

September 30, 2022
Prot. 0083931/22
COAN **S220W00000**
CIG: 9428514FE0

REQUEST FOR PROPOSAL (RFP) FOR HOSTED IP-BASED VOICE, DATA COMMUNICATIONS SYSTEM FOR THE ITALIAN TRADE COMMISSION (ITA) - OPEN BIDDING

NOTICE TO BIDDERS: PLEASE READ THIS RFP CAREFULLY AND VERIFY THE REQUIREMENTS IN ADVANCE. INCOMPLETE SUBMISSIONS WILL NOT BE ACCEPTED. ONCE A COMPLETE SUBMISSION IS RECEIVED, YOU ARE DEEMED TO HAVE UNDERSTOOD AND AGREED TO THE TERMS AND CONDITIONS OF THIS RFP.

SHOULD YOU HAVE ANY QUESTIONS BEFORE SUBMISSION, FEEL FREE TO CONTACT THE ITALIAN TRADE COMMISSION MONTRÉAL AT THE EMAIL INDICATED BELOW.

This Request for Proposal (RFP) documents the Italian Trade Commission - (ITA)'s requirements for an IP-based voice, data communications system and virtual fax lines (IP communications system). The IP-based voice, data communications system will be for our Montreal and Toronto locations and will replace our current system, hardware, software and Bidders. The proposed IP communications system must be able to support all the required call processing, voice messaging, management and administrative features of this RFP. Please note that this is an Open Bidding RFP whereas all qualified suppliers are welcomed to submit a bid.

In particular, with regards to the hardware and software components and licenses of the IP communications system, ITA will be considering both the leasing of the said components for a period of 4 years (48 months) along with the possibility of an outright purchase of all the hardware, licenses and equipment.

This Request for Proposal (RFP) is intended to provide a standard base from which to evaluate alternatives for communications systems and to allow the Bidder flexibility in proposing the most appropriate and cost-effective system. The reception of a proposal does not obligate ITA to purchase a system from any Bidder. The Italian Trade Commission - ITA reserves the right to reject all proposals and not make a decision. All costs for proposal preparation are the

Initials _____

1

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



responsibility of the bidder. After receipt of the proposal, and prior to signing the contract, the Italian Trade Commission - ITA reserves the right to modify the system requirements by adding or deleting specific equipment or optional features.

Bidders should use their extensive knowledge and experience within the communications industry to recommend a creative solution that will meet or exceed the Italian Trade Commission - ITA's requirements. Bidders should propose a comprehensive, cost-effective solution for current specifications, future capacity requirements, and ongoing service and support.

Criteria to be considered while submitting a proposal

- **IP-based Voice/Data capabilities and Intelligent Network Infrastructure:** Integration of voice, data applications with a converged Internet Protocol (IP) solution. The ability to provide a highly reliable and available IP communications solution, and an up to date and fully integrated selection of IP phones.
- **Bidder Experience and Vision:** Evaluation of the Bidder's experience in building intelligent network infrastructures and implementing Internet technologies. The Italian Trade Commission - ITA is looking to partner with a Bidder that has vision and leadership in the Internet industry
- **Voice Messaging:** Scalable, cost-effective voice messaging solution that supports common industry standards, such as for instance AMIS-A, VPIM, LDAP and IMAP.
- **System Administration:** Maximum flexibility for rapid, efficient, and cost-effective configuration changes, affecting personnel and associated IP telephone equipment through a standard browser-based interface.
- **Bidder Support/Service Capabilities:** Remote serviceability, technical support of the entire IP Communications System and applications.
- **Scalability:** Modular, cost-effective growth in both IP phones and applications over the next four years (48 months). Asset protection moving forward is critical.
- **Leading Edge Technology:** The ability to incorporate future requirements and technological advances.

Initials _____

2

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



1. AWARDING ENTITY

Mr. Marco Saladini
Trade Commissioner
Official Representative of the Contracting Authority (Responsabile Unico del Procedimento)

Italian Trade Commission - ITA Toronto
480 University Avenue, Suite 800
Toronto, ON, M5G 1V2
Tel.: 416-598-1566 Fax: 416-598-1610
E-mail: toronto@ice.it

2. SERVICE TIME FRAME

Start Date: **Signature of contract by both parties**
End Date: **Up to 4 years (48 months) after contract signing date and successful implementation of the IP-based voice, data communications system.**

The start date will be acknowledged by the parties in an e-mail exchange. The contract will automatically terminate on its expiration date without any notifications between the parties. There will be no tacit renewal of the contract. ITA reserves the right to ask the awarded bidder to extend the duration of the contract for the time necessary to ensure the continuity of the service while seeking and securing a new service provider.

