departments, addresses, etc.?</i>
<i>Proponent's Response</i>	
<b>8.5</b>	<i>Will your order process strictly adhere to the City's defined naming conventions?</i>
<i>Proponent's Response</i>	
<b>8.6</b>	<i>Describe the unique features and/or advantages of your order process/system.</i>
<i>Proponent's Response</i>	

## **9.0 Billing System**

The successful Proponent shall have a flexible billing system, customizable to the City's requirements. Consolidated bills for all services are required. Individual bills for individual lines will not be accepted. Consolidated bills must be able to be segregated by City department or organization, and more than one consolidated bill may be required. By way of example only: one consolidated bill may be required for the City services and one consolidated bill may be required for VPD services.

The successful Proponent's billing system must be compatible with the City's SAP system and be able to sort by the City's numeric cost centre codes.

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The successful Proponent's billing process must allow the City to custom export, for internal cost distribution.

The City's naming conventions must be strictly adhered to. By way of example only, the City's use of 'Engineering' must not be altered to 'Eng' or 'Engineer', by the successful Proponent.

The City reserves the right to make changes to its naming conventions, as well as to update and/or correct names and other City data. When the City notifies the successful Proponent of changes to its naming conventions, updates and/or corrections to names and other City data, the successful Proponent shall make effective the changes, updates and/or corrections on a timely basis.

The successful Proponent's billing system shall enable auditing/tracking of the Proponent's users and viewers of City information, to enable the City to monitor the successful Proponent's compliance with the City's security requirements.

The billing system shall have available an online help feature for users.

Billing system processing requirements include, but are not limited to, the following features:

- Electronic Fund Transfer (EFT) payment capability for City bills. EFT payment capability is currently not required for VPL and VPD, but may be required during the term of the contract;
- Uploadable monthly bill format, which would allow the City to manipulate data for analysis;
- A summary page including all charges broken down by category, separate from the detailed billing.
- Files available electronically on a monthly basis with expense details, including but not limited to:
  - a. Service address;
  - b. City's numeric cost centre codes;
  - c. Department;
  - d. Division;
  - e. Individual line number; and
  - f. Long distance details on DIDs, 1Bs, and Centrex lines shown against the specific number that placed the call.
- Billing (including usage) details can be reviewed online by the authorized City employee accountable for managing the relevant account. Ability to segregate information by department, whereby only authorized personnel from each department has visibility into their respective departments/division billing information.
- All requests for move, add, and change work shall be specifically identified as such on the bill, and will include the City's purchase order number, or other reference number as required by the City.

The City does not pay late payment fees or interest charges.

The successful Proponent shall have in place security measure to allow only authorized City personnel to view only the accounts to which they have authorized access. By way of example only, authorized VPD personnel can view only the VPD accounts, and cannot view VPL or City of Vancouver accounts, and vice versa. By way of example only, authorized Financial Services personnel can view only the Financial Services accounts, and cannot view the Kerrisdale Community Centre accounts, and vice versa.

The Proponent shall have a process in place to resolve billing issues.

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9.1	<i>Describe your billing process and system.</i>
Proponent's Response	
9.2	<i>Will your billing process be customizable to the City's requirements, at no cost to the City? If so, are there any limitations?</i>
Proponent's Response	
9.3	<i>Will you customize the format of your bills (i.e. detailed by name, area, filterable, organized in client preferred order, etc.) at the City's request, at no cost to the City?</i>
Proponent's Response	
9.4	<i>Does your billing process provide a summary page showing all charges broken down by category, separate from detailed billing?</i>
Proponent's Response	
9.5	<i>In the space below, insert a sample of the high-level summary page.</i>
Proponent's Response	
9.6	<i>What information is included on a phone line detail page for each service type?</i>
Proponent's Response	
9.7	<i>Do you offer billing via a secure website? Please describe and include samples.</i>
Proponent's Response	
9.8	<i>Will you provide consolidated bills for all services?</i>
Proponent's Response	
9.9	<i>Can your consolidated bills be segregated by City department or organization?</i>
Proponent's Response	
9.10	<i>Will you be able to provide the City with more than one consolidated bill, if required? For example, one for VPD services, and one for the rest of the City services.</i>
Proponent's Response	



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9.11	<i>Will your billing system be compatible with the City's SAP system and/or allow the City to custom export? Note: one of these two options is mandatory. Describe capabilities for data-sharing.</i>
Proponent's Response	
9.12	<i>Will your billing process be able to sort by the City's numeric cost centre codes?</i>
Proponent's Response	
9.13	<i>Will you strictly adhere to the City's naming conventions?</i>
Proponent's Response	
9.14	<i>Please specify how quickly (i.e. turn-around time) you will be able to make effective any changes to the City's naming conventions and/or correct names and other City data, upon notification from the City.</i>
Proponent's Response	
9.15	<i>Describe how your billing system will enable auditing/tracking of users and viewers of City information.</i>
Proponent's Response	
9.16	<i>Will your billing systems have an online help feature for users?</i>
Proponent's Response	
9.17	<i>Does your billing system include EFT payment capability for the City?</i>
Proponent's Response	
9.18	<i>Does your electronic monthly bill format include the service address?</i>
Proponent's Response	
9.19	<i>Can your electronic monthly bill format include the City's numeric cost centre codes?</i>
Proponent's Response	
9.20	<i>Can your electronic monthly bill format include City Department names?</i>
Proponent's Response	
9.21	<i>Does your electronic monthly bill format include City Division names?</i>
Proponent's Response	
9.22	<i>Does your electronic monthly bill format include individual line numbers and associated long distance call?</i>
Proponent's Response	

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9.23	<i>Can City billing (including usage) details be reviewed online?</i>
<i>Proponent's Response</i>	
9.24	<i>Can City billing details be segregated by department?</i>
<i>Proponent's Response</i>	
9.25	<i>Will your bills specifically identify charges for move, add, and change work, and include City order or purchase reference information?</i>
<i>Proponent's Response</i>	
9.26	<i>What security measures will you provide, to allow only authorized City personnel to view only the accounts to which they have authorized access?</i>
<i>Proponent's Response</i>	
9.27	<i>Will you agree to the City's payment terms of net 30 days after receipt of approved bill?</i>
<i>Proponent's Response</i>	
9.28	<i>Will you agree not to charge the City late payment fees or interest charges?</i>
<i>Proponent's Response</i>	
9.29	<i>Are you able to suppress any late payment and/or interest charges from appearing on the City's bills?</i>
<i>Proponent's Response</i>	
9.30	<i>Describe the unique features and/or advantages of your billing process/system.</i>
<i>Proponent's Response</i>	
9.31	<i>Describe your process for resolving billing issues.</i>
<i>Proponent's Response</i>	
9.32	<i>Provide sample bill(s) that best comply with the billing requirements described in this Reference 9.0 Billing System.</i>
<i>Proponent's Response</i>	

## 10.0 Management Reports

Standardized basic reports that do not require the City to customize are required, and include but are not limited to:

- data threshold reports on data and internet services, inclusive of peaks, averages, and packet loss;
- traffic reports on PRI or alternate services;

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- wireline services outage reports, across departments/locations;
- monthly usage and quantity reports; and
- monthly department and divisional reports, showing what lines and services are associated with each of these sub-group.

The City also requires:

- the ability to create additional user-defined customized reports (e.g. location of all Centrex lines, spikes in internet usage);
- granular security and filtering of report information, with appropriate department/division secure access granted to view and/or create different reports;
- Downloadable and exportable reports which can be flexibly sorted, filtered and sub-totaled with output saved locally;
- ability to email reports to the City's internal distribution lists;
- ability to schedule standard and custom reports to run at the same time each month, with email notifications;
- reports listing trouble tickets with details on status and tracking;
- reports which show history of access to VPD account information, for security purposes; and
- if there is a charge for any of the reports, Proponents shall clearly indicate such charges in Schedule B - Pricing Table.

10.1	<i>Can you provide standardized data threshold reports on data and internet services, inclusive of peaks, averages, and packet loss?</i>
<i>Proponent's Response</i>	
10.2	<i>Can you provide standardized traffic reports on PRI? If so, how many per year, and are analyses and recommendations included?</i>
<i>Proponent's Response</i>	
10.3	<i>Can you provide standardized wireline services outage reports, by service and location?</i>
<i>Proponent's Response</i>	
10.4	<i>Will your management reporting system allow the City to create additional user-defined customized reports?</i>
<i>Proponent's Response</i>	
10.5	<i>Will your management reporting system provide granular security and filtering of report information? If so, describe.</i>
<i>Proponent's Response</i>	
10.6	<i>Will your management reporting system produce downloadable and exportable reports in formats allowing the City to flexibly sort, filter, and sub-total such that output can be saved locally?</i>
<i>Proponent's Response</i>	

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<b>10.7</b>	<i>Will your management reporting system allow the City to email the reports directly from your system?</i>
<i>Proponent's Response</i>	
<b>10.8</b>	<i>Can your management reporting system email a notification that a report is ready for viewing?</i>
<i>Proponent's Response</i>	
<b>10.9</b>	<i>Will your management reports provide a listing of trouble tickets with details on status and tracking?</i>
<i>Proponent's Response</i>	
<b>10.10</b>	<i>Will your management reports show the history of access to VPD account information?</i>
<i>Proponent's Response</i>	
<b>10.11</b>	<i>Will there be any charges for any of the City report requirements? If so, for which report requirements?</i>
<i>Proponent's Response</i>	
<b>10.12</b>	<i>In the space below (expand space as required), insert a sample of the reports that will be available to the City. Indicate which reports, if any, will have an additional cost associated with it.</i>
<i>Proponent's Response</i>	

#### **11.0 Maintenance and Service Level Agreements (SLAs)**

The Proponent's technical assistance centre must be available to respond to the City 24 hours a day, 7 days a week, 365 days per year.

The successful Proponent must respond to a major outage within one hour of the reporting of the major outage. A major outage is deemed to have occurred if:

- more than 25% of capacity on an individual service is down; and/or
- all service (of a particular type) is down to one (or more sites) (all Centrex services OR all T1 services, for example).

By way of example only, a major outage is deemed to have occurred if four of the PRI on the City Hall cluster are down, or if all Centrex at a Community Centre are down.

The successful proponent must respond to a minor or non-emergency repair within 4 hours.

VPD requires all staff entering VPD premises and having access to VPD-specific account information to have VPD Enhanced Security Clearance, per Schedule A - Section 7.0.

VPD does not allow any remote maintenance to any services unless warranted by extreme emergency situations or specifically requested by the VPD administrator; and only then permission may be granted with restrictions. These restrictions include all remote users having their VPD Enhanced Security Clearance, per Schedule A - Section 7.0.

