

Question Number	Proponents Questions	OAG Response
1	After further review of the RFP, we would like to request an extension to the closing date from August 21 2013 to September 4 2013.	The closing date has been extended to September 6 2013 2:00PM.
2	( 2.2.2.1) Information Technology : Can the HP ProCurev 2910 upgraded to support POE .	No.
3	(2.2.2.2) OAG virtualized at about 80% with VMware 5.0	
a.	Can OAG provide more information on the existing and future VMWare & storage infrastructure for example:	The OAG believes this is not relevant to the responding to the RFP.
b.	Detailed diagram for main Data Center and DR data center and regional offices.	Regional offices are 1 Server with Windows 2008 R2 running Hyper-V for other hosts  The OAG believes that the remainder of this question is not relevant to the responding to the RFP. I do not agree –PM
c.	Is both Data Centers managed by one Vcenter ?	Yes
d.	Can a VMware cluster created across both Data Centers?	No - not implemented presently.
e.	Can you please describe the Data Storage technologies used in Main Data Center and DR data Center ( SAN , iSCSI ,	SAN iSCSI PS6000E Equallogic and Dell MDI3200i, Local Storage  Decommissioning this equipment before we go live with VCS. The replacement equipment has not been determined yet. The proposal should include the

	fiber channel , ..etc ) and what is the Data Backup Technologies used in these sites?	minimum requirements for data storage technologies.  CommVault Simpana 9 is used for the backups as noted in the RFP x.x.x.																								
f.	Is VMware Site Recovery Manager in use today or in consideration for future use?	No and may be considered for future use.																								
g.	List of the VMware technologies in use (i.e. vMotion, HA, etc.)	vMotion, DRS																								
h.	What kind of SAN replication is used between Main and DR Data Center ( Active/Active of Active/Passive Synchronous Replication services for the SAN.	Active/Passive Synchronous Replication services																								
i.	Is the network edge DMZ also virtualized, or will physical hardware be required for any installations into the DMZ?	All Servers in DMZ are virtualized with VMWare ESXi5x (two hosts)																								
4	( 2.2.2.2) Does InterGov support QOS between sites for Voice traffic ?	<table border="1"> <thead> <tr> <th>Access Speed</th> <th>Standard</th> <th>Priority</th> <th>Near Real Time (NRT)</th> </tr> </thead> <tbody> <tr> <td><b>Latency (or delay)</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>1.5M - &lt; 10Mbps</td> <td>Less or =140ms</td> <td>Less or = 110ms</td> <td>Less or = 110ms</td> </tr> <tr> <td>10Mbps - 20Mbps</td> <td>Less or =140ms</td> <td>Less or = 110ms</td> <td>Less or = 100ms</td> </tr> <tr> <td>20Mbps - &gt;50Mbps</td> <td>Less or =140ms</td> <td>Less or = 100ms</td> <td>Less or = 95ms</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Access Speed	Standard	Priority	Near Real Time (NRT)	<b>Latency (or delay)</b>				1.5M - < 10Mbps	Less or =140ms	Less or = 110ms	Less or = 110ms	10Mbps - 20Mbps	Less or =140ms	Less or = 110ms	Less or = 100ms	20Mbps - >50Mbps	Less or =140ms	Less or = 100ms	Less or = 95ms				
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		<b>Jitter</b>	N/A	Less or = 20ms	Less or = 20ms
		<b>Packet Loss</b>	< 1%	< 1%	< 1%
		<b>Discard sequence in case of Network congestions</b>	1st	2nd	3rd
5	In section 2.4.1.1, OAG requires that the VCS provide VoIP services to staff, meeting rooms, and public spaces in Ottawa location, but, in section 2.2.1.1, OAG tend to “extend the life of some of the other equipment (including licences)”. And in TR-01, OAG wants to reuse existing equipment and desk phones.				
a.	Can you detail what are the quantities and type of VoIP services that are required for the Ottawa office?	This is detailed in Section 3.5.3.			
b.	Are those VoIP services looking to replace some of TDM sets in place as listed in section 2.2.1.3 or added to existing sets?	The OAG is looking to use as much of the existing assets as possible.			
c.	Confirm how many of TDM sets and Peripheral need to be	As many as possible.			

	kept by OAG in that list?	
6	In section 2.4.4 Demonstration under the heading Phase 2;, the RFP states: “Proponents are to demonstrate how their proposed Solution performs against the following Rated Technical Requirements (Section 2.6.2): TR-01 to TR-26.” However, there is no Section 2.6.2 in the RFP. Please confirm that Rated Technical Requirements TR-01 to TR-26 are actually contained in Appendix C: Evaluation Criteria and Scoring Grid.	Section 2.6.2 should read Section 2.6. Rated Technical Requirements TR-01 to TR-26 are in Appendix C.
7	With regard to paragraph 2.4.6.2.1 - The Base Voice Communications System and TR-04– High Availability, the design narrative does not outline requirement for disaster recovery (i.e. if core VCS infrastructure should be available in secondary datacenter that would be able to provide all VCS services in the event of major failure/disaster in Ottawa	The OAG has both data centre in Ottawa. The requirement as detailed in MR-05 is for two sites.

