

**City of Coquitlam**

**SUBMISSION FORM**

**RFIQ No. 25-051**

**Microsoft Teams Telephony Services**

**Submissions will be received as per date and time in Key Dates Section**

**INSTRUCTIONS FOR SUBMISSION**

Submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City’s file transfer service accessed at website: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

**1. In the “Subject Field” enter:** RFIQ Number and Name

**2. Add files and “Send Files”**

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Respondents are responsible to allow ample time to complete the Submission process. If assistance is required phone 604-927-3037.

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| **Legal Name of Company** |  |
| **Contact Person and Title** |  |
| **Business Address** |  |
| **Telephone** |  |
| **Email Address** |  |

1. **CORPORATE**

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| 1. **AFFILIATION -** Respondent is to provide a statement demonstrating their independence that they are not affiliated with any specific provider of goods or services: |
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| 1. **Corporate Information** | |
| **Length of time (Years) as a Telephony Provider** |  |
| **Years in Business** |  |
| **Head Office Location** |  |
| **Local Branch Office Location** |  |
| **Service Hours (state as Pacific Standard time)** |  |

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| 1. **COMPETITIVE ADVANTAGE -** Respondent is to provide a narrative as to what separates their company from other companies and what are the competitive advantages compared to their competitors in respect to the Services outlined within this RFIQ. |
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| 1. **Experience** - Provide a narrative as to Respondent and their team’s experience in managing clients of similar size, scope and complexity: |
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| 1. **REFERENCES –** Respondent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary): | |
| **Reference No. 1** | |
| **Description of Contract** |  |
| **Size and Scope** |  |
| **Work Performed** |  |
| **Start Date** |  |
| **End Date** |  |
| **Contract Value** |  |
| **Project completed on budget** |  |
| **Project completed on schedule** |  |
| **Reference Information** | Company |
| Name: |
| Phone Number: |
| Email Address: |

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| **Reference No. 2** | |
| **Description of Contract** |  |
| **Size and Scope** |  |
| **Work Performed** |  |
| **Start Date** |  |
| **End Date** |  |
| **Contract Value** |  |
| **Project completed on budget** |  |
| **Project completed on schedule** |  |
| **Reference Information** | Company |
| Name: |
| Phone Number: |
| Email Address: |

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| **Reference No. 3** | |
| **Description of Contract** |  |
| **Size and Scope** |  |
| **Work Performed** |  |
| **Start Date** |  |
| **End Date** |  |
| **Contract Value** |  |
| **Project completed on budget** |  |
| **Project completed on schedule** |  |
| **Reference Information** | Company |
| Name: |
| Phone Number: |
| Email Address: |

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| 1. **KEY PERSONNEL –** Respondent proposes the following key personnel for the Services stated in the RFIQ. No changes, additions or deletions are to be made to these Key Personnel without the City’s written approval. (use the spaces provided and/or attach additional pages, if necessary) | | | | |
| **LINE ITEM** | **NAME** | **TITLE/POSITION** | **EXPERIENCE AND QUALIFICATIONS** | **YEARS WITH YOUR ORGANIZATION** |
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1. **TECHNICAL**

**Telephone Business Requirements**

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| 1. **Telephony Features -** The system must provide a robust set of telephony features to support both internal and external communication, as well as integration with Microsoft Teams. The required features include: | |
| **Description** | **Response** |
| **Ability to make and receive calls from Microsoft Teams on both desktop and mobile platforms.** |  |
| **Integration with existing phone numbers (Porting of existing extensions from current provider).** |  |
| **Support for both local and international calls with transparent billing.** |  |
| **Listing of the available functions Supported by the Teams telephone system.** |  |
| **Seamless call transferring from Teams Phone to UCaaS and separate CCaaS** |  |
| **Listing of the available voicemail functions in the Teams Phone system.** |  |
| **Where would phone system data be stored along with voicemail data?** |  |
| **What would be the required space for voicemail storage on a system of this size and how long would this data be stored.** |  |
| **Music or messaging on hold to ensure a professional experience during wait times.** |  |
| **Detailed reporting on call metrics (e.g., call duration, missed calls, call volume, wait times, etc.).** |  |
| **Historical reporting to identify trends in call volume, customer satisfaction, and team performance.** |  |
| **Integration with a reporting tool to create customized reports and dashboards.** |  |
| **Listing of the messaging and prompt functions and customization for voicemail, ring groups, etc.** |  |
| **Full mobile device support to allow employees to make and receive calls via Teams on mobile devices, regardless of their location.** |  |
| **Required Microsoft licensing for a Teams phone solution, including hard phones and CCaaS.** |  |