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An SLA will be required for all services provided under the contract. When service levels are not met, penalties will be applied.

The successful Proponent shall provide the City with detailed information on its maintenance policies, practices and options (both for remote and on-site). Maintenance services shall be provided in accordance with the operational hours at each facility.

The successful Proponent shall have a dispute resolution process in place to address service levels deemed unsatisfactory by the City.

11.1	<i>Will your technical assistance centre be available 24 x 7 x 365?</i>
<i>Proponent's Response</i>	
11.2	<i>Where is your technical assistance centre located?</i>
<i>Proponent's Response</i>	
11.3	<i>Will you respond to a major outage within one hour of the reporting of the major outage?</i>
<i>Proponent's Response</i>	
11.4	<i>Will you respond to a minor or non-emergency repair within 4 hours?</i>
<i>Proponent's Response</i>	
11.5	<i>How will you ensure that your staff who enter VPD premises and who have access to VPD-specific account information have VPD Enhanced Security Clearance, per Schedule A - Section 7.0?</i>
<i>Proponent's Response</i>	
11.6	<i>How will you ensure that your staff who work remotely have VPD Enhanced Security Clearance, per Schedule A - Section 7.0?</i>
<i>Proponent's Response</i>	
11.7	<i>Will you provide SLAs for all services provided under the contract?</i>
<i>Proponent's Response</i>	
11.8	<i>What penalty provisions will be applicable when you do not respond to an outage or a repair within the agreed upon time frame?</i>
<i>Proponent's Response</i>	

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11.9	<i>Provide detailed information on your maintenance policies, practices and options (both for remote and on-site).</i>
Proponent's Response	
11.10	<i>How will you ensure that maintenance services will be provided in accordance with the operational hours at each City facility?</i>
Proponent's Response	
11.11	<i>What repairs and maintenance can be done on-site?</i>
Proponent's Response	
11.12	<i>What repairs and maintenance can be done remotely?</i>
Proponent's Response	
11.13	<i>Describe how you manage upgrades and network maintenance with an emphasis on how you guarantee uninterrupted service.</i>
Proponent's Response	
11.14	<i>Describe how you will keep VPL downtime to a minimum, and pre-schedule downtime to occur only during defined maintenance periods.</i>
Proponent's Response	
11.15	<i>Describe how you communicate planned downtime to your customers, including contact names and the amount of notice to be given.</i>
Proponent's Response	
11.16	<i>What dispute resolution process will you offer to the City, regarding service levels deemed unsatisfactory by the City?</i>
Proponent's Response	
11.17	<i>What corrective actions will you have in place to address service levels deemed unsatisfactory by the City?</i>
Proponent's Response	
11.18	<i>Describe what penalties are included in your dispute resolution process, inclusive of issues descriptions and applicable financial or other penalties.</i>
Proponent's Response	
11.19	<i>Provide at least one example of how you have resolved a significant dispute with a current or past customer similar to the City.</i>
Proponent's Response	

## 12.0 Security of Data, Redundancy, and Disaster Recovery Plan

The successful Proponent shall show evidence of security inherent to its core network, inclusive of all relevant monitoring tools and policies. They will describe and demonstrate (to the VPD's satisfaction)

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the Proponent's process for keeping secure and protecting the confidentiality of VPD-related information.

The successful Proponent shall have a Disaster Recovery Plan, including details on back-up centre(s) and system redundancies, and shall have an Emergency Response Plan, which shall be made available to the City upon the City's request.

The successful Proponent shall have a Contingency Plan, which would take effect if the City's service is interrupted or unavailable, and shall have a system in place to respond to the City's priorities for resumption of services to the fullest extent possible.

12.1	<i>Describe the architecture of your network with emphasis on network redundancy and other methods in place to guarantee uninterrupted service.</i>
<i>Proponent's Response</i>	
12.2	<i>Provide evidence of your security inherent to your core network.</i>
<i>Proponent's Response</i>	
12.3	<i>If your proposed service can provide both the Primary and back-up Internet service, explain how your solution will provide the level of redundancy required to achieve this.</i>
<i>Proponent's Response</i>	
12.4	<i>Describe and demonstrate your process for keeping secure and protecting the confidentiality of VPD-related information.</i>
<i>Proponent's Response</i>	
12.5	<i>Include your Disaster Recovery Plan, including details on your back-up centres and details on your system redundancies.</i>
<i>Proponent's Response</i>	
12.6	<i>In the event of a disaster, what systems would continue to operate?</i>
<i>Proponent's Response</i>	
12.7	<i>Describe your Emergency Response Plan, and confirm that you will make it available to the City upon the City's request.</i>
<i>Proponent's Response</i>	
12.8	<i>If applicable, describe an incident in which you had to invoke your Emergency Response Plan, providing details on the incident(s) and the outcome(s).</i>
<i>Proponent's Response</i>	

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12.9	<i>Describe your Contingency Plan.</i>
<i>Proponent's Response</i>	
12.10	<i>Describe what system you have in place to respond to the City's priorities for resumption of services.</i>
<i>Proponent's Response</i>	

### 13.0 Contract Terms and Conditions

The City requires service level agreements (SLAs), per 11.0 Maintenance and Service Level Agreements (SLAs) as well as monthly service level management reports, including, but not limited to system downtime, percentage uptime, outage reports, key performance indicators (KPIs), etc.

13.1	<i>Will you provide SLAs per 11.0 - Maintenance and Service Level Agreements (SLAs)?</i>
<i>Proponent's Response</i>	
13.2	<i>In the space below, insert examples of your SLAs for the services you are proposing.</i>
<i>Proponent's Response</i>	
13.3	<i>In the space below, insert samples of your maintenance agreements for the services you are proposing.</i>
<i>Proponent's Response</i>	

### 14.0 Value Added Services

In its Proposal, the Proponent shall describe any unique aspects of its organization that would bring additional value to a contract with the City.

During the term of the contract, the successful Proponent has the opportunity to offer the City its experience and expertise in the areas of industry and/or technology trends, inclusive of network changes/enhancements, new products and/or service offerings available in the market as well as those specifically offered by the successful Proponent.

The Proponent has the opportunity to offer and describe any value-added services, products or items not specifically asked for in the RFP, and to provide details on what the Proponent is prepared to supply as part of the contract. Unless otherwise stated, any value-added services offered shall have no additional costs to the City; however, if there are additional costs, the Proponent shall indicate such costs, and provide the details in Schedule B - Pricing Table.



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14.1	<i>Describe any unique aspects of your organization that would bring additional value to a contract with the City.</i>
<i>Proponent's Response</i>	
14.2	<i>During the term of the contract, how will you provide the City with updates on industry and/or technology trends?</i>
<i>Proponent's Response</i>	
14.3	<i>Describe in detail any value-added services, products or items you will supply as part of the contract, which will have no additional costs to the City.</i>
<i>Proponent's Response</i>	
14.4	<i>How will you ensure that the City is notified of any impacts of product and/or service changes to the City's infrastructure, processes, and costs?</i>
<i>Proponent's Response</i>	
14.5	<i>Describe what training for City staff you will offer, at no additional cost to the City, to facilitate any required system upgrades during the term of the contract.</i>
<i>Proponent's Response</i>	
14.6	<i>Indicate any value-added service, products or items not specifically asked for in this RFP, that you will be able to offer to the City during the term of the contract, which will not have any additional costs to the City (note: if there are any additional costs, please indicate such costs in your Commercial Proposal, in Schedule B - Pricing Tables).</i>
<i>Proponent's Response</i>	

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PART E - SCHEDULES & APPENDICES  
SCHEDULE B - PRICING TABLES**

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**SCHEDULE B - PRICING TABLES**

(total of 27 pages)

[also to be distributed in electronic format during the mandatory Information Meeting]

**Instructions for completing Schedule B - Pricing Tables:**

1. It is mandatory that Proponents fully complete (i.e. leaving no blanks in pricing) all of the tables for each Category of Services the Proponent is bidding on, in order to be considered for the provisioning of any Category of Services: Category A - Voice Services; Category B - Data Services; and Category C - Internet Services. For further clarity: Proponents bidding on Category A - Voice Services shall complete Tables 1 - 4 in their entirety; Proponents bidding on Category B - Data Services shall complete Tables 5 - 8 in their entirety; and Proponents bidding on Category C - Internet Services shall complete Tables 9 - 12 in their entirety. In addition, all Proponents shall complete Tables 13 - 17.
2. If additional hardware, software, or licenses are required in the City infrastructure, which the City will be responsible for provisioning, Proponents must indicate the make & model of each device, as well as quantity(ies) required. If Proponents do not have access to prices at the time of Proposal submission, Proponents shall indicate 'tbd' (to be determined) under the unit cost columns in the tables.
3. Proponents shall enter the number '\$0' when there is no cost for the item, or when the price of the item has already been included in the price stated for another item. If the price of the item has already been included in the price stated for another item, Proponents shall insert a footnote at the bottom of the table.
4. Proponents shall add lines for relevant cost items not listed in the tables, or use the line labeled, 'OTHER - PLEASE INDICATE', at the bottom of each table.
5. Pricing should be based on a three-year term, with the City's option to renew at the same price for two additional one-year terms. For further clarity, pricing should not be based on a single five-year term.
6. Proponent's pricing in Tables 1 - 12 should be based on the assumption that only one Category of Services will be awarded to the Proponent. For further clarity, any discounted pricing as a result of being awarded more than one Category of Services shall be indicated solely in Table 13.