3. BUDGET

The total maximum budget allocated for all the services listed under section 3. TECHNICAL DESCRIPTION – SCOPE OF THE WORK is CAD 103,000.00 (One hundred and three thousand dollars) overall, i.e. on average CAD 2,145.00 per month, excluding applicable taxes. Offers carrying a price exceeding this budget will not be considered.

Initials _____

3

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



4. SUBMISSION DEADLINES & REQUIREMENTS – CLARIFICATION REQUESTS

The envelope containing the offers, in English or French, must include all the documentation indicated below and must be received by ITA, under penalty of exclusion from the tender, **no later than October 15, 2022**, at the address indicated in section 1 - AWARDING ENTITY. The submission of proposals implies unconditional acceptance of the provisions contained herein.

Proposals received after the deadline will not be considered. Incomplete offers, even if mailed within the stated deadline, shall be excluded. It is recommended that the envelope be sent via courier rather than regular mail to avoid delays in the delivery and to allow for tracking of the parcel. An offer is deemed to be incomplete if a bidder does not accept all the terms of this RFP. Proposals, under penalty of exclusion, must be received in **one single, sealed envelope**, which must be signed on the flap closure and bear on the outside the sender's address (**legible address and telephone and/or fax number**) and the following caption.

CONFIDENTIAL - DO NOT OPEN - RFP DEPARTMENT OF THE ITA OFFICE IN TORONTO

"REQUEST FOR PROPOSAL (RFP) FOR HOSTED IP-BASED VOICE, DATA COMMUNICATIONS SYSTEM FOR THE ITALIAN TRADE COMMISSION (ITA) - OPEN BIDDING"

Receipt of these bid documents does not imply that the RFP requirements have been met. All efforts will be made to correct errors and omissions which may happen to be discovered during the proposal evaluation process. The ITA takes no responsibility for the success of such efforts and may reject non-compliant proposals at its own discretion.

The envelope, under penalty of exclusion, must contain two sealed envelopes that must be signed on the flap closures, bearing the sender's address and, respectively, the following captions:

"A – Administrative Documentation", "B – Economic/Financial Offer".

**ENVELOPE "A"
ADMINISTRATIVE DOCUMENTATION**

REQUEST FOR PROPOSAL (RFP) FOR HOSTED IP-BASED VOICE, DATA COMMUNICATIONS SYSTEM FOR THE ITALIAN TRADE COMMISSION (ITA) - OPEN BIDDING

Initials _____

4

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



(NAME OF THE BIDDING COMPANY)

This envelope **must** contain each and every one of the following documents.

1. This RFP initialed on each page, duly signed as acceptance of the tender requirements.
2. Annex 1 - Acknowledgement of the RFP which states that the bidder is eligible and possesses the necessary qualifications, duly filled out and signed, including a list of references with contact informations and credentials that demonstrate your company's proven background and expertise in this area;
- 3.
4. Annex 3 - Supplier registration package duly filled out, dated, and signed in all mandatory fields; by filling out this form the bidder will be entered in ITA's suppliers' database and may be considered for certain restricted procurement procedures. The Supplier registration package can be downloaded from the ITA web site at the following link: <https://www.ice.it/en/markets/canada/supplier-register> If already registered, please provide a statement with your CAF number confirming that the information provided at the time of the registration has not changed.
5. Annex 4 - Declaration Statement duly completed, dated, and signed by the legal representative or its delegate, in this case accompanied by a power of attorney, accompanied by a **photocopy of a valid ID**, stating that the bidder is in compliance with the following requirements.
 - General requirements.
 - Requirements for professional competence in the sector of reference for the service to be rendered
 - Technical and professional skills (pursuant to Article 83, paragraph 1, letter c) of Legislative Decree 50/2016).

If the Declaration Statement has been provided at the time of registration as a supplier, please provide a statement with your CAF number confirming that the information provided at the time of the registration has not changed. The Declaration Statement can be downloaded from the ITA web site at the following link: https://www.ice.it/en/sites/default/files/inline-files/declaration-statement_0.pdf

Failure to include all of the above items will disqualify a bid.

