

Traduction disponible sur demande

1. Question: Can you please confirm that the amounts located in Section 3.1 as accurate?

Answer: Yes

2. Question: Will TeleFilm keep each of their fax lines and modem lines?

Answer: Telefilm would prefer to integrate FAX lines into the new system, Modem lines also if possible but not mandatory.

3. Question: We would like to propose the following telephone sets as an option (as per section Appendix B) however, our Model Mitel 5320e is not listed on the list provided. Can these phones be chosen as an option for this RFP?

Answer: Feel free to propose you model as an option

4. Question: Does TeleFilm require the vendor to include headsets?

Answer: Good question, yes telefilm is interested

5. Question: Does TeleFilm accept soft phones as an option?

Answer: As an option, yes (some employees will prefer soft phone instead of a physical ip phone)

6. Question: Does every user need a physical phone?

Answer: Headset should be listed as options with each their own cost. Telefilm has yet to decide the exact quantity for each user or employee (soft phones, headset or IP Phone), it's too early in the process

7. Question: Does Telefilm want to have the option to choose whether the end user has a soft phone or physical desk phone?

Answer: Headset should be listed as options with each their own cost. Telefilm has yet to decide the exact quantity for each user or employee (soft phones, headset or IP Phone), it's too early in the process

8. Question: Does every user need a headset?

Answer: Headset should be listed as options with each their own cost. Telefilm has yet to decide the exact quantity for each user or employee (soft phones, headset or IP Phone), it's too early in the process

9. Question: Does Telefilm want the option for a headset for a physical phones?

Answer: Headset should be listed as options with each their own cost. Telefilm has yet to decide the exact quantity for each user or employee (soft phones, headset or IP Phone), it's too early in the process

10. Question: Does Telefilm want the option for a headset for a soft phones?

Answer: Headset should be listed as options with each their own cost. Telefilm has yet to decide the exact quantity for each user or employee (soft phones, headset or IP Phone), it's too early in the process

11. Question: Does TeleFilm require the telephone solution to be resilient?

Answer: The back end of the IP Phone service should be resilient as much as possible.

Question: Appendix C is a PDF document. Do you want us to answer if we can support this or do you require us to answer these questions?

Answer: Yes, to the best of your knowledge and especially those who are relevant to your proposed solution.

12. Question: Will a pricing table be provided?

Answer: It's not planned at this time

13. Question: The bid vague in that there is no request for phones and the detailed user needs. We know that there are receptionists at the MTL location but it is not specified how many, nor any details on their functions. Can this information be provided?

Answer: The supplier is free to recommend the phones in his solution, there is two receptionist that will need to be configured. There is no Helpdesk. There are 220 users, the majority are in Montreal. The WAN is on MPLS between the sites. We plan to add QOS on the current Wan network. The required phones functions mostly basic, you can use the Annex "C" to specify the included functions into your solution

14. Question: Can you please provide us with the length of contract that Telefilm requires? Do they want the solution for a period of 3 year or 5 years?

Answer: Telefilm has not decided yet, please provide both options if possible