TABLE 1 CATEGORY A - VOICE SERVICES RECURRING COSTS OPTION A <sup>1</sup>								
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
<b>CENTREX RECURRING COSTS</b>								
CENTREX LINE		525		\$0.00	\$0.00			
CENTREX MAILBOX		150		\$0.00	\$0.00			
INFORMATION MAILBOX		5		\$0.00	\$0.00			
CENTREX MENU		15		\$0.00	\$0.00			
CENTREX ACD (Queue / Agents)		1 / 5		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
<b>TOTAL RECURRING COST</b>				<b>\$0.00</b>	<b>\$0.00</b>			
<b>1B RECURRING MONTHLY COSTS</b>								
BUSINESS LINES - 1B's		500		\$0.00	\$0.00			
VOICE MAIL		25		\$0.00	\$0.00			
CALL FORWARD		25		\$0.00	\$0.00			
CALL DISPLAY		25		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
<b>TOTAL RECURRING COST</b>				<b>\$0.00</b>	<b>\$0.00</b>			
<b>PRI RECURRING COST</b>								
PRI		16		\$0.00	\$0.00			
SPECIAL CHARGES [applicable for "super-group" functionality]				\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
<b>TOTAL RECURRING COST</b>				<b>\$0.00</b>	<b>\$0.00</b>			
<b>DID NUMBERS RECURRING MONTHLY COST</b>								
DID NUMBERS - ACTIVE		6000		\$0.00	\$0.00			
DID NUMBERS - RESERVED		500		\$0.00	\$0.00			
<b>TOTAL RECURRING COST</b>				<b>\$0.00</b>	<b>\$0.00</b>			
<b>LONG DISTANCE MONTHLY RECURRING COST</b>								
NORTH AMERICA MINUTES (PER MONTH)		35,000		\$0.00	\$0.00			
<b>TOTAL RECURRING COST</b>				<b>\$0.00</b>	<b>\$0.00</b>			

TABLE 1 CATEGORY A - VOICE SERVICES RECURRING COSTS OPTION A <sup>1</sup>								
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
OTHER RECURRING COSTS								
REPORTS				\$0.00	\$0.00			
BILLING PROCESS / FEATURES				\$0.00	\$0.00			
ORDERING PROCESS / FEATURES				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW HARDWARE				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW SOFTWARE				\$0.00	\$0.00			
LICENSING				\$0.00	\$0.00			
OTHER - PLEASE INDICATE				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
VOICE SERVICES OPTION A - TOTAL RECURRING COST								
				TOTAL MONTHLY COST	TOTAL ANNUAL COST			
TOTAL RECURRING COSTS				\$0.00	\$0.00			
VALUE ADDED SERVICES								
INDICATE VALUE ADDED SERVICES								
<sup>1</sup> By way of example: all references to "Centrex" shall be defined as "Centrex-like", Business Lines shall be defined as "Business Line-like"								

TABLE 2 CATEGORY A - VOICE SERVICES NON-RECURRING COSTS OPTION A <sup>1</sup>							
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
<b>CENTREX NON-RECURRING COSTS</b>							
CENTREX LINE INSTALLATION		525		\$0.00			
CENTREX PHONE INSTALLATION		525		\$0.00			
CENTREX DESIGN / PROGRAMMING		525		\$0.00			
CENTREX PHONE (BASE MODEL)		250		\$0.00			
CENTREX PHONE (MID RANGE MODEL)		275		\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
<b>1B NON-RECURRING COSTS</b>							
1B LINE INSTALLATION		500		\$0.00			
1B PHONE INSTALLATION		100		\$0.00			
1B DESIGN / PROGRAMMING		100		\$0.00			
OTHER 1B COSTS				\$0.00			
1B PHONE (BASE MODEL MODEL)		50		\$0.00			
1B PHONE (MID RANGE MODEL)		50		\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
<b>PRI NON-RECURRING COSTS</b>							
PRI INSTALLATION		16		\$0.00			
PRI DESIGN / PROGRAMMING				\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
<b>DID NUMBERS NON-RECURRING COSTS</b>							
DID PORTING		6500		\$0.00			
DID PROGRAMMING / DESIGN				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			

TABLE 2 CATEGORY A - VOICE SERVICES NON-RECURRING COSTS OPTION A¹							
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
LONG DISTANCE NON-RECURRING COSTS OPTION A							
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
OTHER NON-RECURRING COSTS							
REPORT SET-UP / DESIGN / PROGRAMMING				\$0.00			
ORDER PROCESS SET-UP/PROGRAMMING				\$0.00			
BILLING PROCESS SET-UP/PROGRAMMING				\$0.00			
OTHER - PLEASE INDICATE				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
VOICE SERVICE OPTION A - TOTAL NON-RECURRING COST							
				TOTAL COST			
TOTAL NON-RECURRING COSTS				\$0.00			
VALUE ADDED SERVICES							
INDICATE VALUE ADDED SERVICES							

TABLE 3 CATEGORY A - VOICE SERVICES RECURRING COSTS OPTION B¹								
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
CENTREX RECURRING COSTS								
CENTREX LINE		400		\$0.00	\$0.00			
CENTREX VOICE MAILBOX		100		\$0.00	\$0.00			
INFORMATION VOICE MAILBOX		5		\$0.00	\$0.00			
CENTREX VOICE MAIL MENU		15		\$0.00	\$0.00			
CENTREX ACD (Queue / Agents)		1 / 5		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
1B RECURRING MONTHLY COSTS								
BUSINESS LINES - 1B's		400		\$0.00	\$0.00			
VOICE MAIL		10		\$0.00	\$0.00			
CALL FORWARD		10		\$0.00	\$0.00			
CALL DISPLAY		10		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
PRI RECURRING COST								
PRI		13		\$0.00	\$0.00			
SPECIAL CHARGES [applicable for "super-group" functionality]				\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
DID NUMBERS RECURRING MONTHLY COST								
DID NUMBERS - ACTIVE		7000		\$0.00	\$0.00			
DID NUMBERS - RESERVED		700		\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
LONG DISTANCE MONTHLY RECURRING COST								
NORTH AMERICA MINUTES (PER MONTH)		25,000		\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			



TABLE 3 CATEGORY A - VOICE SERVICES RECURRING COSTS OPTION B <sup>1</sup>								
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
OTHER RECURRING COSTS								
REPORTS				\$0.00	\$0.00			
BILLING PROCESS / FEATURES				\$0.00	\$0.00			
ORDERING PROCESS / FEATURES				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW HARDWARE				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW SOFTWARE				\$0.00	\$0.00			
LICENSING				\$0.00	\$0.00			
OTHER - PLEASE INDICATE				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
VOICE SERVICES OPTION B- TOTAL RECURRING COST								
				TOTAL MONTHLY COST	TOTAL ANNUAL COST			
TOTAL RECURRING COSTS				\$0.00	\$0.00			
VALUE ADDED SERVICES								
INDICATE VALUE ADDED SERVICES								
<sup>1</sup> By way of example: all references to "Centrex" shall be defined as "Centrex-like", Business Lines shall be defined as "Business Line-like"								

TABLE 4 CATEGORY A - VOICE SERVICES NON-RECURRING COSTS OPTION B <sup>1</sup>							
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
<b>CENTREX NON-RECURRING COSTS</b>							
CENTREX LINE INSTALLATION		400		\$0.00			
CENTREX PHONE INSTALLATION		400		\$0.00			
CENTREX DESIGN / PROGRAMMING		400		\$0.00			
CENTREX PHONE (BASE MODEL)		200		\$0.00			
CENTREX PHONE (MID RANGE MODEL)		200		\$0.00			
OTHER				\$0.00			
<b>TOTAL NON-RECURRING COST</b>				<b>\$0.00</b>			
<b>1B NON-RECURRING COSTS</b>							
1B LINE INSTALLATION		400		\$0.00			
1B PHONE INSTALLATION		50		\$0.00			
1B DESIGN / PROGRAMMING		50		\$0.00			
OTHER 1B COSTS				\$0.00			
1B PHONE (BASE MODEL)		25		\$0.00			
1B PHONE (MID RANGE MODEL)		25		\$0.00			
OTHER				\$0.00			
<b>TOTAL NON-RECURRING COST</b>				<b>\$0.00</b>			
<b>PRI NON-RECURRING COSTS</b>							
PRI INSTALLATION		13		\$0.00			
PRI DESIGN / PROGRAMMING				\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
<b>TOTAL NON-RECURRING COST</b>				<b>\$0.00</b>			
<b>DID NUMBERS NON-RECURRING COSTS</b>							
DID PORTING		7700		\$0.00			
DID PROGRAMMING / DESIGN				\$0.00			
OTHER				\$0.00			
<b>TOTAL NON-RECURRING COST</b>				<b>\$0.00</b>			

TABLE 4 CATEGORY A - VOICE SERVICES NON-RECURRING COSTS OPTION B <sup>1</sup>							
CURRENT VOICE SERVICE	PROPOSED PRODUCT NAME	QUANTITY	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
LONG DISTANCE NON-RECURRING COSTS OPTION B							
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
OTHER NON-RECURRING COSTS							
REPORT SET-UP / DESIGN /PROGRAMMING				\$0.00			
ORDER PROCESS SET-UP/PROGRAMMING				\$0.00			
BILLING PROCESS SET-UP/PROGRAMMING				\$0.00			
OTHER - PLEASE INDICATE				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
VOICE SERVICE OPTION B - TOTAL NON-RECURRING COST							
				TOTAL COST			
TOTAL NON-RECURRING COSTS				\$0.00			
VALUE ADDED SERVICES							
INDICATE VALUE ADDED SERVICES							
<sup>1</sup> By way of example: all references to "Centrex" shall be defined as "Centrex-like", Business Lines shall be defined as "Business Line-like"							

TABLE 5 CATEGORY B - DATA SERVICES RECURRING COSTS OPTION A								
CURRENT DATA SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY / SIZE RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
TI RECURRING COSTS								
T1		28		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
ANALOG PRIVATE LINE 4WIRE RECURRING COSTS								
PRIVATE LINE		14		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
POINT TO POINT ADSL								
ADSL TO CONNECT SMALL SITES TO CITY NETWORK		13		\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
OTHER RECURRING COSTS (IF APPLICABLE)								
REPORTS				\$0.00	\$0.00			
BILLING PROCESS / FEATURES				\$0.00	\$0.00			
ORDERING PROCESS / FEATURES				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW HARDWARE				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW SOFTWARE				\$0.00	\$0.00			
LICENSING				\$0.00	\$0.00			
OTHER - PLEASE INDICATE				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
DATA SERVICES OPTION A - TOTAL RECURRING COST								
				TOTAL MONTHLY COST	TOTAL ANNUAL COST			
TOTAL RECURRING COSTS				\$0.00	\$0.00			
VALUE ADDED SERVICES								
INDICATE VALUE ADDED SERVICES								

TABLE 6  
CATEGORY B - DATA SERVICES  
NON-RECURRING COSTS OPTION A

CURRENT DATA SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY / SIZE RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
TI NON- RECURRING COSTS							
INSTALLATION		28		\$0.00			
DESIGN & PROGRAMMING		28		\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
ANALOG PRIVATE LINE 4WIRE NON-RECURRING COSTS							
INSTALLATION		14		\$0.00			
DESIGN AND PROGRAMMING		14		\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
POINT TO POINT ADSL NON-RECURRING COSTS							
INSTALLATION		13		\$0.00			
DESIGN AND PROGRAMMING		13		\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			