**ENVELOPE "B"
ECONOMIC/FINANCIAL OFFER**

REQUEST FOR PROPOSAL (RFP) FOR HOSTED IP-BASED VOICE, DATA

Initials _____

5

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



COMMUNICATIONS SYSTEM FOR THE ITALIAN TRADE COMMISSION (ITA) - OPEN BIDDING

(NAME OF THE BIDDING COMPANY)

This envelope will include the Economic and Financial Offer which shall be made in accordance with the terms indicated in this RFP and using the form included in Annex 2. It shall be expressed clearly in numbers and letters and signed by a legal or authorized representative of the bidding Agency. Multiple or conditional offers will not be considered.

The failure to include in your submission all the items requested by this RFP will render your bid void. Please fill the Economic Offer as per Annex 2

Clarifications about this bid may be requested via email only, writing to toronto@ice.it, by October 10, 2022. Replies will be posted on ITA's website, on the page where this RFP was originally published, as soon as possible and in no case later than October 12,. Please avoid calls or other forms of communication with the office about this RFP.

RFP deadlines

Event	Date
Request for Proposal Issued	September 30, 2022
Bidder's Conference	N/A
Site Visit	By Appointment. until October 10, 2022
Last Day for Questions/Clarifications	October 10 2022
RFPs submission deadline	October 15, 2022
First session of the bid awarding process	October 18, 2022
Winning bid awarding contract agreement	Asap, depending on the duration of the bids evaluation process, 2022
System installation and setup completion in Toronto and Montreal	No later than November 14, 2022, 2022

Initials _____

6

TORONTO office
 480 University Avenue, Suite 800
 Toronto, Ontario, Canada M5G 1V2
 T +1 416 598-1566 / F +1 416 598-1610
 E-mail: toronto@ice.it
www.ice.it

MONTREAL office
 1000 Rue Sherbrooke Ouest, bureau 1720
 Montréal, Québec, Canada H3A 3G4
 T +1 514 284-0265 / F +1 514 284-0362
 E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
 ISO 9001 / UNI EN ISO 9001:2015



6. EVALUATION PROCESS AND AWARDING CRITERIA

Each proposal will be evaluated and the contract will be awarded to the lowest bidder, provided that all checks about eligibility requirements, references about previous jobs and compliance of the offered system are satisfactorily completed. A full description of the proposed system will be required of the proposed awarded bidder prior to signing the contract. Non compliant bids can be rejected at any time at ITA sole description.

The bid must articulate the unit item price of each and every service indicated in this RFP.

The contract will be awarded based on the criteria outlined in this RFP. Although the base for awarding will be the total cost of offered services throughout the life of the contract, as per Annex 2, Part 1), we reserve the right to negotiate a hardware purchase option or a lease to own option based on the prices indicated in Annex 2 Part 2).

7. PAYMENT TERMS

Italian law does not allow full advance payments for public contracts.

Payments **shall be made monthly, upon delivery of all services as stipulated in the contract and after submission of an original invoice** issued by the awarded service provider, in Canadian currency, made out to:

Consulate General of Italy - Italian Trade Commission
480 University, Suite 800
Toronto, ON - M5G 1V2
Tel. 416/598-1566
invoice.itacanada@ice.it

as will be indicated in the purchase order.

Payment will be issued by EFT-Direct Deposit in CAD within 15-30 days of receipt of an original invoice.

The following documents must be attached to the invoice.

- A statement of account, including services rendered, specifying for each service: name, itinerary, amount, and fee applied.

Initials _____

7

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



- Contract number indicated in the invoice.

Payment arrangements and down payment requests may be considered based on particular circumstances and according to industry practices. These may include payment schedules based on the campaign progress and activities completions. Payment arrangements may be agreed upon in the contract.

8. PENALTIES

For each one-week's delay with respect to delivery terms contained in the contract to be stipulated, a 2% (two percent) penalty of the agreed upon cost of the service to be provided may apply, calculated on the value of the delayed service rendered, without prejudice to claims for larger damages, if any. Please note that the ceiling for such a penalty is set at 10% of the value of purchased services.

For any breach of obligations under the contract, if considered serious, ITA will have the option to terminate it with no penalties and with full payment of services already rendered, minus any penalty to be applied per the contract and without any prejudice of its rights.

9. NO SUBCONTRACTS OR TRANSFER OF SERVICES

It is expressly forbidden to resort to subcontracts, in consideration of the nature of the services, which need a trustworthy interlocutor capable of ensuring a fast execution of services. Bidding consortia are allowed if disclosed within the bid, providing at least all consortium member companies' names and contact information.

