

# Regional District of Nanaimo Request For Proposal

#### **COMMUNICATIONS SERVICES**

The Regional District of Nanaimo (RDN) invites qualified and experienced firms to submit a proposal for the provision of Communications Services.

The RDN's current Communications Services contract is comprised of regional network services, internet services, local phone lines, long distance and conference calling rates. The current contract in place for these services expires in October 2017.

The RDN has 21 facilities that currently operate on a regional network within its boundaries. These facilities are classified as primary and secondary sites. See Appendix C and D for detailed information on sites. All primary sites and some secondary sites operate V.O.I.P. systems across the regional network. Primary sites also utilize Quality of Service (QOS) for voice traffic across the network.

Attached are the Instructions to Proponents, Terms of Reference, Appendix A – Proponent Information and Agreement Form, Appendix B – References, Appendix C – Site Addresses, Appendix D – Network Diagram, Appendix E – Facility Phone line information.

The RDN appreciates all proposal responses; however, only short-listed or successful Proponents will be contacted.

#### 1.0 Terms and Conditions

1.1. The following definitions, instructions, terms and conditions apply to all proposals related to this Request for Proposal. Submission of a proposal in response to this RFP indicates acceptance of all the terms contained in this Request for Proposal.

#### 2.0 Definitions

- 2.1. "Contract" means the written agreement resulting from this Request for Proposal.
- 2.2. "Proponent" means the person submitting a proposal.
- 2.3. "Proposal" means a submission in response to this request for proposals.
- 2.4. "Provider" means the successful Proponent.
- 2.5. "RFP" means this request for proposal.
- 2.6. "RDN" means the Regional District of Nanaimo.
- 2.7. "RDN Head Office" means the main Administration Building located at 6300 Hammond Bay Road, Nanaimo, BC.
- 2.8. "must", "shall" or "mandatory" means a requirement that must be met in order for the proposal to receive consideration.
- 2.9. "should" or "desirable" means a requirement having a significant degree of importance to the objective of the request for proposals, which the RDN would strongly prefer to be fulfilled, and which the RDN may in its sole discretion elect to treat the failure to fulfill as a grounds for rejection of a proposal.

#### 3.0 Administrative Requirements

- 3.1. Proposals must be returned in a sealed envelope clearly marked "Communications Services", addressed to The Regional District of Nanaimo, Information Services Department, 2nd Floor, 6300 Hammond Bay Road, Nanaimo, BC V9T 6N2, Attention: Mike Moody, Manager, Information Technology & Geographic Information Systems.
- 3.2. Proposals must be received at the RDN no later than **2:00 PM, Pacific Standard Time, Friday July 07, 2017.**
- 3.3. Proposals received and not conforming to Items 3.1 and 3.2 above, will be returned (unopened) to Proponent(s) without consideration.
- 3.4. The RDN will not accept proposals received via facsimile machine or email.
- 3.5. Proposals, rather than tenders, have been requested in order to provide Proponents a more flexible opportunity to describe the Proponent's expertise and innovation, and thereby satisfy the RDN's needs in a more cost-effective manner.
- 3.6. Proposals are to be based on these instructions and the attached Terms of Reference.
- 3.7. Proposals must be in English.
- 3.8. Prices are to be quoted in Canadian dollars with disbursements and applicable taxes shown as separate items in the proposal.
- 3.9. Proposals should clearly show the Proponent's complete company name, nearest location to the RDN, name, email and telephone number of primary contact person(s).

- 3.10. All Proposals submitted should include two bound copies of your proposal, (preferably duplex printed and bound in an 8½" x 11" format; please do not use three-ring binders or include a copy of the original proposal or addenda with your response).
- 3.11. All proposals should include a digital copy of their complete proposal in pdf format suitable for printing. If there is any inconsistency between the paper form of a proposal and the digital copy, the paper form in the custody of the RDN prevails.
- 3.12. Responses may be withdrawn before the deadline upon written notice (facsimiles and emails of notice will be accepted) addressed to Mike Moody, Manager, Information Technology & Geographic Information Systems at the above noted address. Notices of withdrawal may be faxed to 1-250-390-4163 or emailed to mrmoody@rdn.bc.ca.
- 3.13. Responses withdrawn may be replaced by alternative responses providing written notice that an alternative proposal will be submitted (facsimiles and emails of the notice (but <u>not</u> the alternative response) will be accepted) is delivered to the Manager, Information Technology & Geographic Information Systems at least 24 hours before the deadline for the closing noted herein.
- 3.14. No Proponents may withdraw their proposal for a period of 90 days after the actual date of closing.
- 3.15. After the closing time and date, all proposals received by the RDN become the property of the RDN.
- 3.16. The RDN reserves the right to modify the terms of this RFP at any time at its sole discretion. Such modifications will be communicated through formal addenda. Any addenda to this RFP will be posted on the RDN's web site located at <a href="http://rdn.bc.ca">http://rdn.bc.ca</a>. It is the sole responsibility of the Proponent to make sure that it receives all addenda prior to the closing date and acknowledge receipt of addenda in the Cover Letter.
- 3.17. There is no information meeting scheduled for this RFP.