TABLE 6  
CATEGORY B - DATA SERVICES  
NON-RECURRING COSTS OPTION A

CURRENT DATA SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY / SIZE RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
OTHER NON-RECURRING COSTS (IF APPLICABLE)							
REPORT SET-UP / DESIGN / PROGRAMMING				\$0.00			
ORDER PROCESS SET-UP/PROGRAMMING				\$0.00			
BILLING PROCESS SET-UP/PROGRAMMING				\$0.00			
OTHER - PLEASE INDICATE				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
DATA SERVICES OPTION A - TOTAL NON-RECURRING COST							
				TOTAL COST			
TOTAL NON-RECURRING COSTS				\$0.00			
VALUE ADDED SERVICES							
INDICATE VALUE ADDED SERVICES							

TABLE 7 CATEGORY B - DATA SERVICES RECURRING COSTS OPTION B								
CURRENT DATA SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY / SIZE RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
TI RECURRING COSTS								
T1		20		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
ANALOG PRIVATE LINE 4WIRE RECURRING COSTS								
PRIVATE LINE		8		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
POINT TO POINT ADSL								
ADSL TO CONNECT SMALL SITES TO CITY NETWORK		5		\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
OTHER RECURRING COSTS (IF APPLICABLE)								
REPORTS				\$0.00	\$0.00			
BILLING PROCESS / FEATURES				\$0.00	\$0.00			
ORDERING PROCESS / FEATURES				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW HARDWARE				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW SOFTWARE				\$0.00	\$0.00			
LICENSING				\$0.00	\$0.00			
OTHER - PLEASE INDICATE				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
DATA SERVICES OPTION B - TOTAL RECURRING COST								
				TOTAL MONTHLY COST	TOTAL ANNUAL COST			
TOTAL RECURRING COSTS				\$0.00	\$0.00			
VALUE ADDED SERVICES								
INDICATE VALUE ADDED SERVICES								

TABLE 8  
CATEGORY B - DATA SERVICES  
NON-RECURRING COSTS OPTION B

CURRENT DATA SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY / SIZE RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
TI NON- RECURRING COSTS							
INSTALLATION		20		\$0.00			
DESIGN & PROGRAMMING		20		\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
ANALOG PRIVATE LINE 4WIRE NON-RECURRING COSTS							
INSTALLATION		8		\$0.00			
DESIGN AND PROGRAMMING		8		\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
POINT TO POINT ADSL NON-RECURRING COSTS							
INSTALLATION		5		\$0.00			
DESIGN AND PROGRAMMING		5		\$0.00			
NEW HARDWARE				\$0.00			
NEW SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			



TABLE 8  
CATEGORY B - DATA SERVICES  
NON-RECURRING COSTS OPTION B

CURRENT DATA SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY / SIZE RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
OTHER NON-RECURRING COSTS (IF APPLICABLE)							
REPORT SET-UP / DESIGN / PROGRAMMING				\$0.00			
ORDER PROCESS SET-UP/PROGRAMMING				\$0.00			
BILLING PROCESS SET-UP/PROGRAMMING				\$0.00			
OTHER - PLEASE INDICATE				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
DATA SERVICES OPTION B - TOTAL NON-RECURRING COST							
				TOTAL COST			
TOTAL NON-RECURRING COSTS				\$0.00			
VALUE ADDED SERVICES							
INDICATE VALUE ADDED SERVICES							

TABLE 9 CATEGORY C - INTERNET SERVICES RECURRING COSTS OPTION A								
CURRENT INTERNET SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
HIGH SPEED RECURRING COST								
UP TO 100 mbps ACCESS		1		\$0.00	\$0.00			
UP TO 200 mbps ACCESS		1		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
MID-RANGE (T1 type) RECURRING COST								
Minimum 3 mbps up and 15 mbps down		1		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
LOW SPEED (ADSL Type) RECURRING COST								
Minimum 1 mbps up and 15 mbps down		13		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
OTHER RECURRING COSTS (IF APPLICABLE)								
REPORTS				\$0.00	\$0.00			
BILLING PROCESS / FEATURES				\$0.00	\$0.00			
ORDERING PROCESS / FEATURES				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW HARDWARE				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW SOFTWARE				\$0.00	\$0.00			
LICENSING				\$0.00	\$0.00			
OTHER - PLEASE INDICATE				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
INTERNET SERVICES OPTION A - TOTAL RECURRING COST								
				TOTAL MONTHLY COST	TOTAL ANNUAL COST			
TOTAL RECURRING COSTS				\$0.00	\$0.00			
VALUE ADDED SERVICES								
INDICATE VALUE ADDED SERVICES								

TABLE 10  
CATEGORY C - INTERNET SERVICES  
NON-RECURRING COSTS OPTION A

CURRENT INTERNET SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
HIGH SPEED RECURRING COST - UP TO 100 mbps							
UP TO 100 mbps ACCESS installation		1		\$0.00			
UP TO 100 mbps ACCESS hardware		1		\$0.00			
UP TO 100 mbps ACCESS software		1		\$0.00			
UP TO 100 mbps ACCESS licenses		1		\$0.00			
UP TO 100 mbps ACCESS - other		1		\$0.00			
OTHER COSTS				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
HIGH SPEED NON-RECURRING COST - up to 200 mbps							
UP TO 200 mbps ACCESS installation		1		\$0.00			
UP TO 200 mbps ACCESS hardware		1		\$0.00			
UP TO 200 mbps ACCESS software		1		\$0.00			
UP TO 200 mbps ACCESS licenses		1		\$0.00			
UP TO 200 mbps ACCESS -other		1		\$0.00			
OTHER COSTS				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
Mid-Range: 3 Mbps up, 15 mbps down (T1 type) NON- RECURRING COSTS							
INSTALLATION		1		\$0.00			
DESIGN & PROGRAMMING		1		\$0.00			
HARDWARE				\$0.00			
SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			

TABLE 10  
CATEGORY C - INTERNET SERVICES  
NON-RECURRING COSTS OPTION A

CURRENT INTERNET SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
Low-Speed: 1 mbps up, 15 mbps down (ADSL Type) NON-RECURRING COSTS							
INSTALLATION		7		\$0.00			
DESIGN & PROGRAMMING		7		\$0.00			
HARDWARE				\$0.00			
SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
OTHER NON-RECURRING COSTS (IF APPLICABLE)							
REPORT SET-UP / DESIGN / PROGRAMMING				\$0.00			
ORDER PROCESS SET-UP/PROGRAMMING				\$0.00			
BILLING PROCESS SET-UP/PROGRAMMING				\$0.00			
OTHER - PLEASE INDICATE				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
INTERNET SERVICES OPTION A - TOTAL NON-RECURRING COST							
				TOTAL COST			
TOTAL NON-RECURRING COSTS				\$0.00			
VALUE ADDED SERVICES							
INDICATE VALUE ADDED SERVICES							

TABLE 11 CATEGORY C - INTERNET SERVICES RECURRING COSTS OPTION B								
CURRENT INTERNET SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT MONTHLY COST	TOTAL MONTHLY COST	TOTAL ANNUAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
HIGH SPEED RECURRING COST								
UP TO 100 mbps ACCESS		2		\$0.00	\$0.00			
UP TO 200 mbps ACCESS		2		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
MID-RANGE (T1 type) RECURRING COST								
Minimum 3 mbps up and 15 mbps down		5		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
LOW SPEED (ADSL Type) RECURRING COST								
Minimum 1 mbps up and 15 mbps down		5		\$0.00	\$0.00			
OTHER				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
OTHER RECURRING COSTS (IF APPLICABLE)								
REPORTS				\$0.00	\$0.00			
BILLING PROCESS / FEATURES				\$0.00	\$0.00			
ORDERING PROCESS / FEATURES				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW HARDWARE				\$0.00	\$0.00			
MAINTENANCE (MONTHLY) - NEW SOFTWARE				\$0.00	\$0.00			
LICENSING				\$0.00	\$0.00			
OTHER - PLEASE INDICATE				\$0.00	\$0.00			
TOTAL RECURRING COST				\$0.00	\$0.00			
INTERNET SERVICES OPTION B - TOTAL RECURRING COST								
				TOTAL MONTHLY COST	TOTAL ANNUAL COST			
TOTAL RECURRING COSTS				\$0.00	\$0.00			
VALUE ADDED SERVICES								
INDICATE VALUE ADDED SERVICES								

TABLE 12  
CATEGORY C - INTERNET SERVICES  
NON-RECURRING COSTS OPTION B

CURRENT INTERNET SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
HIGH SPEED RECURRING COST - UP TO 100 mbps							
UP TO 100 mbps ACCESS installation		2		\$0.00			
UP TO 100 mbps ACCESS hardware		2		\$0.00			
UP TO 100 mbps ACCESS software		2		\$0.00			
UP TO 100 mbps ACCESS licenses		2		\$0.00			
UP TO 100 mbps ACCESS - other		2		\$0.00			
OTHER COSTS				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
HIGH SPEED NON-RECURRING COST - up to 200 mbps							
UP TO 200 mbps ACCESS installation		2		\$0.00			
UP TO 200 mbps ACCESS hardware		2		\$0.00			
UP TO 200 mbps ACCESS software		2		\$0.00			
UP TO 200 mbps ACCESS licenses		2		\$0.00			
UP TO 200 mbps ACCESS -other		2		\$0.00			
OTHER COSTS				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
Mid-Range: 3 Mbps up, 15 mbps down (T1 type) NON- RECURRING COSTS							
INSTALLATION		5		\$0.00			
DESIGN & PROGRAMMING		5		\$0.00			
HARDWARE				\$0.00			
SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			

TABLE 12  
CATEGORY C - INTERNET SERVICES  
NON-RECURRING COSTS OPTION B

CURRENT INTERNET SERVICE	PROPOSED PRODUCT NAME	QUANTITY / SIZE	PER UNIT COST	TOTAL COST	QUANTITY RANGE (if applicable)	DETAILS OF PRODUCTS &/OR SERVICES INCLUDED IN PRICING	OTHER COMMENTS
Low-Speed: 1 mbps up, 15 mbps down (ADSL Type) NON-RECURRING COSTS							
INSTALLATION		5		\$0.00			
DESIGN & PROGRAMMING		5		\$0.00			
HARDWARE				\$0.00			
SOFTWARE				\$0.00			
LICENSES				\$0.00			
OTHER				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
OTHER NON-RECURRING COSTS (IF APPLICABLE)							
REPORT SET-UP / DESIGN / PROGRAMMING				\$0.00			
ORDER PROCESS SET-UP/PROGRAMMING				\$0.00			
BILLING PROCESS SET-UP/PROGRAMMING				\$0.00			
OTHER - PLEASE INDICATE				\$0.00			
TOTAL NON-RECURRING COST				\$0.00			
INTERNET SERVICES OPTION B - TOTAL NON-RECURRING COST							
				TOTAL COST			
TOTAL NON-RECURRING COSTS				\$0.00			
VALUE ADDED SERVICES							
INDICATE VALUE ADDED SERVICES							