10. OBLIGATION OF CONFIDENTIALITY AND PROTECTION OF PRIVACY

The winning Agency agrees to consider all information, concepts, ideas, procedures, methods, and/or technical data that the employees will learn during the execution of the services herein as confidential and covered by the obligation of professional secrecy. In this regard, the winning Agency, together with its employees and consultants, agrees to adopt the necessary caution to protect the confidentiality of said information and/or documentation.

The winning Agency must adopt all measures that ensure the safe processing of personal data,

Initials _____

8

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



as well as the protection of the rights of natural and legal persons.

The winning Agency will not disclose, communicate, or disseminate the data acquired on account of its contractual work nor will it use said data to promote or market its own services. The only permissible use is the one provided and governed by the Invitation to Bid and the contractual documents.

At the same time, ITA, too, guarantees the confidentiality and secrecy of the data, information, and commercial know-how contained in the documentation furnished by all bidding agencies.

11. ADDITIONAL CLAUSES

As required by the applicable Italian Law, by submitting its offer the Agency agrees to the following provisions, to be included in the contract with the awarded bidder.

- Anti-pantouflage
- Code of Conduct
- Transparency and anti-corruption clause
- Whistleblowing

These are standard clauses required by Italian laws and ITA's internal regulations and cannot be waived or modified. Please feel free to ask for the text of such clauses by writing to the ITA.

12. NO EXCLUSIVITY

The ITA recognizes the awarded Supplier as the regular but not exclusive service provider; therefore, it reserves the right to contract other suppliers for services similar to those described herein, during the life of the awarded contract.

13. TECHNICAL DESCRIPTION – SCOPE OF THE WORK

Overview of Current Environment

The Italian Trade Commission – ITA's Toronto and Montreal locations currently operate within a high speed fibre-optic internet environment provided by Bell. The Bell routers are connected to 2 sets of master/slave Fortinet firewalls that provide access to the secured corporate VPN. The two offices each have a Ethernet (CAT 4/5) based LAN each for both the data and voice traffic. The VOIP connectivity is based on a cloud based PBX platform provided by Wildix and managed

Initials _____

9

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



by the local partner DCS Telecom DCS Telecom manages the ISP on behalf of the ITA. The two offices also have one virtual fax line each, through dedicated modems currently connected to the Wildix platform. Voice data routers and switches (POE) and all related hardware for both offices are provided by the current VOIP/ISP provider (DCS Telecom - Wildix). The Toronto and Montreal offices are connected via SIP trunk. There are a total of 21 VOIP phones (Wildix WP480G and Vision) of which 15 in Toronto, including one cordless and one reception desk device and 8 in Montreal, including one cordless and one reception desk. There are also two sets of Wildix compatible conference webcam and tripod microphone in Toronto and Montreal. All hardware has been provided by Wildix through DCS Telecom as a service. There are a total of 31 licenses/accounts including service ones and 21 extensions. The accounts grant access to softphones via an app on staff members' smart phones and desktop browser extensions. An automated voice mail system is built into the Wildix platform. Extensions and key voice mail systems featured can be managed independently by the Toronto and Montreal staff. DCS Telecom provides a North American and EU wide Routing and Dialing Plant which features unlimited calls to both landlines and smartphones throughout Canada and Italy for all Toronto and Montreal licenses/accounts from hard phones and softphones.

General Requirements for The Italian Trade Commission - ITA's DATA and IP Communications System

The Italian Trade Commission - ITA seeks a provider of an integrated data and VOIP communications system which maintains and possibly exceeds the current level of services. Hard IP phones shall support the latest advanced telephony features.

The Italian Trade Commission - ITA requires that any system have the capability to service both of its locations in Canada with the same features and functionalities even in the event of a service interruption. System directories, class of service for telephony capabilities, trunk group access, should apply to both locations. The awarded bidder should also guarantee in its bid the feasibility to a future expansion of the system to a third location in British Columbia.

At a later stage the Italian Trade Commission – ITA may decide to connect to the main head office in Rome, Italy and other offices in North America and around the world through a dedicated IP voice and data communication system based on a hosted PBX. Bidder should recommend the proper system architecture and configuration to allow this extended inter-location VOIP connectivity. Bidder system should integrate and worked seamlessly with this dedicated system. The Bidder hosted, cloud-based PBX solution may be replaced by the on premises dedicated solution provided by the Italian Trade Commission – ITA HQ in Rome.

The proposed system has to have a failover option to POTS lines should the PRI service experience an interruption. And PSTN failover capabilities should the WAN experience an interruption. Bidders may propose parallel PSTN channels for data and voice traffic.