	<p>datacenter). Our current interpretation is that OAG desires a VCS system with high availability mission critical design in ONLY the Ottawa datacenter and there is no requirement for secondary disaster recovery. Would the OAG please confirm requirements for high availability and disaster recovery?</p>	
8	<p>Paragraph 2.2.2.4 states that OAG is migrating to Windows 7 yet MR-02 states that support for Windows XP is a requirement. Since Windows XP will be end-of-life support, would OAG confirm it is a mandatory requirement for proposed VCS and value added applications to run on XP?</p>	<p>OAG intends to complete the migration to Windows 7 by the end of November 2013. Therefore, if the implementation of the solution commence after this date then support for Windows XP will no longer be required as a mandatory requirement.</p>
9	<p>With regard to paragraph 2.2.2.4, would OAG please provide an architecture overview of the current LCS 2010 environment and identify which components of Lync 2010 architecture are in</p>	<p>Actual Lync 2010 is mainly for presence and internal communication. It is all running on 1 server (including SQL Server).</p>

	production (Edge, Front end servers, etc)?	
10	With regard to paragraph 2.2.2.4, would OAG provide licensing information for Microsoft SQL Server or Windows Server? Please confirm whether OAG intends to utilize existing licenses for SQL or Windows or if new licenses should be included in financial proposal cost?	For cost comparison SQL & Windows licenses should be provided in proposal. As defined in section 3.5.3.
11	Item 2.2.2.4 advises that you are currently migrate from XP to Windows 7 – can you advise what the timelines are for that project and if you can please advise when the project is forecasted to be completed.	OAG intends to complete the migration to Windows 7 by the end of November 2013.
12	Section 2.5.1 (MR-5) indicates that the system must include 700 Lines and 750 Voice mail boxes. However, Section 3.5.3 (Pricing) indicates that pricing is to include from 50 to 300 Voice devices. Can the OAG please confirm the number of phones requested per site and indicate whether the system	Section 2.5.1 stipulates the capacity that the propose solution must be able to handle. Section 3.5.3 indicates the number of device we intend to purchase.

	should include the full solution to replace the current system with all the required phones.	
13	<p>2.2.2.1 Information Technology</p> <p>Is the expectation that the proponent is to quote switches to replace the non-PoE, if so can the OAG provide some specifications around these? If not, is it the expectation that the phones will use external power supplies?</p>	The OAG is not upgrading their switches to PoE.
14	<p>2.5, MR-11 Additional Bandwidth</p> <p>Can the OAG supply usage reports (monthly) of the WAN circuits in place at the Ottawa HQ along with the regional locations? This is necessary to determine if additional bandwidth is required.</p>	The OAG will do this study based on the bandwidth requirements of the proposed solution.
15	<p>2.5, MR-11 Additional Bandwidth</p> <p>Can the OAG comment on whether the WAN circuits in place today provide Expedited Forwarding (EF) capabilities, and can prioritize traffic into a</p>	No our current WAN does not have these capabilities.

	low latency queue using DSCP values, 802.1P, or some other mechanism?	
16	For section 2.4.1.2, please describe the integration expected with the current infrastructure, do you want to have current infrastructure in FMO and what all is expected from current infrastructure	The proposed solution must work with the current OAG equipment. Other than the equipment that is outlined in the RFP, there are no future plans to change the OAG infrastructure.
17	Section 2.2.2 - Please confirm: With respect to the proponent's solution for this RFP response (i.e. architecture, design, pricing etc.) - Can the proponent's solution assume a reasonably healthy <u>LAN</u> infrastructure with no major bottlenecks and a reasonable amount of additional bandwidth capacity to handle the additional VoIP traffic of the new VCS system? If no: Does the OAG require LAN assessment and/or network benchmarking services before the pilot? If yes, does the OAG expect the additional cost of these services to be borne by	Yes.



	the proponent?	
18	2.2.2.2 - Where is the main datacenter located? (if located in Ottawa, do the 530 employees at 240 Spark Street connect to the main datacenter through LAN or WAN? [i.e. in the event of a WAN outage – will employees at 240 Spark Street lose connectivity to the main datacenter?])	The 530 employees connect through the LAN.
19	2.2.2.2 - Where is the DR site located?	In Ottawa.
20	2.2.2.2 - What is the maximum end-to-end latency between the main datacenter and the DR Site?	The link between the 2 sites is a 1 Gb dark fiber. Ping is normally taking ~1ms.
21	2.2.2.2 - Does the DR Site currently have a PRI termination for PSTN access? If no, will the OAG consider provisioning additional PRI terminations (or equivalently provision SIP trunking services) at the DR Site for full PSTN redundancy in the event of a full main datacenter failure?	No and the plan is to have the DR site connected to the PSTN via SIP trunks.