**TABLE 13**  
**DISCOUNTED PRICING FOR VOICE, DATA, AND INTERNET SERVICES**  
**SHOULD MORE THAN ONE CATEGORY OF SERVICES BE AWARDED TO THE PROPONENT**

IN THE SPACES BELOW, PLEASE INDICATE FINANCIAL INCENTIVES OFFERED TO THE CITY IF PROPONENT IS AWARDED TWO OF THE CATEGORIES OF SERVICES (i.e. TWO OF VOICE, DATA, AND INTERNET), AND INDICATE WHICH OF THE TWO CATEGORIES OF SERVICES:

A. FOR THE FOLLOWING TWO CATEGORIES OF SERVICES: \_\_\_\_\_ & \_\_\_\_\_  
FINANCIAL INCENTIVES OFFERED TO THE CITY:

B. FOR THE FOLLOWING TWO CATEGORIES OF SERVICES: \_\_\_\_\_ & \_\_\_\_\_  
FINANCIAL INCENTIVES OFFERED TO THE CITY:

C. FOR THE FOLLOWING TWO CATEGORIES OF SERVICES: \_\_\_\_\_ & \_\_\_\_\_  
FINANCIAL INCENTIVES OFFERED TO THE CITY:

IN THE SPACE BELOW, PLEASE INDICATE FINANCIAL INCENTIVES OFFERED TO THE CITY IF PROPONENT IS AWARDED ALL THREE OF THE CATEGORIES OF SERVICES:

D. FINANCIAL INCENTIVES OFFERED TO THE CITY IF PROPONENT IS AWARDED ALL THREE OF THE CATEGORIES OF SERVICES (VOICE, DATA, AND INTERNET):



IN THE SPACE BELOW, PLEASE INDICATE OTHER FINANCIAL INCENTIVES OFFERED TO THE CITY:

E. OTHER FINANCIAL INCENTIVES OFFERED TO THE CITY:

**TABLE 14**  
**PROPONENT'S LABOUR RATES**

INCLUDE A SCHEDULE OF YOUR REGULAR AND ALL OVERTIME RATES FOR THE FOLLOWING, INDICATING IF HOURLY OR FLAT RATES APPLY, AND IF MINIMUM CALL-OUT TIMES APPLY. THE TABLE SHOULD BE EXPANDED TO INCLUDED THE CHARGE OUT RATES FOR ALL OF THE PROPONENT'S AND SUB-CONTRACTOR'S PERSONNEL WORKING WTH THE CITY DURING THE PLANNING, DESIGN, IMPLEMENTATION AND SUSTAINMENT PHASES OF THE PROJECT.

Description of Service	Hourly Labour Rates			
	Regular	Overtime	Other	Minimum Call-out Time (if applicable)
on-site repair calls	\$ /hr	\$ /hr	\$ /hr	
remote repair calls	\$ /hr	\$ /hr	\$ /hr	
moves, adds or changes to service	\$ /hr	\$ /hr	\$ /hr	
changes in system design	\$ /hr	\$ /hr	\$ /hr	
software changes	\$ /hr	\$ /hr	\$ /hr	
professional services	\$ /hr	\$ /hr	\$ /hr	
other	\$ /hr	\$ /hr	\$ /hr	

**TABLE 15**  
**PROPONENT'S LONG DISTANCE RATES**

15.1 USING THE SPACE BELOW, INSERT A PRICING SCHEDULE OF YOUR NORTH AMERICA AND INTERNATIONAL LONG DISTANCE RATES

15.2 USING THE SPACES BELOW, INSERT PRICING SCHEDULES OF OTHER SERVICES YOU OFFER, INCLUDING, BUT NOT LIMITED TO THE FOLLOWING:

15.2.1 CONFERENCE BRIDGES

15.2.2 TOLL FREE SERVICES

15.2.3 OPERATOR ASSISTED CALLING

15.2.4 CALLING CARDS

15.2.5 OTHER SIMILAR SERVICES

**TABLE 16**  
**VOICE SERVICES FEATURES**

INCLUDE A PRICING SCHEDULE OF VOICE FEATURES YOU OFFER FOR EACH VOICE SERVICE, SUCH AS:

<b>16.1 Centrex</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>	<b>Non-recurring Charges</b>
Deny Toll Calls			
Call Waiting			
Call Display - Blocking outbound calls			
Call Display Inbound calls			
Multi-line configurations			
Remote Call Forwarding			
Deny 3rd Party Calling			
Deny Collect Calling			
Other - please add lines here			
<b>16.2 Business Lines</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>	<b>Non-recurring Charges</b>
Deny Toll Calls			
Call Waiting			
Call Display - Blocking outbound calls			
Call Display Inbound calls			
Multi-line configurations			
Remote Call Forwarding			
Deny 3rd Party Calling			
Deny Collect Calling			
Other - please add lines here			
<b>16.3 Other</b>	<b>Monthly Cost</b>	<b>Annual Cost</b>	<b>Non-recurring Charges</b>
Deny Toll Calls			
Call Waiting			
Call Display - Blocking outbound calls			
Call Display Inbound calls			
Multi-line configurations			
Remote Call Forwarding			
Deny 3rd Party Calling			
Deny Collect Calling			
Other - please add lines here			

<b>TABLE 17</b> <b>OTHER PRICING NOT INCLUDED IN TABLES 1 - 16</b>
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Please indicate any recurring or non-recurring charges (that have not been included elsewhere in Tables 1-16) that the City would incur as a result of your proposed services.
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REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART E - SCHEDULES & APPENDICES  
APPENDIX 1 - INFORMATION MEETING ATTENDANCE FORM

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APPENDIX 1 - INFORMATION MEETING ATTENDANCE FORM



FINANCIAL SERVICES GROUP  
Supply Management

Request for Proposal No. PS20120635

Provision of Wireline Network Services

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To acknowledge your intent to attend the **mandatory** Information Meeting being held and to ensure that you receive the required information, please submit this form to the person identified below on or before 3:00 pm [PST], Monday, September 17, 2012.

Diana Chan, Contracting Specialist

Email: purchasing@vancouver.ca

Your details:

Proponent's Name:

\_\_\_\_\_  
"Proponent"

Address:

\_\_\_\_\_  
\_\_\_\_\_

Key Contact Person:

\_\_\_\_\_

Telephone:

\_\_\_\_\_

Fax:

\_\_\_\_\_

E-mail:

\_\_\_\_\_

Incorporation Date:

\_\_\_\_\_

☐ Our company WILL ☐ / WILL NOT ☐ attend the **mandatory** Information Meeting for

"RFP No. PS20120635 Provision of Wireline Network Services"

Name of Company (Please print)

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
E-mail Address (Please print)

\_\_\_\_\_  
Date

REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART E - SCHEDULES & APPENDICES  
APPENDIX 2 - RESPONSE NOTIFICATION FORM

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APPENDIX 2 - RESPONSE NOTIFICATION FORM



FINANCIAL SERVICES GROUP  
Supply Management

Request for Proposal No. PS20120635

Provision of Wireline Network Services

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To acknowledge your intent to submit a Proposal, please submit this form to the person identified below on or before 3:00 pm [PST], October 12, 2012.

Diana Chan, Contracting Specialist

Email: purchasing@vancouver.ca

Your details:

Proponent's Name:

\_\_\_\_\_  
"Proponent"

Address:

Key Contact Person:

Telephone:

Fax:

E-mail:

Incorporation Date:

☐ Our company WILL ☐ / WILL NOT ☐ submit a proposal for  
"RFP No. PS20120635 Provision of Wireline Network Services"

By the Closing Date (October 16, 2012 at 3:00:00 P.M. [PST])

Name of Company (Please print)

\_\_\_\_\_  
Authorized Signatory

\_\_\_\_\_  
E-mail Address (Please print)

\_\_\_\_\_  
Date

**REQUEST FOR PROPOSAL NO. PS20120635**  
**PROVISION OF WIRELINE NETWORK SERVICES**  
**PART E - SCHEDULES & APPENDICES**  
**APPENDIX 3 - INSURANCE REQUIREMENTS AND PROVISIONS**

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**APPENDIX 3 - INSURANCE REQUIREMENTS AND PROVISIONS**

**1.1 Insurance Requirements**

1.1.1 Without limiting any of its obligations or liabilities under the Agreement, the Contractor and its Sub-Contractors shall obtain and continuously carry during the term of the Agreement at their own expense and cost, the following insurance coverage with minimum limits of not less than those shown in the respective items set out below.

1.1.2 The Contractor shall obtain and maintain in full force and effect during the term of the Agreement, insurance not less than that set out below and provide proof of such insurance provided by a company duly registered and authorized to conduct insurance business in the Province of British Columbia.

a) Commercial General Liability insurance in sufficient amounts and description to protect the Contractor, its Sub-Contractors, the City of Vancouver and its respective officers, officials, employees, and agents against claims for damages, personal injury including death, bodily injury and property damage which may arise under this Contract.

The limit of commercial general liability insurance shall be not less than \$5,000,000 per occurrence inclusive for personal injury, death, bodily injury or property damage and in the aggregate with respect to products and complete operations. The deductible per occurrence shall not exceed \$5,000 per occurrence.

The policy of insurance shall:

- i. be on an occurrence form;
- ii. add the City of Vancouver and its officials, officers, employees and agents as additional insured's;
- iii. contain a cross-liability or severability of interest clause; and
- iv. extend to cover non-owned automobile, contingent employer's liability, blanket contractual liability, Contractor's protective liability, broad form property damage, broad form completed operations and operations of attached machinery.

b) Motor Vehicle Liability Insurance in an amount not less than five million dollars (\$5,000,000) per occurrence for all licensed vehicles owned or leased by the Contractor and operated by the Contractor in connection with the Agreement.

c) Professional Liability Insurance in an amount not less than two million dollars (\$2,000,000) per occurrence and not less than five million dollars (\$5,000,000) in the aggregate. The deductible per occurrence shall not exceed \$50,000 per occurrence.



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**PART E - SCHEDULES & APPENDICES**  
**APPENDIX 3 - INSURANCE REQUIREMENTS AND PROVISIONS**

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**1.2 General Insurance Provisions**

1.2.1 All insurance policies shall be in a form and in amounts satisfactory from time-to-time and with insurers acceptable to the City's Director of Risk Management. The required Insurance policies shall not be cancelled or endorsed to reduce Limits of Liability without the insurers providing sixty (60) days' notice in writing by Registered Mail to the City of Vancouver. The exception is cancellation for non-payment or premiums in which case the applicable statutory conditions will apply. Notice by Registered Mail will be sent to the address noted on the Liability Insurance Certificate issued to The City of Vancouver. Notice must identify the Agreement title, number, policy holder, and scope of services.