Initials _____

10

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



The Italian Trade Commission - ITA demands the following minimum, service, maintenance and repair requirements to be met

- Experienced and Certified technical support with an office within a 50-mile radius from each ITA's office is mandatory; technicians must be experienced in LAN and WAN technologies and be Certified IP Telephony specialists. Being able to dispatch engineering and technicians for onsite repair is a must.
- Ability to provide, maintain and troubleshoot LAN and Telephony circuits.
- Ability to provide certified security advisory services, in addition to network and network performance monitoring.
- Provision of software upgrades and patches to ensure continued compatibility with computer, smart phones, tablets OS and browsers.
- Before bidding, potential bidders are invited to make an appointment for a walkthrough, to determine the type of material and services needed. For bid awarding purposes, it will be assumed that the current hardware assets would be matched. At the contract drafting stage the actual number to be provided may be reviewed based on any changes or considerations that might have occurred meanwhile.
- Routine system monitoring to assure the continued operation of all system components.
- Response time of no more than 1 hour for all major system problems and a maximum of two hours response to other system problems, during business hours (9-17 both ET and PT).
- 4-hour response to major problems, 24 hours a day, 7 days a week.
- Adequate preventative maintenance plan.
- Adequate access to spare parts; please describe the delivery time and availability of spare parts for the critical hardware and software.
- Expedited replacement of the central operating hardware or software of the system, assuming a suitable site exists for locating the replacement components.
- Plan for recovery from disasters; please explain what can be done within X hours or YY hours].
- Adequate back-up procedures
- Replacement options for when a system component is stolen or destroyed .

The Italian Trade Commission - ITA demands the following ISP technical requirements to be met

- The ISP chosen by the bidder to connect the system to the Internet and the phone network must have its own Point of presence (POP) in the city (or the immediate vicinity), where the Italian Trade Commission - ITA offices are, in order to minimize the cost of local access lines (local loop).

Initials _____

11

TORONTO office
 480 University Avenue, Suite 800
 Toronto, Ontario, Canada M5G 1V2
 T +1 416 598-1566 / F +1 416 598-1610
 E-mail: toronto@ice.it
 www.ice.it

MONTREAL office
 1000 Rue Sherbrooke Ouest, bureau
 1720
 Montréal, Québec, Canada H3A 3G4
 T +1 514 284-0265 / F +1 514 284-0362
 E-mail: montreal@ice.it
 www.ice.it

Certificate N. 38152/19/S
 ISO 9001 / UNI EN ISO 9001:2015



- The ISP must be top-level (we mean by this term an ISP connected directly to the worldwide Internet backbone).
 - The ISP must have total bandwidth connection to the Internet connection of at least five times as compared to what it is providing to the local Italian Trade Commission - ITA office.
 - The ISP must be able to provide dedicated fiber optics connections (leased lines) with 24x7x365 connectivity and must provide static IP addresses. Additionally, it must meet the normal requirements for good references with regards to technical and financial reliability
- The service shall consist of the following elements.
- bandwidth connection between the office and the ISP calculated based on the number of workstations in the local office (approximately 0,5Mbps -1Mbps per workstation).
 - Max 100Mbps, in the case of connections that provide CIR Committed Interchange Rate, guaranteed bandwidth; this must be specified in the offer and shall not be less than 50% of the total bandwidth.
 - Providing 2 static IPs (always the same for each connection) without "natting" .
 - Service must provide for a router and a modem for the connection being proposed and suitable for connecting to the local area network of the office.
- Provision of a dedicated line or, alternatively, an XDSL connection, through a a static IP, to connect the local office to the ISP's access point in a non-shared mode, i.e. through a direct and dedicated connection. Normally these lines (so-called local tails or local loop) are made available by the local national telephone company or Local Exchange Carrier; the ISP will have to make their offering inclusive of the cost of these lines and will be responsible for all related administrative tasks to be performed (application, certification, activation etc.).
 - Availability of access statistics to the provided service, to be made available electronically.
- The ISP will have to guarantee the following service levels:
- Uptime/availability of (not less than 99.96% per year).
 - Help desk response time (call back no later than one hour from the opening of the trouble ticket).
 - Troubleshooting (no more than 4 hours after the call back).
 -
 - The ISP will have to activate the IP addresses provided with the service, IPSec and IKE (IP protocols 50 and 51 and port 500 of UDP) and SNMP protocols and will have to provide in advance the static IP addresses being offered as well as the DNS server addresses.
- The contract with the chosen ISP, in addition to the deliverables described in the previous paragraph, will allow for what follows.
- The Ability for ITC's Information Technology staff in Italy to communicate with the awarded bidder's technicians, in English, to resolve unusual problems.

