

Question Number	Proponents Questions	OAG Response	Proponents Clarification Questions	OAG Clarification Responses
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>	<p>In reference to the response to Question 29, would the Crown consider including value-added applications as mandatory pricing in the optional component of the financial proposal? We understand value-add applications may be implemented in the future however we believe it is in the best interest of the OAG to understand future costs from proponent solutions. Clearly based on the rated requirements value-add applications are an important consideration for the solution. Without requesting any budgetary pricing for value-add applications, OAG runs the risk of deployment of a voice-only solution in the short-term that may subsequently have significant long-term cost to extend value-add application capabilities. Please confirm whether Proponents should identify any ADDITIONAL infrastructure that might be required to implement value-add?</p>	<p>As stated in section 2.3.1, the VCS project is intended to result in an upgrade and/or replacement of the main telephone system in Ottawa. In addition the OAG needs to understand the proponent's solution to: i. integrate the OAG regional Offices using the VCS; and ii. Provide value-added applications for unified communications, teleworkers, mobile workers and conferencing (audio and video) using the VCS or any other existing software.</p>
70	<p>Can the Crown provide the budget allocation that has been set for the new Voice Communication System?</p>	<p>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. The OAG reserves the right to purchase maintenance for up to</p>	<p>In reference to the response to Question 70, the Crown has set a budget for \$350,000 for the overall solution over 5 years. When considering all the hardware, software, implementation services and 5 years of maintenance and support, it will be very challenging for proponents to meet the mandatory and</p>	<p>The answer remains the same as the original answer to question No.70. Any resulting contract from this request for proposal for the Voice Communication System is</p>

		two (2) additional two (2) year periods. The OAG may disqualify any proposals that exceed this budget.	technical requirements within the specified budget. There is a strong probability that only the existing incumbent VCS provider may be able to remain under budget primarily driven by leveraging existing phone sets. These existing phone sets are based on vendor specific proprietary technology that cannot be used with other systems. As part of the competitive process, it is in the best interest of all bidders to provide a quality solution at the best price for the Crown to evaluate. Would the Crown please consider raising the budget, or would the Crown please confirm that proposals over \$350,000 will not be deemed non-compliant based on cost, and assess the responses based on the overall proposal's ability to meet the mandatory and rated requirements, as well as evaluate the proposed costs?	expected to be valid for 5 years and may not exceed the budget of \$350,000 CDN. . The OAG reserves the right to purchase maintenance for up to two (2) additional two (2) year periods. The OAG may disqualify any proposals that exceed this budget
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	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	<ul style="list-style-type: none"> <li>a. Is the OAG able to provide the total volume per fax machines (i.e., pages per fax line) per location?</li> <li>b. Is Multi-Function Print faxing required? If so, can the CAG identify the number of devices (by location)?</li> </ul>	<b>Ottawa Office:</b> 23 machines: 83536 received, 28569 transmitted <b>Edmonton Office:</b> 1 machine: 5601 received, 1225 transmitted; <b>Halifax Office:</b> 1 machine: 3672 received, 674 transmitted; <b>Montreal Office:</b> 1 machine: 4279 received, 537

	<p>VCS financials as 3<sup>rd</sup> 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 the OAG chosen VOIP.</p>	<p>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>		<p>transmitted;  <b>Vancouver Office:</b> 1 machine: 7243 received; 727 transmitted</p> <p>OAG's machines are currently multifunctional, we can print, copy and fax on most of them. We have 23 fax machines throughout the 11<sup>th</sup>, 10<sup>th</sup>, 9<sup>th</sup>, 8<sup>th</sup> floors and 5 in our Regional Offices.</p>