1.2.2 The Contractor and each of its Sub-Contractors will provide at its own cost any additional insurance which it is required by law to provide or which it considers necessary.

1.2.3 Neither the providing of insurance by the Contractor in accordance with this Agreement, nor the insolvency, bankruptcy or the failure of any insurance company to pay any claim accruing will be held to relieve the Contractor from any other provisions of the Contract Documents with respect to liability of the Contractor or otherwise.

1.2.4 The insurance coverage will be primary insurance with respect to liability arising out of the operations of the Contractor. Any insurance or self-insurance maintained by or on behalf of the City, its officers, officials, employees, or agents will be excess of the Contractor's insurance and shall not contribute to it.

1.2.5 Prior to the Effective Date of the Contract, the Contractor shall provide the City with evidence of all required insurance to be taken out in the City's form of Liability Insurance Certificate (Appendix 5) and Professional Liability Insurance Certificate (Appendix 4) supported by certified copies of the policies. The Liability Insurance Certificate and the Professional Liability Insurance Certificate shall identify the Agreement title, number, policyholder and scope of work and shall not contain any qualifications or disclaimers whatsoever. At all times thereafter, during the term of the Agreement, the Contractor shall covenant and agree to comply with all its insurance obligations described herein. Proof of insurance, in the form of a Liability Insurance Certificate and Professional Liability Insurance Certificate and/or certified copies of all insurance policies shall be made available to the City at any time during the term of the Agreement immediately upon request by the City.

1.2.6 The Contractor shall provide in its agreements with its Sub-Contractors clauses in the same form as those found herein. Upon request, the Contractor shall deposit with the City's Director of Risk Management detailed certificates of insurance for the policies it has obtained from its Sub-Contractors and a copy of the applicable insurance clauses so provided in the sub-contract agreements.

1.2.7 The Contractor shall ensure that the required insurance is provided only by a company duly registered and authorized to conduct insurance business in the Province of British Columbia.

**REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART E - SCHEDULES & APPENDICES  
APPENDIX 4 - PROFESSIONAL LIABILITY INSURANCE CERTIFICATE**

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**APPENDIX 4 - PROFESSIONAL LIABILITY INSURANCE CERTIFICATE**

(to be submitted upon contract award)



## PROFESSIONAL LIABILITY INSURANCE CERTIFICATE

Section 4 – City staff to select the required # of days Written Notice before sending out for completion  
 Section 2, 3 & 4– to be completed and executed by the Insurer or its Authorized Representative

1. **THIS CERTIFICATE IS ISSUED TO:** City of Vancouver, 453 W 12<sup>th</sup> Avenue, Vancouver, BC, V5Y 1V4  
*and certifies that the insurance policy as listed herein has been issued to the Named Insured(s) and is in full force and effect as of the effective date of the agreement described below.*
2. **NAMED INSURED:** *[must be the same name as the Permittee/Licensee or Party(ies) to Contract and is/are either an individual(s) or a legally incorporated company(ies)]*

MAILING ADDRESS:

LOCATION ADDRESS:

DESCRIPTION OF OPERATION/CONTRACT:

### 3. PROFESSIONAL LIABILITY INSURANCE

#### LIMITS OF LIABILITY:

INSURER: \_\_\_\_\_ Per occurrence/claim: \$ \_\_\_\_\_  
 POLICY NUMBER: \_\_\_\_\_ Aggregate: \$ \_\_\_\_\_  
 POLICY PERIOD: From \_\_\_\_\_ to \_\_\_\_\_ Deductible per occurrence/claim: \$ \_\_\_\_\_  
*If the policy is in a "CLAIMS MADE" form, please specify the applicable Retroactive Date: \_\_\_\_\_*

### 4. POLICY PROVISIONS:

*Where required by the governing contract, agreement, permit or license, it is understood and agreed that SIXTY (60) days written notice of cancellation or material change resulting in reduction of coverage with respect to the policy listed herein, either in part or in whole, will be given by the Insurer to the Holder of this Certificate. The exception is cancellation for non-payment of premiums in which case the applicable statutory conditions will apply.*

SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE

\_\_\_\_\_  
 PRINT NAME OF INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER

**REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART E - SCHEDULES & APPENDICES  
APPENDIX 5 - LIABILITY INSURANCE CERTIFICATE**

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**APPENDIX 5 - LIABILITY INSURANCE CERTIFICATE**

(to be submitted upon contract award)

## LIABILITY INSURANCE CERTIFICATE

Section 7 b) – City staff to select the required # of days Written Notice before sending out for completion  
Section 2 through 7 – to be completed and executed by the Insurer or its Authorized Representative

1. **THIS CERTIFICATE IS ISSUED TO:** City of Vancouver, 453 W 12<sup>th</sup> Avenue, Vancouver, BC, V5Y 1V4  
*and certifies that the insurance policy (policies) as listed herein has/have been issued to the Named Insured and is/are in full force and effect as of the effective date of the agreement described below.*
2. **NAMED INSURED** *[must be the same name as the Permittee/Licensee or Party(ies) to Contract and is/are either an individual(s) or a legally incorporated company(ies)]*

**BUSINESS TRADE NAME OR DOING BUSINESS AS**

**BUSINESS ADDRESS**

**DESCRIPTION OF OPERATION, CONTRACT, AGREEMENT, LEASE, PERMIT OR LICENSE**

### 3. COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)

Including the following coverages:

- ✓ Personal Injury
- ✓ Cross Liability or Severability of Interest
- ✓ Employees as Additional Insureds
- ✓ Blanket Contractual Liability
- ✓ Broad Form Products and Completed Operations
- ✓ Broad Form Property Damage including Loss of Use
- ✓ Non-Owned Auto Liability

**Check Additional Extensions where applicable and included:**

- ☐ Work below ground level over 3 metres
- ☐ Excavation, shoring, underpinning, pile driving or caisson
- ☐ Demolition, removal or weakening of support of property
- ☐ Blasting
- ☐ Operation of hoist or attached machinery
- ☐ 24 months Completed Operations

INSURER: \_\_\_\_\_ POLICY NUMBER: \_\_\_\_\_

POLICY PERIOD: FROM: \_\_\_\_\_ To: \_\_\_\_\_

**LIMITS OF LIABILITY (Bodily Injury and Property Damage Inclusive):**

Per Occurrence \$ \_\_\_\_\_ Aggregate \$ \_\_\_\_\_

Deductible Per Occurrence \$ \_\_\_\_\_ All Risk Tenants' Legal Liability \$ \_\_\_\_\_

### 4. AUTOMOBILE LIABILITY INSURANCE for operation of owned and/or leased vehicles

INSURER: \_\_\_\_\_

POLICY NUMBER: \_\_\_\_\_

POLICY PERIOD: From \_\_\_\_\_ to \_\_\_\_\_

**LIMITS OF LIABILITY:**

Combined Single Limit: \$ \_\_\_\_\_

*If vehicles are insured by ICBC, complete and provide Form APV-47.*

### 5. ☐ UMBRELLA OR ☐ EXCESS LIABILITY INSURANCE

INSURER: \_\_\_\_\_

**Limits of Liability (Bodily Injury and Property Damage Inclusive) -**

Per Occurrence \$ \_\_\_\_\_

POLICY NUMBER: \_\_\_\_\_ Aggregate \$ \_\_\_\_\_

POLICY PERIOD: From \_\_\_\_\_ to \_\_\_\_\_ Self-Insured Retention \$ \_\_\_\_\_

### 6. OTHER INSURANCE (e.g. Contractors Equipment, Crime, etc.) – Please specify Name of Insurer(s), Policy Number, Policy Period, and Limit

### 7. POLICY PROVISIONS

*Where required by the governing contract, agreement, lease, permit or license, it is understood and agreed that:*

- a) *The City of Vancouver, its officials, officers, employees, servants and agents have been added as Additional Insureds with respect to liability arising out of the operation of the Named Insured pursuant to the governing contract, agreement, lease, permit or license.*
- b) *SIXTY (60) days written notice of cancellation or material change resulting in reduction of coverage with respect to any of the policies listed herein, either in part or in whole, will be given by the Insurer to the Holder of this Certificate; the exception is cancellation for non-payment of premiums in which case the applicable statutory conditions will apply.*
- c) *The insurance policy (policies) listed herein shall be primary with respect to liability arising out of the operation of the Named Insured. Any insurance or self-insurance maintained by the City of Vancouver shall be in excess of this insurance and shall not contribute to it.*

**SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE**

\_\_\_\_\_  
Date \_\_\_\_\_  
**PRINT NAME OF THE INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER**

REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART E - SCHEDULES & APPENDICES  
APPENDIX 6A - VANCOUVER POLICE DEPARTMENT CONSENT TO RELEASE INFORMATION FORM  
(1601B)

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APPENDIX 6A - VANCOUVER POLICE DEPARTMENT CONSENT TO RELEASE INFORMATION FORM  
(1601B)

## VANCOUVER POLICE DEPARTMENT

Due to the detailed feedback required as part of the submission process to obtain approved Contractor/Vendor status for the Vancouver Police Department, the success or failure of your submission depends largely on the results of your ***Consent to Release Information*** form.

The Vancouver Police Department processes large quantities of these types of submissions and as a result, is not able to provide specific feedback as to why an employee of a Contractor/Sub-Contractor/Vendor is unsuccessful in the process.

