



NEGOTIATED REQUEST FOR PROPOSAL ADDENDUM 1

NRFP #DC-2019-ST-04 VoIP Telephone and Unified Communications (as a Service) Platform

Close Date/Time:

November 6, 2019
14:00 hours
Pacific Time

Issue Date: October 29, 2019

From: CTC Procurement

To: All Vendors

E-mail: procurement@destinationcanada.com

Below are answers to question(s) submitted in regards to the above noted NRFP as of October 23, 2019.

Q1. Will the Canadian Tourism Commission approve a supplier who cannot provide local access telephone numbers in London UK and Tokyo Japan, but supply Canadian numbers to be used?

Answer: No.

Q2. Will the Canadian Tourism Commission approve a supplier who cannot provide Polycom phone support in London UK and Tokyo Japan but Mobile applications only?

Answer: No.

Q3. Will the Canadian Tourism Commission approve a supplier who cannot provide Fax to email?

Answer: No.

Q4. "The current DC telephony system as shown in C.4 has reached its end-of-life and the organization's requirements have evolved beyond the present system's capabilities." Could you please clarify the reasoning behind your statement referring to "end of life";

Answer: It is a multi-vendor environment that cannot be consolidated and cannot provide extension-to-extension calling between offices. The current model no longer meets our needs, therefore is end of its life.

Q5. Can you provide the Enterprise Microsoft Licenses you will be using?

Answer: M365 E3.

Q6. Do you plan on upgrading your Enterprise Microsoft Licenses in the near future?

Answer: No.

Q7. Does everyone the Canadian Tourism Commission have a Microsoft License?

Answer: Yes.

Q8. Please specify what components of Teams/Office 365 you would like integrated into a hosted Unified Communications platform.

Answer: Voice, voicemail, instant messaging.