Initials _____

12

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



The Italian Trade Commission - ITA demands the following PBX technical specifications, hardware and software requirements to be met

- Soft-phone on users' devices must not require a separate application. Plug in or browser extension are acceptable
- PBX must be capable of WebRTC technology (Web Real Time Communications)
- Bidders must buy hardware from manufacturers, to maintain security
-
- Cradle to Grave security encryption for voice, chat, file transfer, screen sharing is required.
- All user data including passwords, emails must be encrypted in storage.
- The system must support the current number of users extension while being scalable on an as needed basis
- Provide a method for external users to easily call, chat, video, or file transfers without additional applications and plugins.
- Have custom configurable user status and departmentalized contacts.
- Have Open API and integrations to leading software vendors and applications software.
- Have Flexible architecture that utilizes the same software no matter the deployment method (premise, virtual or cloud).
- Have easy to understand licensing/pricing with all inclusive features.
- Compliance with 911 and Emergency Services
- PBX system administration accessibility from any workstation via LAN – WAN and browsers and by different level of administrators
- PBX system administration compatible with Windows OS
- Hardware desk phones have to be user friendly and easily configurable by local administrators.
- Users must be able to log in/out anywhere on the network and automatically receive calls without administrative intervention.
- The hard phones – desktop sets should be equipped with Bluetooth technology or USB ports for headphones use.
- The system should feature unlimited long distance (Italy, North America and Canada) roaming and calling plan.
- Dialing international phone numbers should be simple and intuitive, e.g. both 01139 and +39 notations should be accepted when dialing or redialing or calling back an Italian number

Initials _____

13

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



The Italian Trade Commission - ITA demands the following system (hard – soft phones) features to be included

- Answer/Answer Release.
- Application Sharing.
- Attendant Console.
- Audio Volume Adjust.
- Auto Echo Cancellation.
- Automated Call-by-call Bandwidth Selection.
- Automated Phone Installation Configuration.
- Automatic Phone Moves.
- Call Detail Records.
- Call forwarding (Off Premise).
- Call forwarding (Ring and/or No Answer).
- Call forwarding (Self Directed).
- Call Hold / Release.
- Call Park / Pickup.
- Call Transfer.
- Call Waiting.
- Calling Line ID Line and Name.
- Chat.
- Conference (unicast).
- Conference (multicast).
- Direct Inward Dialing.
- Distinctive Ringing (internal vs. external call).
- Distinctive Station Ringing Pitch.
- Event Logging and Reports.
- Event Viewer Interface.
- External SMDI Interface.
- Last Number Redial including long distance number redials.
- License Management.
- Multiple Calls Per Line Appearance.
- Multiple Line Appearances.
- Number Portability.
- Performance Monitor Interface.
- Redundant Call Managers.
- Remote Process Control.
- Ringer Pitch Adjust.

Initials _____

14

TORONTO office
480 University Avenue, Suite 800
Toronto, Ontario, Canada M5G 1V2
T +1 416 598-1566 / F +1 416 598-1610
E-mail: toronto@ice.it
www.ice.it

MONTREAL office
1000 Rue Sherbrooke Ouest, bureau
1720
Montréal, Québec, Canada H3A 3G4
T +1 514 284-0265 / F +1 514 284-0362
E-mail: montreal@ice.it
www.ice.it

Certificate N. 38152/19/S
ISO 9001 / UNI EN ISO 9001:2015



- Ringer Volume Adjust.
- Shared Extensions on Multiple Phones.
- Single Button Collaborative Computing / Virtual Meetings.
- Speakerphone Mute.
- Speed Dial (Auto-Dial).
- Tone On Hold.
- Video.
- Visual Message Displays (All digital telephones) (name, extension, etc.).
- Web Administration.
- Web Documentation and manuals , video tutorials and troubleshooting.