I understand and accept that I cannot be provided with feedback if I am unsuccessful in my application to become an approved employee of a Contractor/Sub-Contractor/Vendor for the Vancouver Police Department.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Witness \_\_\_\_\_

Date \_\_\_\_\_

**REQUEST FOR PROPOSAL NO. PS20120635**  
**PROVISION OF WIRELINE NETWORK SERVICES**  
**PART E - SCHEDULES & APPENDICES**  
**APPENDIX 6B - VANCOUVER POLICE DEPARTMENT CIVILIAN SECURITY SCREENING BACKGROUND**  
**INFORMATION FORM (1602)**

**APPENDIX 6B - VANCOUVER POLICE DEPARTMENT CIVILIAN SECURITY SCREENING BACKGROUND**  
**INFORMATION FORM (1602)**



**VANCOUVER POLICE DEPARTMENT**  
**CIVILIAN SECURITY SCREENING**  
**BACKGROUND INFORMATION FORM**

VPD 1602(09)

*The information on this form is collected for the purpose of providing a security screening assessment*

**PERSONAL INFORMATION**

**(If more space is required, use a separate sheet of paper and sign each sheet)**

	Surname	Given 1 (no initials)	Given 2 (no initials)
Current Name			
Family Name at Birth			
Maiden Name			
All Other Names Used (i.e. nickname)			
DOB: _____ yyyy / mm / dd		Country of Birth	
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Telephone Number(s) (     )     - (     )     -		Telephone Number(s) (     )     - (     )     -
Current Driver's Licence No		Province or State of Issue	
Previous Driver's Licence No		Province or State of Issue	

**RESIDENTIAL INFORMATION**

**(Provide residential addresses for the last 5 years starting with the most recent)**

1. Street Address		From: _____ yyyy / mm / dd	To Present
City, Province or State	Telephone No: (     )     -	Postal Code	Country
2. Street Address		From: _____ yyyy / mm / dd	To: _____ yyyy / mm / dd
City, Province or State	Telephone No: (     )     -	Postal Code	Country
3. Street Address		From: _____ yyyy / mm / dd	To: _____ yyyy / mm / dd
City, Province or State	Telephone No: (     )     -	Postal Code	Country

**HISTORY OF OFFENCES IN AND OUTSIDE OF CANADA**

**(If more space is required, use a separate sheet of paper and sign each sheet)**

Have you ever been investigated, charged and/or convicted of an offence for which you have not been granted a pardon? <input type="checkbox"/> No <input type="checkbox"/> Yes
If yes, list all incidents where you have been investigated, charged and/or convicted of any criminal, other federal, or provincial statutory offences:

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**APPENDIX 6B - VANCOUVER POLICE DEPARTMENT CIVILIAN SECURITY SCREENING BACKGROUND**  
**INFORMATION FORM (1602)**

City(s)	Province or State		
Country(s)	Name of Police Force		
Date of investigation, charge and/or conviction(s): _____ <div style="text-align: center;">yyyy / mm / dd</div>			
<b>EDUCATION</b>			
Name of last school or university you attended full time	Student ID number	Location of Institute	
Field of study (Diploma or degree obtained)	From: _____ <div style="text-align: center;">yyyy / mm / dd</div>	To: _____ <div style="text-align: center;">yyyy / mm / dd</div>	
<b>MARITAL STATUS/COMMON-LAW RELATIONSHIP</b>			
<b>Current Status</b> <input type="checkbox"/> Married <input type="checkbox"/> Common-Law Partnership <input type="checkbox"/> Separated <input type="checkbox"/> Widowed <input type="checkbox"/> Divorced <input type="checkbox"/> Single			
<b>Current Spouse/Common-Law Partner Information</b>		If separated, widowed or divorced, specify date <div style="text-align: center;">_____</div> <div style="text-align: center;">yyyy / mm / dd</div>	
Surname and Full Given Names	Maiden Name (if applicable)	Current Citizenship	
Date of Birth: _____ <div style="text-align: center;">yyyy / mm / dd</div>	City, Province/State, Country of Marriage/Common Law Partnership		
Date of Marriage/Common Law Partnership <div style="text-align: center;">_____</div> <div style="text-align: center;">yyyy / mm / dd</div>	City, Province/State, Country of Birth		
Present Street Address			
City, Province or State	Telephone No: (     )     -	Postal Code	Country
Name and Street Address of Present Employer (job title)			
City, Province or State	Telephone No: (     )     -	Postal Code	Country
<b>MARITAL STATUS/COMMON-LAW RELATIONSHIP (continued)</b>			
<b>Previous Spouse/Common-Law Partner Information</b>			
Surname and Full Given Names	Maiden Name (if applicable)	Current Citizenship	
Date of Birth: _____ <div style="text-align: center;">yyyy / mm / dd</div>	City, Province/State, Country of Marriage/Common Law Partnership		
Date of Marriage/Common Law Partnership <div style="text-align: center;">_____</div> <div style="text-align: center;">yyyy / mm / dd</div>	City, Province/State, Country of Birth		
If separated, widowed or divorced, specify date: <div style="text-align: center;">_____</div> <div style="text-align: center;">yyyy / mm / dd</div>	City, Province/State, Country of Divorce		
Present Street Address			
City, Province or State	Telephone No: (     )     -	Postal Code	Country

**IMMEDIATE RELATIVES INSIDE & OUTSIDE OF CANADA**  
 Immediate relatives include: adult children (18 years & older), mother, father, brother(s), sister(s), step-family,  
 mother and father In-law  
 (If more space is required, use a separate sheet of paper and sign each sheet)



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**INFORMATION FORM (1602)**

<b>1. Surname and Full Given Names</b>	Maiden Name (if applicable)	Relationship
Date of Birth: _____ yyyy / mm / dd	City, Province/State, Country of Birth	
Complete Address	Date of Death (if applicable): _____ yyyy / mm / dd	
Name and Address of Employer	Job Title	
<b>2. Surname and Full Given Names</b>	Maiden Name (if applicable)	Relationship
Date of Birth: _____ yyyy / mm / dd	City, Province/State, Country of Birth	
Complete Address	Date of Death (if applicable): _____ yyyy / mm / dd	
Name and Address of Employer	Job Title	
<b>3. Surname and Full Given Names</b>	Maiden Name (if applicable)	Relationship
Date of Birth: _____ yyyy / mm / dd	City, Province/State, Country of Birth	
Complete Address	Date of Death (if applicable): _____ yyyy / mm / dd	
Name and Address of Employer	Job Title	
<b>4. Surname and Full Given Names</b>	Maiden Name (if applicable)	Relationship
Date of Birth: _____ yyyy / mm / dd	City, Province/State, Country of Birth	
Complete Address	Date of Death (if applicable): _____ yyyy / mm / dd	
Name and Address of Employer	Job Title	
<b>5. Surname and Full Given Names</b>	Maiden Name (if applicable)	Relationship
Date of Birth: _____ yyyy / mm / dd	City, Province/State, Country of Birth	
Complete Address	Date of Death (if applicable): _____ yyyy / mm / dd	
Name and Address of Employer	Job Title	
<b>6. Surname and Full Given Names</b>	Maiden Name (if applicable)	Relationship
Date of Birth: _____ yyyy / mm / dd	City, Province/State, Country of Birth	

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**INFORMATION FORM (1602)**

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Complete Address	Date of Death (if applicable): _____ yyyy / mm / dd
Name and Address of Employer	Job Title

**REQUEST FOR PROPOSAL NO. PS20120635**  
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**PART E - SCHEDULES & APPENDICES**  
**APPENDIX 7 - DECLARATION OF SUPPLIER CODE OF CONDUCT COMPLIANCE**

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Purpose: All suppliers are to complete and submit this form with Proposals to demonstrate compliance with the Supplier Code of Conduct.

The City of Vancouver expects each supplier of goods and services to the City to comply with the City's Supplier Code of Conduct (SCC) <[http://vancouver.ca/policy\\_pdf/AF01401P1.pdf](http://vancouver.ca/policy_pdf/AF01401P1.pdf)>. The SCC defines minimum social standards for City suppliers and their subcontractors based on the International Labour Organization (ILO) core labour conventions and compliance with national and other applicable law of the country of manufacture of products including those laws relating to labour, worker health and safety, and the environment.

Proponents/vendors must comply with these standards upon submitting a proposal or quotation to the City, or have a plan in place to comply within a specific period of time. The City reserves the right to determine an appropriate timeframe in which proponents/vendors must come into compliance with the SCC. To give effect to this requirement, an authorized signatory of the undersigned proponent/vendor must complete the following declaration and include this declaration with their submission/quotation:

"As an authorized signatory of <insert proponent/vendor name>, I declare that to the best of my knowledge, <insert proponent/vendor name> and our sub-contractors have not been and are not currently in violation of the SCC or convicted of an offence under national and other applicable laws of the country of manufacture, other than as noted in the table below (include all violations/convictions that have occurred in the past three years as well as plans for corrective action).

Section of SCC, Title of ILO convention/national law or other	Date of violation /conviction	Description of violation /conviction	Regulatory/ adjudication body and document file number	Corrective action plan

I understand that a false declaration and/or lack of a corrective action plan may result in disqualification of <insert proponent/vendor name>'s submission/quotation."

Corporate Name of Proponent \_\_\_\_\_

Name & Title of Authorized Signatory \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART E - SCHEDULES & APPENDICES  
APPENDIX 8a - SUSTAINABILITY INITIATIVES

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**APPENDIX 8a - SUSTAINABILITY INITIATIVES**

Sustainability Initiatives

The City aims to reduce its greenhouse gas/carbon emissions where possible, reduce waste where possible, reduce toxins and hazardous substances in the workplace where possible, and do business with suppliers who are striving to advance social and economic well-being in the community as part of its Climate Protection Program. The Proponent shall demonstrate its commitment to reducing negative environmental impacts.

The City's Sustainability Initiatives include:

1. Greenhouse Gas/Carbon Reduction, whereby the City aims to reduce its greenhouse gas/carbon emissions where possible as part of its Climate Protection Program.
2. Waste Reduction, whereby the City aims to reduce waste where possible.
3. Toxic Reduction, whereby the City aims to reduce toxins and hazardous substances in the workplace where possible.
4. Socio-economic Sustainability, whereby the City aims to do business with suppliers who are striving to advance social and economic well-being in the community.

Proponents shall complete the Proponent's Response sections in the table below:

1	<i>Describe how the design and use of your product or service takes into account strategies to reduce its carbon footprint.</i>
<i>Proponent's Response</i>	
2	<i>Describe how your firm addresses waste minimization and diversion of waste from the landfill in the design of your product or service and its associated delivery, use and disposal.</i>
<i>Proponent's Response</i>	
3	<i>Describe what steps your firm has taken to use 'design for environment' principles to reduce toxic and hazardous substances found in your products.</i>
<i>Proponent's Response</i>	
4	<i>Describe your firm's efforts with regards to socio-economic sustainability.</i>
<i>Proponent's Response</i>	

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**PART E - SCHEDULES & APPENDICES**  
**APPENDIX 8b - VENDOR SUSTAINABILITY LEADERSHIP QUESTIONNAIRE**

Purpose: This document is designed to identify where suppliers are going above the minimum standards in the Supplier Code of Conduct and are demonstrating sustainability leadership in their own operations as part of the evaluation criteria of a bid process.

