

MEMORANDUM

TO: Mr. P.J. Aucoin
Director of Finance

DATE: April 5, 1984

SUBJECT: Request for Proposal for Telecommunications System

As per your request, I have reviewed the aforementioned document and would like to make a number of comments which you will find attached.

At the same time, I would be pleased to discuss this further with you at your earliest convenience.

HO

Henry Olders, Ing., M.D.
Assistant Chief Resident

:jsb
Attach.

REQUEST FOR PROPOSAL FOR TELECOMMUNICATIONS SYSTEM

COMMENTS

1. The system testing should be performed by the vendor. The test manual should be submitted as part of the proposal.
2. The user manuals should be submitted with the proposal.
3. For purposes of price comparison, vendors should be asked to quote on a specific system (i.e. a base system). We should specify, for this system, exactly what the minimum acceptable parameters will be:
 - number of trunks
 - number of stations (and their locations in the hospital)
 - number of attendant positions
 - traffic capacity
 - computer redundancy
 - power supply backup (number of minutes or hours)
4. Proposals should include training customarily provided (costed separately) for both maintenance, attendants, and administration personnel.
5. An installation schedule should be part of the vendor's proposal.
6. A statement should be included in the RFP re precedence of documents in a contract (i.e. the RFP has highest precedence, then the vendor's proposal, etc...)
7. Vendors should be asked to provide a formula for pricing additions to the base system (see #3), for the cases in which additions are ordered at the time of signing the contract, or at later times.
8. The proposal should detail whether the vendor or the purchaser is responsible for installing and testing software patches or upgrades. If parts of the supplied software (e.g. the operating system, or utilities) are supplied by firms other than the vendor, does the vendor still accept ultimate responsibility for the software during the life of the contract?
9. The RFP should ask that proposals include a section detailing compliance on a paragraph - by - paragraph basis.
10. If certain parts of the system (e.g. computer, printer, tape or disk storage units) are not of the vendor's own manufacture, what provisions are there for maintenance, repair or replacement, stocking spare parts, etc...?

11. The proposal should describe in what way system performance degrades for various component failures, e.g. of the redundant computer, of the printer, of the memory or its backup, etc...
12. The vendor should spell out his policy regarding his maintenance or system performance commitments in the event that the purchaser connects non vendor supplied peripherals to the computer or components to other parts of the system, or runs non supplied software on the computer.
13. We might consider asking for a performance bond.
14. The RFP should ask the vendor to specify the points at which progress payments are to be made - we should ensure that such points require the vendor's performance to be demonstrated. In addition, there should be a sizeable holdback until after successful completion by the vendor of the final system test, which must be witnessed by the purchaser or his representative, as well as a holdback until the system has operated successfully for a certain number of hours (a 'shakedown' period).

H.O.

Henry Olders, Ing., M.D.
Assistant Chief Resident

:jsb
April 4, 1984