The Italian Trade Commission - ITA demands the following voice mail features to be included

- Large mailbox capacity (overall recorded voice messages and recording and storage).
- Voice message forwarding capability including email forwarding.
- Text to speech capabilities.
- Multiple languages/recordings messages and greetings.
- Automated users directory.
- Password to access individual mailboxes and individual user mailbox password management.
- Pause and replay messages capabilities.
- Record messages; send and mark "urgent", "private", etc. capabilities.
- Transfer messages to other users and append them with their own comments capabilities.
- Create their own distribution lists capabilities.
- Edit / modify their own distribution lists capabilities.
- Dial internally by name / company directory capabilities.
- Obtain user instruction through system prompts capabilities.
- Set business days and hours for alternate greetings capabilities.
- Voice Mail System – System Administration capabilities.

The system administrator must be able to perform the following actions:

- Add or modify a class of service. State what user permissions or characteristics within a class of service can be created or modified.
- Set the minimum and maximum password length for a user.
- Set the maximum length of voice messages.
- Set the maximum failed login attempts before a user lockout from the mailbox.
- Assign default passwords for users and reset passwords for users that have been locked out of their mailboxes.

Initials _____

15

TORONTO office
 480 University Avenue, Suite 800
 Toronto, Ontario, Canada M5G 1V2
 T +1 416 598-1566 / F +1 416 598-1610
 E-mail: toronto@ice.it
 www.ice.it

MONTREAL office
 1000 Rue Sherbrooke Ouest, bureau
 1720
 Montréal, Québec, Canada H3A 3G4
 T +1 514 284-0265 / F +1 514 284-0362
 E-mail: montreal@ice.it
 www.ice.it

Certificate N. 38152/19/S
 ISO 9001 / UNI EN ISO 9001:2015



- Add, delete, or modify a user.

The Italian Trade Commission - ITA demands the following project management, implementation, training installation and warranty requirements to be met:

Implementation requirements

Prior to the signing of the awarding contracts, winning bidders will have to comply with the following requirements:

- Supply a detailed project plan with timeline and description of the key activities required for the installation, configuration, testing and launching of the proposed system.
- Project Organization Chart - In the project plan, the bidder will include a project organization chart with the reporting relationships of project team members and other key personnel. An escalation matrix should also be included.
- Transparency - It is essential that the installation of the new system be as transparent as possible to the users. There should be no telephone service interruptions, no interim changes in dialing procedures, and no perceived degradation in the quality of service.

Installation Requirements

- The awarded bidder is solely responsible for the complete turn-key engineering of the new telecommunications system and all interconnecting facilities.
- Initial Work - awarded bidder will perform station reviews, database preparation, and original program initializations.
- Telco Coordination - awarded bidder will coordinate the ordering of all long-distance and local communications facilities as deemed necessary by the Italian Trade Commission - ITA. Ensure that WAN circuits are in place as required.

Training

- The awarded bidder is required to conduct end-user training on the Italian Trade Commission - ITA premises, tailored specifically to the Italian Trade Commission - ITA's requirements (e.g., console operator, message center operator, secretary, and professional). The Italian Trade Commission - ITA will consider two options: one for training all the users in Toronto and Montreal and one for training 2 users (one per location) who would then train all other users.
- Training Plan – awarded bidder will also provide a training program and training materials for designated Italian Trade Commission – ITA's personnel who will train future employees.

Initials _____

16

Maintenance and Warranty

- A complete maintenance and warranty agreement must be included as part of the awarded bidder's proposal, including all options available for extended coverage and full pricing details for each level of coverage.
- Multi Year Warranty - The telephone system and all associated equipment in the awarded bidder's proposal must be warranted by the awarded bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following system installation, independently from the purchase date of the equipment by the bidder. .
- Defective Parts - During the warranty period and any subsequent maintenance agreement, any defective components shall be repaired or replaced at no cost by the bidder.
- Maintenance Personnel - All system maintenance during the warranty period and under any maintenance agreements shall be performed by the awarded bidder at no additional cost to the Italian Trade Commission - ITA other than those charges stipulated to maintain the warranty.
- Extended Warranties – the Italian Trade Commission - ITA requires extended warranty on all lease and/or purchased equipment for the duration of the contract - 4 years (48 months).

<i>Bidding Company Name</i>	<i>Contact</i>	<i>Phone Number</i>
_____	_____	_____

Sincerely,

 Marco Saladini
 Italian Trade Commissioner - ITA Canada

Initials _____

ANNEX 1

COAN: S220W00000
CIG: 9428514FE0

To be duly signed and inserted inside the ENVELOPE marked
“A - ADMINISTRATIVE DOCUMENTATION”

**ACKNOWLEDGEMENT OF THE REQUEST FOR PROPOSAL (RFP) FOR HOSTED,
 IP-BASED VOICE, DATA COMMUNICATIONS SYSTEM FOR THE ITALIAN TRADE
 COMMISSION - ITA - OPEN BIDDING**

The proposed bid must include all the materials and services in accordance with section 12. TECHNICAL DESCRIPTION – SCOPE OF THE WORK of the RFP.