#### 4.0 **Confidentiality**

- 4.1. All documents and other records in the custody of or under the control of the RDN are subject to the *Freedom of Information and Protection of Privacy* Act (FOIPPA) and other applicable legislation.
- 4.2. The RDN will endeavour to respect and protect the confidentiality of information relating to ideas and strategies and other confidential commercial and financial information submitted by the Proponent. All documents and information will be treated as being supplied in confidence within the meaning of FOIPPA, subject to FOIPPA, or other applicable legislation.
- 4.3. The successful Proponent may be provided access to confidential RDN information solely for the purpose of completing this project. Any use of the information for purposes other than those stated is in contravention to this RFP and may result in the cancellation of this RFP or may result in the Proponent who uses the information in such a manner having their proposal rejected, in addition to any other legal remedies available to the RDN.

#### 5.0 Conflict of Interest

5.1. Proponents must ensure that they are not in a position that may be perceived as a conflict of interest. Proposals will not be evaluated if the Proponent's current or past corporate or other interests are, in the reasonable opinion of the RDN, deemed or perceived to be a conflict of

interest in connection with this RFP or the activities or mandate of the RDN.

#### 6.0 Cancellation

6.1. The RDN reserves the right to cancel this RFP at any time and for any reason, and will not be responsible for any loss, damage, cost or expense incurred or suffered by any Proponent as a result of that cancellation.

#### 7.0 **Proponents' Expenses**

7.1. Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the RDN, if any. Without limiting any other term of this RFP, if the RDN elects to reject all proposals, the RDN will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever.

#### 8.0 Responsibility of Proponents

- 8.1. While the RDN has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for Proponents. The RDN makes no representation or warranty, either expressed or implied, with respect to the accuracy or completeness of any information contained in or referred to in the proposal. Each Proponent is responsible for informing themselves as to the contents and requirements of this proposal. Each Proponent is solely responsible to ensure that they have obtained and considered all information necessary to understand the requirements of the RFP and to prepare and submit their proposal.
- 8.2. If a Proponent is in doubt as to the true meaning of any part of this RFP, or finds omissions, discrepancies or ambiguities, a request for interpretation or correction may be submitted to Mike Moody, Manager, Information Technology & Geographic Systems via email to <a href="mmmoody@rdn.bc.ca">mmmoody@rdn.bc.ca</a>. If deemed necessary by the RDN, an addendum will be posted at <a href="http://rdn.bc.ca/">http://rdn.bc.ca/</a>.

#### 9.0 <u>Limitation of Damages</u>

9.1. Proponents acknowledge that the RDN, in the preparation of the RFP, supply of oral or written information to Proponents, review of proposals or the carrying out the RDN's responsibilities under this RFP, does not owe a duty of care to the Proponents and each Proponent by submitting a proposal waives for itself, or its successors and assigns, the right to sue the RDN for any loss, including economic loss, damage, cost or expense arising from or connected with any error, omission or misrepresentation occurring in the preparation of the RFP, supply of oral or written information to Proponents, review of proposals, or carrying out the RDN's responsibilities under this RFP, with the exception of fraud on the RDN's part.

#### 10.0 Solicitation

10.1. If any director, officer, employee, agent or other representative of a Proponent makes any representation or solicitation to the Chair, any Director, officer or employee of the RDN with respect to the proposal, whether before or after the submission of the proposal, the RDN shall be entitled to reject the proposal.