22	<p>2.2.2.4 - Please clarify: Is Lync 2010 is currently being used a tool for instant messaging or is Exchange 2010 currently being used as a “unified messaging product of choice?”</p>	<p>MS Lync is being used as a tool for Instant Messaging.</p>
23	<p>2.3.1 &amp; 2.4.1.1 - Section 2.3.1 states that the RFP covers two distinct purposes:</p> <ul style="list-style-type: none"> <li>• First, the VCS project that is focused on the Ottawa location</li> <li>• Second, to <u>understand</u> the solution to integrate regional offices using the VCS.</li> </ul> <p>Section 2.4.1.1 states that the scope of work “includes” all equipment and implementation services necessary to provide VoIP at the Ottawa office (no mention is made of regional offices in the scope of work).</p> <p>Given this, please confirm/clarify:</p>	<p>There is no requirement to price equipment for the regional office. The OAG would simply like to understand how the base proposed solution can be eventually extended to the regional offices. Although it is not a requirement, it would be helpful to see how the regional offices fit into the overall proposed solution architecture. The regional offices do not have redundant WAN links. Local survivability will be provided through loop start trunks or equivalent.</p>

	<ol style="list-style-type: none"><li>1. Must the final <u>pricing</u> for the proponent's solution include any costs that are required to integrate regional offices (for example: additional hardware or implementation services required for the regional offices)?</li><li>2. Similar to question # 5 above, must the proponent's <u>architecture and design diagrams</u> for this RFP response provide details on any equipment that will be physically located in regional offices for the sole purpose of integrating the regional office with the VCS? If yes, please specify:<ol style="list-style-type: none"><li>a. What details are required for the equipment that will be placed in the regional</li></ol></li></ol>	
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	<p>offices?</p> <p>b. What level of integration is required in terms of regional office PSTN “survivability” in the case of WAN outage?</p> <p>Do any regional offices have redundant WAN links? If so, please list offices that do.</p>	
24	<p>2.4.6.2.1 - This section states “<u>all</u> corporate traffic destined to the PSTN will” route through the PRIs terminating in Ottawa. Please clarify - does this apply to regional offices as well? (i.e. will a call from the Vancouver office to a local Vancouver number – need to egress from Ottawa (i.e. Long distance charges))</p>	<p>This is true for the proposed solutions of this RFP. This is out of scope, see Section 2.3.1 - Purpose.</p>
25	<p>Section MR-09 - Section MR-09 indicates the proponent must respond with technical support within 24 hours. Is there a required SLA for resolution of</p>	<p>The OAG is expecting resolution to be done as soon as possible based on severity. For example, if users are out of service, the OAG is expecting a resolution less than two hours.</p>

	<p>technical issues? For instance, what the expected repair time for each line item in the chart on page 19 of 58.</p>	
26	<p>Section 3.5.3 of the RFP states: “Provide a five (5) year cost summary using the following chart. The total cost for the <b>three</b> years of the agreement will be used to evaluate the financial proposals.”</p> <p>Please confirm that this sentence should read: “Provide a five (5) year cost summary using the following chart. The total cost for the <b>five</b> years of the agreement will be used to evaluate the financial proposals.”</p>	<p>Confirmed</p> <p>“Provide a five (5) year cost summary using the following chart. The total cost for the five years of the agreement will be used to evaluate the financial proposals.”</p>
27	<p>With regard to the Table in paragraph 3.5.3 (Licensing), will the 25 to 350 basic soft phones also be same users using phone devices? The user licensing model can provide price savings where one license is required per user whether they use soft phone or phone device. If there will</p>	<p>Users will either receive a soft-phone or hard-phone.</p>

	<p>be an exact 1:1 overlap, would OAG please clarify the appropriate alignment of software licensing to take advantage of user based licensing?</p>	
28	<p>With regard to paragraph 3.5 Financial Requirements, would the OAG confirm whether the core proposed solution can leverage existing or OAG procured commercial off-the-shelf standard datacenter servers and virtualization? Since most companies have existing standards for data center servers, should proponents make assumption to procure new host servers and include in Financial Proposal or could OAG leverage their existing datacenter server infrastructure standards? The solution is not a proprietary hardware based solution and therefore can leverage existing servers and virtualization capacity and associated cost</p>	<p>It is very clear in the RFP that the proponent must use the existing server infrastructure and provide for example VM and storage requirements.</p>