As part of the City's corporate Purchasing Policy and related Supplier Code of Conduct, all City vendors must meet minimum requirements related to ethical, social and environmental standards. Beyond these basic requirements, the City would also like to reward vendors that are demonstrating leadership and innovation in sustainability. In order to be able to do so, the City requires that all suppliers bidding on a City contract answer the following questions. The answers to the questionnaire will be evaluated as part of the bid evaluation process.

You will need to be able to verify all your answers to the City upon request. Please keep in mind that these questions relate to your company's internal operations and overall sustainability leadership.

**Section 1: Workplace Health & Safety, Wage Rates and Diversity**

**1. Tell us how your company works to promote workplace health and safety.**

	<input type="checkbox"/> Yes	<input type="checkbox"/> No
a) We have a documented Health & Safety Policy and Program that is openly endorsed by senior management and is updated on an annual basis	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) We have a Health & Safety Manual that includes safe work procedures, incident investigation process with the intent of prevention, workplace inspection process and emergency preparedness and response.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
c) We conduct hazard assessments and job task-specific health & safety training on an annual basis	<input type="checkbox"/> Yes	<input type="checkbox"/> No
d) We are registered with one or more of these Safety Management System/Program:		
OHSAS 18001	<input type="checkbox"/> Yes	<input type="checkbox"/> No
CAN/CSA Z1000	<input type="checkbox"/> Yes	<input type="checkbox"/> No
ANSI Z10	<input type="checkbox"/> Yes	<input type="checkbox"/> No
e) We have a system registered, certified or recognized by another standard	Please specify _____	
f) We adhere to one or more of the ILO health and safety resolutions	<input type="checkbox"/> Yes	<input type="checkbox"/> No
g) We have a non-registered audited health and safety management system	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**2. Tell us how you ensure fair wages and employee benefits.**

	<input type="checkbox"/> Yes	<input type="checkbox"/> No
a) We pay all of our staff a minimum wage that meets the regional LICO (See <a href="http://www.statcan.gc.ca/pub/75f0002m/2009002/tbl/tbl-2-eng.htm">http://www.statcan.gc.ca/pub/75f0002m/2009002/tbl/tbl-2-eng.htm</a> for wage amounts)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) We pay benefits to all of our full-time employees	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**3. Tell us about your strategy to address diversity in your workplace.**

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**PROVISION OF WIRELINE NETWORK SERVICES**  
**PART E - SCHEDULES & APPENDICES**  
**APPENDIX 8b - VENDOR SUSTAINABILITY LEADERSHIP QUESTIONNAIRE**

a) We have a policy or strategy to support hiring a diverse workforce	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) We have a policy or strategy to purchase from diverse contractors/suppliers	<input type="checkbox"/> Yes	<input type="checkbox"/> No
c) Our company participates in work/employment training programs for vulnerable/diverse populations (e.g. Social purchasing portal)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**Section 2: Environmental Management & Stewardship**

**4. Tell us what policies and programs your company has in place to manage its environmental impact.**

a) We have a documented Environmental or Sustainability Policy	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) We have an environmental management system registered to ISO 14001	<input type="checkbox"/> Yes	<input type="checkbox"/> No
c) We have a system registered, certified or recognized by another standard (e.g. EMAS)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please specify _____		
d) We have a non-registered audited environmental management system	<input type="checkbox"/> Yes	<input type="checkbox"/> No
e) We conduct compliance audits to health, safety and environmental legislation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
f) We produce a publicly available annual environmental, CSR, sustainability or accountability report	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**5. Tell us how your company works to reduce its greenhouse gas (GHG) emissions.**

a) We measure our GHG emissions and have developed a reduction strategy	<input type="checkbox"/> Yes	<input type="checkbox"/> No
b) We publicly report our GHG emissions	<input type="checkbox"/> Yes	<input type="checkbox"/> No
c) We have set publicly available GHG reduction targets	<input type="checkbox"/> Yes	<input type="checkbox"/> No
d) We have set a target for the use of renewable or alternative forms of energy and have developed a strategy to reach this target	<input type="checkbox"/> Yes	<input type="checkbox"/> No
e) We have retrofitted our facility, our fleet and/or made process improvements to decrease GHG emissions and energy use	<input type="checkbox"/> Yes	<input type="checkbox"/> No
f) We have an alternative transportation program for employees (e.g. public transit subsidy, cycling facilities, carpooling program)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
g) We purchase from shipping/delivery companies that have taken steps to reduce their GHG emissions	<input type="checkbox"/> Yes	<input type="checkbox"/> No

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☐ Yes ☐ No

h) We operate in third party verified green buildings and have developed a plan to meet third party verified standards (such as LEED, BREEAM, etc) in as many of our facilities as possible

Please specify the verification system: \_\_\_\_\_

**6. Tell us how your company works to reduce waste in its daily operations.**

☐ Yes ☐ No

a) We conduct annual audits to measure the total amount of solid waste generated by our facilities and have a waste reduction strategy

☐ Yes ☐ No

b) We have set publicly available waste reduction targets

☐ Yes ☐ No

c) We have an office recycling program that includes office paper, beverage containers, batteries and printer cartridges

☐ Yes ☐ No

d) We have other recycling programs in our operations

Please specify additional materials recycled: \_\_\_\_\_

**7. Tell us how your company works to reduce the use of toxins and properly manage hazardous substances**

☐ Yes ☐ No

a) We are not in violation with any local, national or international laws related to the use of toxins and management of hazardous substances

☐ Yes ☐ No

b) We have a Toxic Reduction Strategy/Policy that aims to reduce toxins across all operations

☐ Yes ☐ No

c) We measure the implementation of our Toxic Reduction Strategy/Policy against a pre-determined set of performance metrics and verify performance with a third-party

**Section 3: Back-up Documentation to Verify Responses**

The City reserves the right to verify responses on this questionnaire and may request some or all of the following documentation.

<b>Section</b>	<b>Question</b>	<b>Back-up Documentation</b>
<b>Section 1: Workplace Health &amp; Safety, Wage Rates and Diversity</b>	Question 1	<ul style="list-style-type: none"> <li>A copy of policies</li> <li>Proof of safety management system certification</li> </ul>
	Question 2	<ul style="list-style-type: none"> <li>Documentation of employee benefit packages and a list of those who receive benefits</li> </ul>
	Question 3	<ul style="list-style-type: none"> <li>A copy of policies</li> </ul>
<b>Section 2: Environmental Management &amp; Stewardship</b>	Question 4	<ul style="list-style-type: none"> <li>A copy of policies</li> <li>Proof of environmental management system certification</li> <li>A copy of public report</li> </ul>
	Question 5	<ul style="list-style-type: none"> <li>A copy of public report</li> <li>A copy of reduction targets and related results</li> <li>A copy of LEED, BREEAM, etc. certification</li> </ul>
	Question 6	<ul style="list-style-type: none"> <li>Total tonnes of solid waste generated</li> <li>A copy of reduction targets</li> </ul>

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	Question 7	<ul style="list-style-type: none"><li>• A copy of policy or strategy</li><li>• A copy of reduction targets and related results</li><li>• A copy of third party audit/verification</li></ul>
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PART E - SCHEDULES & APPENDICES  
APPENDIX 9 - LIST OF WIRELINE SITE ADDRESSES**

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**APPENDIX 9 - LIST OF WIRELINE SITE ADDRESSES**

[to be distributed in electronic format, along with the entire RFP document, to Proponents during the mandatory Information Meeting]

**REQUEST FOR PROPOSAL NO. PS20120635  
PROVISION OF WIRELINE NETWORK SERVICES  
PART E - SCHEDULES & APPENDICES  
APPENDIX 10 - CERTIFICATE OF EXISTING INSURANCE**

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**APPENDIX 10 -CERTIFICATE OF EXISTING INSURANCE**

(to be submitted in the Proposal)



**CERTIFICATE OF EXISTING INSURANCE  
TO BE COMPLETED AND APPENDED TO THE PROPOSAL/TENDER**

Section 2 through 8 – to be completed and executed by the Insurer or its Authorized Representative

1. **THIS CERTIFICATE IS ISSUED TO:** City of Vancouver, 453 W 12<sup>th</sup> Avenue, Vancouver, BC, V5Y 1V4  
*and certifies that the insurance policy (policies) as listed herein has/have been issued to the Named Insured and is/are in full force and effect.*
2. **NAMED INSURED** *(must be the same name as the proponent/bidder and is either an individual or a legally incorporated company)*

**BUSINESS TRADE NAME or DOING BUSINESS AS**

**BUSINESS ADDRESS**

**DESCRIPTION OF OPERATION**

**3. PROPERTY INSURANCE (All Risks Coverage including Earthquake and Flood)**

INSURER _____	<b>Insured Values (Replacement Cost) -</b>
TYPE OF COVERAGE _____	Building and Tenants' Improvements \$ _____
POLICY NUMBER _____	Contents and Equipment \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

**4. COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)**

Including the following extensions:	INSURER _____
✓ Personal Injury	POLICY NUMBER _____
✓ Property Damage including Loss of Use	POLICY PERIOD From _____ to _____
✓ Products and Completed Operations	<b>Limits of Liability (Bodily Injury and Property Damage Inclusive) -</b>
✓ Cross Liability or Severability of Interest	Per Occurrence \$ _____
✓ Employees as Additional Insureds	Aggregate \$ _____
✓ Blanket Contractual Liability	All Risk Tenants' Legal Liability \$ _____
✓ Non-Owned Auto Liability	Deductible Per Occurrence \$ _____

**5. AUTOMOBILE LIABILITY INSURANCE** for operation of owned and/or leased vehicles

INSURER _____	<b>Limits of Liability -</b>
POLICY NUMBER _____	Combined Single Limit \$ _____
POLICY PERIOD From _____ to _____	<i>If vehicles are insured by ICBC, complete and provide Form APV-47.</i>

**6. ☐ UMBRELLA OR ☐ EXCESS LIABILITY INSURANCE** **Limits of Liability (Bodily Injury and Property Damage Inclusive) -**

INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Self-Insured Retention \$ _____

**7. PROFESSIONAL LIABILITY INSURANCE**

INSURER _____	<b>Limits of Liability</b>
POLICY NUMBER _____	Per Occurrence/Claim \$ _____
POLICY PERIOD From _____ to _____	Aggregate \$ _____
	Deductible Per Occurrence/Claim \$ _____

*If the policy is in a "CLAIMS MADE" form, please specify the applicable Retroactive Date: \_\_\_\_\_*

**8. OTHER INSURANCE**

TYPE OF INSURANCE _____	<b>Limits of Liability</b>
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____
TYPE OF INSURANCE _____	<b>Limits of Liability</b>
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

**SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE**

\_\_\_\_\_  
PRINT NAME OF INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER

Dated \_\_\_\_\_