#### 11.0 Evaluation Process

- 11.1. Evaluation of proposals will be by a committee and may include employees and/or contractors of the RDN. All evaluators will be bound by the same standards of confidentiality.
- 11.2. The RDN's intent is to enter into a contract with the Proponent who has submitted the best offer. The RDN reserves the right to accept any or none of the proposals submitted and will evaluate proposals based on the best value offered to the RDN and not necessarily the lowest price. The RDN expressly reserves the right in its sole unrestricted discretion to:
  - (a) accept any proposal which the RDN deems most advantageous to itself;
  - (b) reject any and/or all irregularities in a proposal submitted;
  - (c) waive any defect or deficiency in a proposal that does not materially affect the proposal and accept that proposal;
  - (d) reject any and/or all proposals for any reason;
  - (e) accept a proposal which is not the lowest priced proposal;
  - (f) to make decisions with due regard to quality of service, experience, compliance with requirements and any other such factors as the RDN deems relevant even though such criteria may not have been disclosed to the Proponent; and
  - (g) to cancel or reissue the RFP without any changes for any reason, including in the event that only one compliant proposal is received, and/or if the pricing submitted in proposal(s) exceeds the estimated budget for this project.
  - (h) to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities.

While previous experience with the RDN is not required and does not in any way confer an advantage, the RDN's previous experience with the Proponent may also be taken into consideration in its evaluation of proposals. The RDN reserves the right to rely upon its records, references and recollection in this regard. The RDN may also obtain references other than those provided by the Proponent and may use these references in determining the best value.

The RDN reserves the right to enter into negotiations with one or more Proponents concerning the terms and conditions of the services to be provided, and expressly reserves the right through such negotiations to request changes, alterations, additions or deletions from the terms of any proposal received.

By submitting a proposal, the Proponent acknowledges the RDN's rights under this clause 11.2, and without limiting any other provisions of the RFP, absolutely waives any right of action against the RDN for the RDN's failure to accept the Proponent's proposal.

#### 12.0 Notice of Award

- 12.1. Mike Moody, Manager, Information Technology and Geographic Information Systems will notify the successful Proponent that its proposal has been selected.
- 12.2. A Contract is formed only when the RDN and the successful Proponent have fully executed a written Contract or when the RDN issues a purchase order to the successful Proponent.

#### 13.0 Enquiries

- 13.1. All enquiries regarding this RFP must be directed in writing to Mike Moody, Manager, Information Technology and Geographic Information Systems via email to <a href="mailto:mrmoody@rdn.bc.ca">mrmoody@rdn.bc.ca</a>. All questions should be received at least 5 (five) days prior to the closing time and date.
- 13.2. Any verbal representations, promises, statements or advice made by employees of the RDN other than that offered through Mike Moody, Manager, Information Technology and Geographic Information Systems should not be relied upon.

#### SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA

The following information is to be included in your proposal submission and will be used as the basis for evaluation. Failure to provide the following information may result in your proposal submission not being considered. Proponents are asked to structure proposals in sequential order as listed below.

No assumptions should be made that information regarding the Proponent or its participants, their experience, expertise and performance on other projects is known, other than the documentation and responses submitted by the Proponent.

#### **Cover Letter**

Your proposal should include a cover letter containing the following information (Appendix A may be used for this purpose):

- Company name, address, website address, telephone number, fax number, email address and primary contact person.
- Signed by the person or persons authorized to sign on behalf of the company.
- > Acknowledgment of any addenda issued for this RFP.

#### **Experience and Qualifications of the Firm**

Provide a description of your company, including the following:

- A general statement of competence and expertise.
- Overview of the company, with a profile and brief history of the Proponent. (Include a copy of your latest annual report.)
- The business carried out by the office and the company in terms of similar clients, and other similar work undertaken.
- A list of staff who will be assigned to this project.
- A list of similar projects that the assigned staff have completed.
- Years of experience of the assigned staff in providing the identified services to similar clients.

#### Approach and Methodology

The Proponents should briefly set out in their proposal, their understanding of the RDN's business. Also, the Proponents should set out in a summary fashion in the proposal, how the proponent intends to provide the works and services required by the RFP.

#### **Proof of Insurance and WorkSafeBC Coverage**

The Proponent should provide proof of the insurance stated as being required under Scope of Service of the Terms of Reference.

The Proponent should provide proof of registration as an employer with WorkSafeBC.

#### References

Provide contact names and telephone numbers of four clients that you have provided similar systems to and that are of a similar size and/or complexity to the RDN. Any or all references provided by Proponent may be contacted by the RDN to confirm the information provided in the proposal and the nature and quality of the services provided. (Appendix B may be used for this purpose.)

#### **Cost of Solution**

Provide costs with the following information in sections as per below. Provide per Site costs for every applicable section.