	savings for OAG.	
29	<p>With regard to paragraph 3.5 Financial Requirements, the Financial summary appears to only require core Ottawa VCS solution cost. Would OAG confirm it is not looking for financial costs for value-added applications (UC) and future costs to expand to regional offices? For example, if the core VCS solution can also be easily expanded to provide other UC services the current financial pricing proposal will not capture those efficiencies. Our concern is that the financial model without including value-added applications may not accurately provide cost comparisons for the OAG future end-state (i.e. VCS core costs are minimal but there is significant added cost for value-add UC applications).</p>	<p>The OAG is not looking for cost to be included for value-added applications.</p> <p>As per Section 2.3.1:</p> <p>The OAG needs to understand the Proponent's solution to:</p> <ul style="list-style-type: none"> <li>o integrate the OAG regional offices using the VCS, and;</li> <li>o provide value-added applications for unified communications, teleworkers, mobile workers, and conferencing (audio and video) using the VCS or any other existing software.</li> </ul>
30	<p>With regard to paragraph 3.5.3 (Licensing), would the OAG</p>	Confirmed.

	confirm whether software assurance (maintenance) is required for all software licensing components?	
31	3.5.3 (Licensing) - Does OAG require software assurance (maintenance) on all software licensing components?	Yes.
32	For Section 3.1.2, the first item under “Required Structure of Proposals and Content Numbering”: We assume that “Technical Proposal” is the title of this section, and we need to put all content under “Response to Mandatory Requirements” and not under this title. Please confirm.	Confirmed.
33	For Section 3.1.2, the second item under “Required Structure of Proposals and Content Numbering” , entitled ‘Description of Product Being Proposed’: We assume we can use free-form writing in this Section, and the numbering of this Section would be 1?	Confirmed.
34	For Section 3.1.2, under “Required Structure of	Confirmed.



	<p><b>Proposals and Content Numbering”:</b> What information is being requested for Section 3.1 Corporate? Is this referring to our responses for CR-01 Escalation, CR-02 Quality System, and CR-03 Financial Stability, Experience and Support Capabilities? We assume that CR-04 References will go under Section 3.9 References.</p>	
35	<p>In page 17 section 3.1.2 you mention that “ The technical proposal is limited to maximum of 60 page “ , in page 24 section 4.4.6 “ The Proponent response shall be inserted into the requirement table below each requirement as a new row”. Can we remove the requirement statement and just reference the requirement identifier in the requirement response?</p>	<p>No. However to accommodate the responses, the proposal can be increased to a maximum of 80 pages.</p>
36	<p>Section 4.4.1 of the RFP states: “As indicated in Sections 2.5 and 3.1, proponents are to provide in their technical</p>	<p>Confirmed.</p>

	<p>proposals a brief description of how their product meets each of the <b>ten (10)</b> mandatory technical requirements.” Please confirm that this sentence should read:</p> <p>“As indicated in Sections 2.5 and 3.1, proponents are to provide in their technical proposals a brief description of how their product meets each of the <b>eleven (11)</b> mandatory technical requirements.”</p>	
37	<p>Both Section 4.3.1 and Appendix B contain a mandatory requirement list featuring items MC-1 to MC-7. However, Items MC-6 and MC-7 are not the same in both tables. Please confirm that the table in section 4.3.1 contains the correct mandatory requirements.</p>	Confirmed.
38	<p>Section 5 .6 Other Contract Considerations, subsection (xii) - Will the Crown confirm the proponent can be a reseller of an OEM’s equipment and still</p>	Confirmed

	<p>be compliant to this section?  As a reseller the proponent will look to the OEM to provide the hardware needed to meet OAG's needs.</p>	
39	<p>Section 5 .6 Other Contract Considerations, subsection (xvii) - Will the crown remove the requirement that portions of the VCS solution will not be discontinued by the manufacturer for at least 5 years? Any VCS solution for IP telephony typically will involve some sort of server technology. Server technology today typically is refreshed every 12 to 24 months. It is almost impossible to guarantee a 5 year production life cycle for IT equipment.</p>	<p>This requirement should be clarified as follow:  The intent of this requirement is to ensure that the proposed solution will be supported by the manufacturer for at least 5 years.</p>
40	<p>Section 5 .6 Other Contract Considerations, subsection (xiii). - If the Contractor is incorporated in Canada in a province other than Ontario, at contract award will the Crown allow the Contractor to change</p>	<p>No.</p>

	the name of the province relative to this section?	
41	Section 5 .6 Other Contract Considerations, subsection (xx ) - Can the Crown expand on what are the shipping/receiving and storage logistics of VCS Equipment intended to be sent to the OAG?	This can be discussed after the bid has been awarded.
42	Section 5 .6 Other Contract Considerations, subsection (xxii) - Will the Crown confirm the final contract will include standard SACC clauses around limitations to liability? The clause implies unlimited liability is expected.	The OAG has determined that the SACC limitation of liability clauses reflect an acceptable distribution of risk.
43	Can the Crown please clarify the Mandatory Requirement - MR-03 - In regards to Windows 2008 R2 Operating system and VMware 5.0. The virtual environment supports the virtual applications installed on the windows platform, however, applications may need to run on different operating systems such as	Confirmed as long as the proposed solution can run on VMware infrastructure.