The undersigned firm has provided and installed no less than 2 systems similar to the one described in this RFP in the last six (6) months.

List of references with contact information and credentials that demonstrate your company's proven background and expertise in this area:

COMPANY	CONTACT PERSON	TELEPHONE	EMAIL

The contract will be awarded to the best offer based on the criteria indicated in section 9. EVALUATION PROCESS AND AWARDED CRITERIA OF THE RFP DOCUMENT.

I have received, read, and understood all the material pertaining to the REQUEST FOR PROPOSAL (RFP) FOR HOSTED, IP-BASED VOICE, DATA COMMUNICATIONS SYSTEM FOR THE ITALIAN TRADE COMMISSION - ITA - OPEN BIDDING

Signature _____ Company name _____

Name/Print _____ Title _____

Initials _____

ANNEX 2

**To be inserted inside the envelope marked "B" – "ECONOMIC/FINANCIAL OFFER"
do not insert any other documents inside of envelope "B" other than Annex 2**

COAN S220W00000

CIG: 9428514FE0

**REQUEST FOR PROPOSAL (RFP) FOR HOSTED, IP-BASED VOICE, DATA
COMMUNICATIONS SYSTEM FOR THE ITALIAN TRADE COMMISSION - ITA - OPEN
BIDDING**

ECONOMIC/FINANCIAL OFFER

Part 1) basis for bids evaluation

(Please indicate the amounts in numbers and letters)

Components	Total Letters	Total Numbers
MONTHLY CHARGES		
High speed fiber internet connection and phone/fax lines porting and accessibility Toronto		
High speed fiber internet connection and phone/fax lines porting and accessibility Montreal		
Hardware leasing Toronto/Montreal (headphones, hard phones switches, routers, virtual fax modems, cabling, conferencing, boardroom equipment, additional hardware is required to support the system)		
Licenses and software Toronto/Montreal		
Unlimited long distance (Italy, North America and Canada) roaming and calling plant		
Hardware and software service, technical support and maintenance		

Initials _____

TORONTO office
 480 University Avenue, Suite 800
 Toronto, Ontario, Canada M5G 1V2
 T +1 416 598-1566 / F +1 416 598-1610
 E-mail: toronto@ice.it
 www.ice.it

MONTREAL office
 1000 Rue Sherbrooke Ouest, bureau
 1720
 Montréal, Québec, Canada H3A 3G4
 T +1 514 284-0265 / F +1 514 284-0362
 E-mail: montreal@ice.it
 www.ice.it

Certificate N. 38152/19/S
 ISO 9001 / UNI EN ISO 9001:2015



Other monthly charges (specify)		
TOTAL MONTHLY CHARGES		
ONE-TIME CHARGES:		
Installation, setup and training		
Other one-time charges		
TOTAL ONE-TIME CHARGES		

Part 2) Pricing options

(Please indicate the amounts in numbers and letters)

Components	Total Letters	Total Numbers
Purchase of hardware Toronto/Montreal (headphones, hard phones switches, routers, fax modems, cabling, conferencing, boardroom equipment)		
End of lease hardware purchase		

I have received, read, and understood all the material pertaining REQUEST FOR PROPOSAL (RFP) FOR IP-BASED VOICE, DATA COMMUNICATIONS SYSTEM HOSTING SERVICES AND SUPPORT FOR SUPPORT FOR THE ITALIAN TRADE COMMISSION - ITA and I hereby state that the bid adheres to the all the requirements and specifications outlined in section 12. TECHNICAL DESCRIPTION – SCOPE OF THE WORK of the RFP

Signature _____ Company name _____

Name/Print _____ Title _____

Initials _____

TORONTO office
 480 University Avenue, Suite 800
 Toronto, Ontario, Canada M5G 1V2
 T +1 416 598-1566 / F +1 416 598-1610
 E-mail: toronto@ice.it
 www.ice.it

MONTREAL office
 1000 Rue Sherbrooke Ouest, bureau
 1720
 Montréal, Québec, Canada H3A 3G4
 T +1 514 284-0265 / F +1 514 284-0362
 E-mail: montreal@ice.it
 www.ice.it

Certificate N. 38152/19/S
 ISO 9001 / UNI EN ISO 9001:2015