- 1. Any one-time start-up costs by site.
- 2. Any implementation costs by site (Primary, Secondary or Secondary to Primary Site upgrade).
- 3. Monthly cost of network services Primary Sites.
- 4. Monthly cost of network services Secondary Sites.
- 5. Monthly cost of main internet service RDN Head Office.
- 6. Monthly cost of internet services Primary and Secondary Sites (See Appendix C).
- 7. Monthly cost of optional network speeds of network services Primary and Secondary Sites.
- 8. Monthly cost of optional internet service speeds RDN Head Office.
- 9. Monthly cost of local phone line services per line.
- 10. Cost per minute for long distance rates.
- 11. Conference calling rates; local and long distance.

# Regional District of Nanaimo Request For Proposal Communication Services

#### **TERMS OF REFERENCE**

#### **SCOPE OF SERVICE – Regional Network and Internet Services**

The RDN requires the following elements as part of the service to be provided:

- Design Vendor must submit an illustrated design detailing all networked site connections required in their proposed solution and technology used for delivering Network and Internet Services.
- 2. Network Services Implement, service and maintain an infrastructure that allows the RDN to operate private regional network and internet services to interconnect RDN facilities cost effectively in order to operate mission critical business processes.
- 3. Quality of Service (QOS) QOS is required for the Primary sites using V.O.I.P. telephone systems for interconnection.
- 4. Internet Service (RDN Head Office) Implement, service and maintain an internet service connected to the Head Office and provide DNS Service.
- 5. Internet Services (Secondary Sites) Implement, service and maintain internet services to secondary sites.
- 6. Hardware Supply of all required equipment required including wiring / electrical requirements.
- 7. Software Supply cost information on required software licenses if applicable to this project.
- 8. Implementation schedule The vendor is required to submit a proposed implementation schedule. Services are required after the current contract expires in October 2017.
- 9. Operation Operation of the network and internet services is required 7 days per week and 24 hours per day.
- 10. Support Support of the network and internet services is required 7 days per week and 24 hours per day (telephone support, and when required, onsite support). Include response times for various levels of network / internet problems.
- 11. Support escalation procedures Detail on escalation procedures in place for network / internet issues unresolved within 4, 8 and 24 hours where applicable.
- 12. The contract to supply these services is to be for a term of five years.
- 13. Site Visit The RDN recommends that interested vendors schedule a site visit to the RDN Head Office in order to get a complete understanding of the project scope in preparation for submitting a proposal.
- 14. Regional network (Upgrade Secondary Site(s) to Primary Site(s) If the RDN requires a Secondary Site to be upgraded to a Primary Site anytime during the contract, the monthly rate quoted in the Vendor's original proposal will be used. The site upgrade request will not cause a renegotiated contract term for either the original contract or requested site upgrade(s). The site (s) to be upgraded, will be co-termed to end on the contract expiry date, and the quoted implementation costs from the original proposal for that particular site(s) will be used.

#### SCOPE OF SERVICE – Local, Long Distance Calling and Conference Calling

The District has approximately 160 phone business lines (voice, fax, credit card / debit, monitoring and alarm lines) into all RDN facilities throughout the region. These facilities include staffed offices as well as unstaffed locations such as reservoirs, pump stations, treatment plants etc. Currently the RDN's business phone line communications, long distance and conference calling services are provided by TELUS. Appendix E includes Facility Phone line information.

The RDN requires the following elements to be provided as part of the service:

- 1. Provision of local phone lines and monthly rate per Line.
- 2. Long distance rates per minute
- 3. Conference calling capabilities with rates per minute (local and long distance)
- 4. Support Response time and procedures in place for when local phone / fax business lines, conference calling services are not operational or are below the acceptable performance threshold for those services. Details on escalation procedures in place for performance issues unresolved within 4, 8 and 24 hours where applicable.
- 5. The contract to supply these services is to be for a term of five years.

#### **PROVIDER'S OBLIGATIONS**

The Provider will:

1. At its own expense, provide and maintain throughout the Term the following insurance in a form acceptable to the RDN, with an insurer licensed in British Columbia:

a. Commercial General Liability and Property Damage \$2,000,000.00
b. Automobile Insurance (owned and non-owned) \$2,000,000.00
c. Errors and Omissions \$5,000,000.00

In all policies of insurance required under the Contract (except automobile insurance on vehicles owned by the Provider), name the RDN as an additional insured and ensure that all such policies contain a provision that the insurance shall apply as though a separate policy had been issued to each named insured. All such polices shall provide that no cancellation or lapse of or material alteration in the policy shall become effective until 30 days after written notice of such cancellation, lapse or alteration has been given to the RDN.