	Linux for the PBX Call Server etc. Can the Crown please confirm that different operating systems such as Linux for the PBX Call Server will be acceptable?	
44	MR-05 states that 750 Voicemail Users are required. Section 3.5.3 requests pricing for only 650 mailboxes. Please clarify whether the Voicemail requirements are for 650 or 750 voicemail boxes.	The system has to have the capacity to handle at least 750 voice-mail users but only 650 voice-mail boxes are required at this time.
45	Mandatory Requirement MR-07 requires proponents to “provide the specification sheet for all models phones and accessories...”. Please confirm that these specification sheets will not count against the 60-page proposal limit.	Confirmed.
46	In Section MR-05 of the Mandatory Technical Requirements there is a summary of the redundant virtual controller requirements, and in Section 3.5.3 of the Financial	The “VCS” includes any virtual controller Equipment so both MR-05 and Section 3.5.3 are correct.  MR-05 is a capacity requirement that needs to be price in line 1 of 3.5.3.

	Requirements there is a list of equipment and services that need to be quoted in the Financial Response. Could you clarify if we are to price the configuration shown in MR-05, or follow the template in Section 3.5.3 of the Financial Requirements?	
47	The financial proposal does not include value added applications (TR 23 thru TR-26) which consist of Conferencing, Mobility, Tele/Remote Worker & UC. Our concern is that by excluding value added applications OAG will be unable to evaluate the full financial proposal of all proponents. For example, if value added applications are significant uplift costs from core VCS solution then those additional costs would be missed in financial proposal. We would like to recommend OAG ask all proponents to mandatory include value add applications in financial proposal to adequately capture accurately financial proposals.	The financial proposal is not to include any prices on value-added applications. These are possible additions that OAG may contemplate in future. Please refer to the intent of the RFP stated in the first paragraph of the RFP and in Section 2.3.1. Furthermore as per Section 3.5.7, any future acquisition of value added applications will be given the similar discounts as per financial proposal in Section 3.5.3.
48	In reviewing your methodology for evaluating the Financial	No – refer to answer to Question 47.

	<p>Response we note that the focus seems to be exclusively on the telephony capabilities of the system. In considering the potential term of the resulting contract, up to 9 years, we think that the Value Added Applications described in Appendix D – Evaluation Criteria (TR-23 Conferencing, TR-24 Mobility, TR-25 Teleworker/Remote Worker, TR-26 Unified Communications) will account for a significant portion of the overall cost and believe your best interests would be served by evaluating the lifecycle costs of the Value Added Apps as part of the overall RFP/Pilot Eval. Would the OAG be willing to consider the lifecycle cost of such features at the Evaluation Stage of this RFP?</p>	
49	<p>TR-16 – Section 3 states: “Proponent shall indicate if a multi-media browser-based training tool is available for endpoints as well as voice messaging. Describe the feature set of the training tool. The OAG intends to use this facility to provide for new</p>	<p>Please use 12 employees.</p>

	system training and ongoing refresher or new-hire training.” How many users will be using the multi-media based training tool simultaneously?	
50	For section TR23 Conferencing, please define the type and quantity of licenses requested for audio and web conferencing in order to ensure accurate quote information from all bidders.	This is not to be included in the cost. See answer to Question 47.
51	For section TR26 Unified Communications (UC), please define the type and quantity of licenses requested for text-to-speech in order to ensure accurate quote information from all bidders.	This is not to be included in the cost. See answer to Question 47.
52	With regard to TR 11 – VoIP Security, would OAG clarify whether the encryption of signalling and media (voice, video) is a requirement for all internal communications?	Yes.
53	With regard to Value Added Applications, (Conferencing, Mobility, Tele/Remote Worker	No – refer to answer to Question 47.



<p>&amp; UC)) not included in Financial Proposal: The Financial Proposal only requires core Ottawa VCS solution cost that is focused on voice. Would OAG confirm that it is not evaluating financial costs for value added applications (TR-23, TR-24, TR-25 and TR-26)? For example, if the proponent core VCS solution is scalable to provide value added applications at limited cost then the current financial pricing proposal will not capture those efficiencies for evaluation. Our concern is that the financial model excluding value added applications will not accurately provide OAG fair cost comparisons for your desired future end-state. For example, if a proponents VCS voice only costs are minimal but would require significant new cost for OAG desired value add applications including mobility, conferencing, UC, etc then</p>	
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	<p>those would not be appropriately capture. We would like to recommend including value add applications as mandatory in the Financial Proposal to allow OAG to appropriately evaluate the full costs of <b>all Proponent</b> proposed solutions.</p>	
54	<p>Value Added Applications (Conferencing, Mobility, Tele/Remote Worker &amp; UC)) not included in Financial Proposal: Can OAG confirms it is not looking for financial costs for requested value added applications (TR-23, TR-24, TR-25 &amp; TR-26)? For example, if the proponent proposed solution is scalable to provide value added applications at limited cost then the current financial pricing proposal will not capture those efficiencies for evaluation. Our concern is that the financial model excluding value added applications will not accurately</p>	<p>No – refer to answer to Question 47.</p>