Ensure that any deductible amounts in the foregoing insurance which are payable by the policyholder shall be in an amount acceptable to the RDN.

Provide to the RDN at the commencement of the Term, and at any time during the Term upon request, a certificate or certificates of insurance as evidence that the insurance required under the Contract is in force.

Maintenance of such insurance and the performance by the Provider of its obligation under this clause shall not relieve the Provider of liability under the indemnity provisions under the Contract.

# APPENDIX A – PROPONENT INFORMATION AND AGREEMENT FORM (This form should be completed and returned with the proposal)

PROPONENT INFORMA	ΓΙΟΝ		
Address:			
Contact Person:			
(tel / cel / fax / email)			
(tery cery raxy errially			
PROPONENT AGREEME	NT		
any addenda. Through Request for Proposal an and do not exist. We Instructions to Proponer	submission of this proposal we od agree that any inconsistent p have carefully read and exar nts and the Terms of Reference, onable in preparing the propo	bove-referenced Request for Proposal, including agree to all of the terms and conditions of the rovisions in our proposal will be as if not writter nined the Request for Proposal, including the and have conducted such other investigations as sal. We agree to be bound by statements and	
Signature of Authorized	Representative:		
Printed Name of Author	ized Representative:		
Title of Authorized Repr	esentative:		
Date:			
	of each addendum, each adden ized representative of the organ	dum number issued should be noted below with ization, as being received.	
Addendum No. 1	Signature	Date	
Addendum No. 2	Signature	Date	
Addendum No. 3 Signature Date			

### **APPENDIX B – REFERENCES**

Reference 1	
Name of Organization	
Address of Organization	
Contact Person	
Contact Person's Title	
Contact Person's Tel and Email	
Contract Start and End Dates	
Description of similar project:	
Reference 2	
Name of Organization	
Address of Organization	
Contact Person	
Contact Person's Title	
Contact Person's Tel and Email	
Contract Start and End Dates	
Description of similar project:	
Reference 3	
Name of Organization	
Address of Organization	
Contact Person	
Contact Person's Title	
Contact Person's Tel and Email	
Contract Start and End Dates	
Description of similar project:	
Reference 4	
Name of Organization	
Address of Organization	
Contact Person	
Contact Person's Title	
Contact Person's Tel and Email	
Contract Start and End Dates	
Description of similar project:	

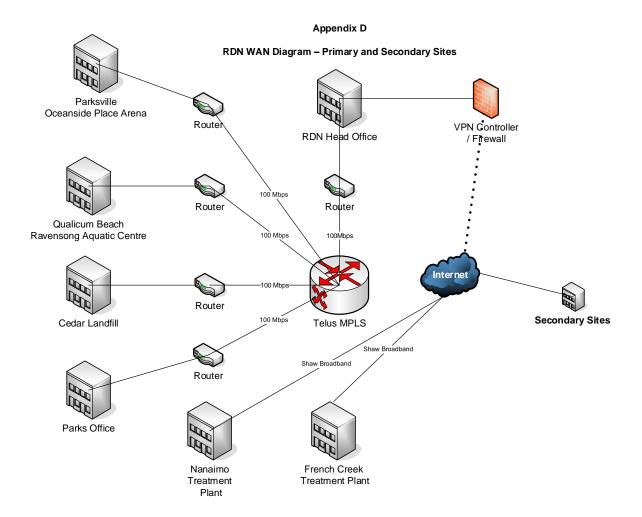
# **APPENDIX C – Site Addresses**

Primary WAN Sites				
Facility	Address	Telephone	Network Connection Type	# of PCs
Regional District	6300 Hammond Bay Road	250-390-4111	Telus - 100 Mbps MPLS FDX	121
Head Office	Nanaimo, BC		WAN	
			Telus 30 Mbps FDX Internet	
			Shaw broadband	
Oceanside Place	826W Island Highway	250-248-3252	Telus - 100 Mbps MPLS FDX	19
Arena	Parksville, BC		WAN Shaw broadband with	
			Wi-Fi Service	
Ravensong Aquatic	737 Jones Street	250-752-5014	Telus - 100 Mbps MPLS FDX	11
Centre	Qualicum Beach, BC		WAN Shaw broadband with	
			Wi-Fi Service	
Cedar Landfill	1105 Cedar Road	250-722-3986	Telus - 100 Mbps MPLS FDX	10
	Nanaimo, BC		WAN	
Parks Office	1490 Springhill Road		Telus - 100 Mbps MPLS FDX	11
	Parksville, BC		WAN	
Nanaimo Treatment	4600 Hammond Bay Road	250-758-1157	Shaw broadband	8
Plant	Nanaimo, BC			
French Creek	957 Lee Road	250-248-5794	Shaw broadband	8
Treatment Plant	Parksville, BC			
Socondon, WAN				
Secondary WAN Sites				
Church Road	860 Church Road	250-248-5254	Telus - ADSL	3
Transfer Station	Parksville, BC	230-246-3234	Telus - ADSL	3
Utilities Office	8 – 1065 Herring Gull Way	250-248-4914	Shaw broadband	5
Othlities Office	Parksville, BC	230-246-4914	Silaw bioadballd	3
Duke Point	925 Jackson Road	250-722-2974	TELUS - ADSL	1
Treatment Plant	Nanaimo, BC	230-722-2374	TELOS - ADSE	1
Departure Bay Pump	2936 Departure Bay Road	250-758-6712	Shaw broadband	1
Station	Nanaimo, BC	230-736-0712	Silaw bioadballd	1
Chase River Pump	1174 Island Hwy South	250-753-4554	Telus - ADSL	1
Station	·	250-755-4554	Telus - ADSL	1
Fairwinds Treatment	Nanaimo, BC 3260 Schooner Cove Drive	250-468-9323	Telus - ADSL	1
Plant		250-408-9323	Telus - ADSL	1
Nanoose Water	Nanoose Bay, BC	250 469 0471	Shaw broadband	2
	2480 Nanoose Road	250-468-9471	Shaw broadband	2
Treatment Plant	Nanoose Bay, BC	250 240 0452	Charribana dha ad	
Bay Ave Pump	385 Bay Avenue	250-248-8452	Shaw broadband	
Station Station	Parksville, BC	250 752 5012	Chave broadband	
Hall Rd Pump Station	300 Hall Road	250-752-5812	Shaw broadband	
Las Dal Division Charliers	Parksville, BC	250 240 0024	Charris hara dha ad	
Lee Rd Pump Station	1045 Lee Road West	250-248-8931	Shaw broadband	
Danisa Dal Marill Cit	Parksville, BC		Charry has a dheard	
Parker Rd Well Site	2751 Parker Road		Shaw broadband	
D	Nanoose Bay, BC	250 757 0440	Charry has a discret	1
Bowser Recreation	204-6996 Island Highway, West	250-757-8118	Shaw broadband	1
<del>-</del>	Bowser, BC	250 544 5555		1
Transit Exchange	TRLR-575 Fitzwilliam Street	250-714-0872	Shaw broadband	1
	Nanaimo, BC			

# **APPENDIX C – Site Addresses**

Extension FD.	2201 Bramley Road Nanaimo, BC	250-754-3235		
Nanoose FD.	2471 Nanoose Road Nanoose Bay, BC	250-468-7141	Shaw broadband	
Dashwood FD. #1 Hall	230 Hobbs Road Qualicum Beach, BC	250-752-5434		
Dashwood FD. #2	1800 Galvin Place Qualicum Beach, BC	250-738-0241		
Bow Horn Bay FD.	220 Lions Bay Road Qualicum Beach, BC	250-757-9433		
Errington FD. #1 Hall	960 Errington Road Errington, BC	250-248-5601		
Errington FD. #2 Hall	1930 Errington Road Errington , BC	250-248-9299		
Coombs-Hilliers FD. #1 Hall	992 Ford Road Coombs, BC	250-248-9490	Shaw Phone	
Coombs-Hilliers FD. #2 Hall	3241 Alberni Highway Coombs, BC	250-752-2176	Shaw Phone	
Cassidy FD.	3500 Hallberg Road Cassidy, BC	250-245-5111		

## **APPENDIX D – Network Diagram**



# **APPENDIX E - Facility Phone Numbers provided by TELUS**

Phone Lines provided by TELUS are approximately 160. The lines are used for business lines, fax, alarm, credit / debit machines and in building systems monitoring etc.

## Non TELUS provided Phone lines

Facility Phone Numbers (provided by Shaw)		
992 Ford Road, Coombs BC	2502489490	
3241 Alberni Highway, Coombs BC	2507522176	
Facility Phone Numbers (provider unknown)		
220 Lions Bay Road Qualicum Beach, BC	2507579433	
960 Errington Road Errington, BC	2502485601	
1930 Errington Road Errington, BC	2502489299	