	<p>provide OAG fair cost comparisons for your desired future end-state. For example, if a proponents VCS voice-only costs are minimal but would require significant new cost for desired value add applications including mobility, conferencing, UC then those would not be appropriately captured. We would like to recommend including value-add applications as mandatory in the Financial Proposal to allow OAG to appropriately evaluate the full costs of any proposed solutions.</p>	
55	<p>TR 02 – Virtualization: Can the OAG please supply the specifications (CPU, RAM, Hard drive, etc) of the underlying computer infrastructure that VMWare is running on today, along with how many cores are available for use by the VCS?</p>	<p>No – the proponent is to provide this information.</p>
56	<p>TR 24 – Mobility: What models of Blackberry does the OAG currently utilize and what version of Blackberry</p>	<p>Supplier mostly Rogers some with Bell for North West Territories, etc... Blackberry Torch 9800, Bold 9900, Curve 9360 &amp; 9350 Blackberry Operating System : level OS 5</p>

	Operating System (OS) is being used?	
57	TR 24 – Mobility: Does the OAG have their own Blackberry Enterprise Server (BES)?	Yes
58	With regard to Appendix D (Pilot Phase), the pilot phase appears to include many contact center type functionalities (recording, supervisor, monitoring). Would OAG please provide additional context on the requirements for these capabilities and use case scenarios?	The OAG believes this in enough information for the purposes of this RFP.
59	With regard to Appendix D, item 5 IP Fax and Fax to Email: The fax solution based on Exchange can support unified inbox however that requires 3 <sup>rd</sup> party software for ability to send and receive fax on PC. Would the OAG confirm requirements for PC based inbound/outbound fax and should that be included in the core VCS financials as 3 <sup>rd</sup> party costs? Additional details are	As per Section 2.4.6.2.2, fax capability is considered part of the VCS. Therefore, the RFP Proponent can choose any fax solution that meets the requirements of the OAG and integrates with the other components of the VCS and the OAG IT environment. The fax solution shall be scaled to handle at least 30 incoming fax lines and provide PC-based fax capability for 530 users. From a cost savings perspective, the intent of the fax solution is to reduce the number of dedicated lines the OAG currently uses to connect their Ricoh printers to the PSTN; by using new or existing PRI/SIP channels. All incoming faxes are expected to be in portable document format (PDF) and received in the users e-mail Inbox. Virtualizing the fax solution, utilizing the OAG VMWare environment, would be beneficial to the OAG.

	<p>required for faxing such as number of users who would need software based faxing capabilities. Requirements for inbound vs. outbound. Our recommendation is to remove PC based fax from this RFP as there are specialized best-in-breed vendors that should be evaluated separately that can integrate with the OAG chosen VOIP .</p>	
60	<p>Appendix D (Pilot) IP Fax and Fax to Email. Software based fax solutions are more complex and require additional clarification of OAG requirements including number of users and inbound/outbound requirements. Since there are numerous best-of-breed fax server applications our recommendation is to remove this from the pilot phase allowing OAG to separately evaluate different fax server options in market that could eventually integrate with the chosen VCS platform.</p>	<p>Please refer to answer of question 59.</p>
61	<p>Appendix D – IP Fax and Fax to Email: The fax solution based</p>	<p>Please refer to answer of question 59.</p>

	<p>on Exchange can support unified inbox however that requires 3rd party software for ability to send and receive fax on PC. Can OAG confirm requirements for PC based inbound/outbound fax and should that be included in the core VCS financials as 3rd party costs? Additional details are required for faxing such as number of users who would need software based faxing capabilities. Requirements for inbound vs. outbound. Our recommendation is to remove PC based fax from this RFP as there are specialized best-in-breed vendors that should be evaluated separately that can integrate with Exchange and the OAG chosen VCS platform.</p>	
62	<p>What type of LAN switches in regional offices.</p>	<p>A mix of PoE and non-PoE HP ProCurve switches.</p>
63	<p>What is the version of your Microsoft Exchange Server ?</p>	<p>Exchange 2010. See also question 72.</p>
64	<p>What is the current Software revision of the Mitel SX2000 installed in OAG and what is</p>	<p>Software version : System Lightware level 34 Release 2 Part number on front panel of the PRI cards in the DSU node: MC270AA</p>

	the part number printed at the front panel of the PRI cards in the DSU node.	
65	How many per nodes are in use to support the 46 DNIC, 4 COV and ONS cards?	724 DNIC ports in use 26 COV ports in use 9 ONS cards
66	How many ONS cards are currently in use?	9 ONS cards and 93 ONS ports in use
67	How many LS/GS cards are currently in use?	15 E&M trunks
68	Is PoE in scope?	There are no plans for the OAG to upgrade any of the switches for the purposes of this RFP.
69	When referring to VoIP services in Ottawa main site and remote sites, are you planning to replace the existing HP non PoE LAN switches? If yes, how many switches by site?	No.
70	Can the Crown provide the budget allocation that has been set for the new Voice Communication System?	Any resulting contract from this request for the Voice Communication System is expected to be valid for 5 years and may not exceed the budget of \$350,000 CDN. <b>The OAG reserves the right to purchase maintenance for up to two (2) additional two (2) year periods.</b> The OAG may disqualify any proposals that exceed this budget.
71	The RFP specifically states that no managed service and/or hosted solution will be considered. Would the OAG please confirm that is also applicable for value added	Yes.

	applications for unified communications and conferencing (audio, video, web)?	
72	Would the OAG please confirm the current Email messaging environment infrastructure? What version of Exchange is currently in use? What are OAG future plans for email?	Current Email is Exchange 2010 wit 2 mailbox server (DAG) + CAS server Upgrade to Exchange 2013 is in our future.
73	Please provide in scope Inventory of system (hardware and software) list at all locations (Ottawa, DR site, Vancouver, Edmonton, Montreal and Halifax)	The RFP and clarifications in this document provide enough of this information.
74	Please provide architecture of existing systems and details around it.	The RFP and clarifications in this document provide enough of this information.
75	How much of the bandwidth is used by in scope voice communication system in all links? And how much bandwidth is used by other out of scope systems? (links should include. Ottawa to InterGov & Internet; DR to InterGov & Internet; Vancouver to InterGov; Edmonton to	The RFP proponents are to provide the bandwidth requirements of their solution.



	InterGOV; Montreal to InterGov: & Halifax to InterGov)	
76	Support language requirement: Is it English and French or English only?	French and English
77	Can you elaborate on the make/model of the modern IP-based system Voice Mail Platform?	The RFP contains this information in Section 2.2.1.3.
78	Are you looking for the proponent to decommission the existing legacy Mitel PBX?	Yes.
79	Does OAG have Microsoft Exchange? If so what version?	See questions 72 and 101.
80	Does OAG currently have a Microsoft SCOM environment?	SCOM 2007 not fully deployed
81	Does OAG have a reverse proxy solution deployed (such as UAG/TMG/Netscaler/F5)?	No
59-	What version of Active Directory does the OAG have deployed? Where are the various AD's deployed?	Domain functional level: Windows Server 2003 Forest functional level: Windows Server 2003 3 DC at 240 Sparks (1 Server 2003 & 2 Server 2008 R2) 1 DC at DR site (1 Server 2008 R2) 1 DC in each regions (1 Server 2008 R2)
82	What version of Exchange does the OAG have deployed and where are the servers deployed?	See questions 72 and 101. Deployed in Ottawa only (HQ + DR Site)

83	Does the OAG have an internal PKI infrastructure for certificate provisioning?	Server 2008 Enterprise Certificate server
84	Does the OAG have the ability to do split brain DNS between internal and external DNS namespace resolution?	Yes
85	Are publicly routable IP addresses available in the perimeter network?	Yes
86	Does the OAG currently use windows based DNS servers internally?	Yes
87	Are all DNS' Active Directory Integrated? Yes/No?	Yes
88	Do all production DNS's support SRV Records?	Yes
89	Can you confirm that the DMZ servers sit in between two FWs – One external FW and another internal FW?	No DMZ using a tri-homed firewall
90	Are all DMZ firewalls on premise? What is the turnaround time to implement changes to the firewall?	Yes they are all on premise. OAG has a change management meeting every week for planned changes.
91	Wifi Network – Is the VCS expected to be heavily used over corporate-Wifi?	No
92	Do DMZ DNS servers exist in	Yes – 2 BIND servers for external requests.

	the DMZ network?	
93	Do you have a reverse proxy capability to publish internal services out on the internet?	This should be possible with our current firewall.
94	What is your AD topology? Single forest and single domain in AD?	Single forest and single domain.
95	What operating systems are DC's currently running?	3 DC at 240 Sparks (1 Server 2003 & 2 Server 2008 R2) 1 DC at DR site (1 Server 2008 R2) 1 DC in each regions (1 Server 2008 R2)
96	What is the forest and domain functional level?	Domain functional level: Windows Server 2003 Forest functional level: Windows Server 2003
97	In which AD domains do current Lync users reside?	We have only one domain
98	What version of Exchange Server will be deployed when the VCS is implemented?	This depends of the deployment timeline. We are currently using Exchange 2010.
99	Will Exchange web services be deployed internally when the new VCS is implemented?	EWS is already available on our Client Access server.
100	Please describe Exchange Server design/topology from a DR perspective? (This will help to clarify requirements for Exchange Unified Messaging [for voicemail])	OAG has an Exchange 2010 server with mailbox and transport role at the DR site. The mailbox server is hosting a copy of all the mailbox databases. If we have to go in DR mode the Client Access server has to be brought up manually. We are planning a more automated implementation when we migrate to Exchange 2013.
101	How do you deploy new Software to the client desktops?	System Center Configuration Manager 2012

102	Are Load Balancers (appliance) in use already? If yes, which?	No
103	Does the environment have DHCP options (Options 42, 43, 119, 120 etc.) capabilities? IF yes, please describe DHCP server vendor etc.	OAG is using Microsoft Windows Server 2008 R2 for DHCP.
104	Describe any media gateways you currently have in your environment. Include vendor, model and version number.	The OAG only has the Mitel equipment listed in 2.2.1.3.
105	Do you currently have DNS load balancing in place? If so, please provide vendor/model/location	No
106	Is NAT currently being used in DMZ?	Yes
107	Do you have a Network Time Protocol (NTP) Server available on your corporate network?	Yes
108	Do routers/switches support Power over Ethernet?	No
109	Is Active Directory Domain Services, DNS Servers, or DHCP Servers running at any branch locations?	OAG DNS & DHCP servers are running in all regional offices.
110	Is the OAG prepared to consider a proposal for SIP Trunking for 100% of its PSTN	A SIP only proposal would be deemed non-compliant.

	access requirements or would a SIP proposal be considered non-compliant? Would a hybrid network comprised of both SIP and T1's be considered compliant?	
111	Fax Service – you identify a need for IP Fax and Fax to Email service. We believe that sourcing the best solution for IP Fax separately may give you flexibility in this area and would recommend you consider removing this requirement from the RFP.	Please refer to answer of question 59.
112	In the Solutions Additions: Value Added Applications section of the RFP there are requirements for point-to-point video. Would it be desirable to leverage the current investment that OAG has made in room based video by requiring the VCS solution to natively integrate with the OAG's HDX8000 end points and RMX 2000 video bridge, without the need for any additional hardware or	Yes, as long as this does not drive up the cost of VCS as specified in the RFP.

	software licenses?	
113	Would it be desirable for the VCS UC client to display the presence state of OAG's existing video end points and provide a "click to dial" capability for point-to-point calls?	Yes
114	Would it be desirable for the VCS UC client to participate in multi-point HD video calls with OAG's existing video end points utilizing the existing RMX 2000 bridge?	Yes
115	Would it be desirable to have a two way content sharing capability between the VCS UC client and OAG's existing video end points?	Yes
116	Can OAG provide the current S/W release level of the current video conferencing equipment and if it is under a maintenance agreement?	Polycom CMA 4000 – Version: 5.0.0.ER54 / Hardware: Rev B Polycom RMX 2000 – RMX_6.0.0.105
117	For section 2.4.1.2, please describe the integration expected with the current infrastructure, do you want to have current infrastructure in	The proposed solution must work with the current OAG equipment. Other than the equipment that is outlined in the RFP, there are no future plans to change the OAG infrastructure.

	FMO and what all is expected from current infrastructure	
118	Are all users expected to have a handset on the desk or is OAG open to deploying some headset only users? If so, how many users could be expected to have headset only option?	No – users will get either hard phone or soft phone (headset). The counts are in Section 3.5.3.
119	Does OAG wish to have the existing Polycom conference equipment integrated with the new solution?	It is desirable as long as this does not drive up the cost of VCS as specified in the RFP.
120	Can you provide additional details regarding your current/expected Auto Attendant needs? Besides French and English language availability, what are the different layers of Interactive Responses needed.	Day Message Night Message Call Center Message – tree mailbox Emergency Broadcast Message – building closure Out of Office – “staff update” etc Re-routing to a voicemail box capability  Easy to use, back-up system for power shutdown, clear quality, employee directory
121	Can you provide additional details regarding this item from the RFP (Help Desk Messages). Do you have a need for a ‘Call Center’ (call queuing etc...)	No.
122	Can you provide the current software version #s running on	Polycom CMA 4000 – Version: 5.0.0.ER54 / Hardware: Rev B Polycom RMX 2000 – RMX_6.0.0.105

	the following Polycom equipment: HDX (x10), CMA 4000, RMX 2000	HDX: 6 X Release – 3.0.0.2-13047 1 X Release – 3.0.5 – 22695
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