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| 1. **User Requirements -** The system should meet the communication needs of different types of users within the company. The following user-specific requirements must be considered: | |
| **Description** | **Response** |
| **The system should provide department-specific features, such as dedicated call queues or auto-attendants for departments like Parks and Recreation, IT Support, HR, 24 hours after hour support.** |  |
| **Ability to set different call routing rules for different departments or roles (e.g., Rec centre front desk get calls routed directly to them, while rec program registration calls go to a call center).** |  |
| **Ability to customize user settings based on their role, department, or geographic location (e.g., custom greetings, voicemail settings, call forwarding rules).** |  |
| **Support for user-level call forwarding, do-not-disturb modes, and other custom settings.** |  |
| **Centralized management of device provisioning, with the ability to easily assign, move, or update devices for users.** |  |
| **Unified contact list that combines both internal and external contacts in Teams.** |  |
| **Ability to easily scale up or down based on the number of users or locations without a complicated reconfiguration.** |  |
| **Flexible licensing options for different user types (e.g., full users, call center agents, voicemail-only users).** |  |
| **Ability to support multiple physical and/or remote locations, with localized features (e.g., local dialing plans, regional number formatting).** |  |
| **Support for international calling and the ability to provision local numbers for different regions.** |  |
| **Seamless migration or coexistence between the legacy phone system and Microsoft Teams until full migration is possible.** |  |

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| 1. **Reliability and Availability –** The telephone system must be reliable, with high availability and minimal downtime: | |
| **Description** | **Response** |
| **The solution must offer a Service Level Agreement (SLA) guaranteeing 99.9% uptime or better.** |  |
| **The solution should include disaster recovery options for business continuity in case of system failure or natural disaster.** |  |
| **Redundant systems in place for critical features like call routing, voicemail, and call recording.** |  |

**CCaaS Business Requirements**

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| 1. **CCaaS Features -** The system must provide a robust set of CCaaS features to support both internal and external communication. | |
| **Description** | **Response** |
| **Queue Management - Calls in the queue will be automatically managed and assigned in the order they were received without the operator’s intervention. Ability to make and receive calls from Microsoft Teams on both desktop and mobile platforms.** |  |
| **Unlimited Concurrent Calls.** |  |
| **Automatic Call Distribution (ACD) - route the calls to the right agents.** |  |
| **Interactive Voice Response (IVR).** |  |
| **Skills-based routing - route incoming calls to the agents possessing the desired skill sets.** |  |
| **Call Queues, Automatic Screen Pop - Automatically displays caller information on call centre agent screens integration from a CRM.** |  |
| **Call Control, Disposition Codes - Describes the outcome of the call.** |  |
| **Call Recording - Records calls in real time, monitor call quality.** |  |
| **Call transfer and three-way calling.** |  |
| **Call Monitoring and analytics.** |  |
| **Call Barging.** |  |
| **Whisper Coaching.** |  |
| **Conference Calling.** |  |
| **Time of Day Scheduling.** |  |
| **How and where are recorded calls stored? How are the calls retrieved? How are they secured? What is the maximum storage capacity per user?** |  |
| **Listing of the messaging and prompt functions and customization.** |  |
| **CCaaS agent’s subscriptions are only billed when logged in.** |  |
| **Agents have the ability to log in to multiple call centres using the same user name.** |  |

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| 1. **CCaaS Reporting and Analytics -** Comprehensive analytics and reporting capabilities are needed to measure performance and optimize the telephony environment: | |
| **Description** | **Response** |
| **Dashboards for monitoring call queues, call volume, agent availability, service levels, and performance metrics in real-time.** |  |
| **Ability to generate reports for call duration, call volume, missed calls, call distribution, and other relevant metrics.** |  |
| **Integration with Power BI or similar analytics tools for creating custom reports.** |  |
| **The system should support real-time alerts for performance anomalies, such as excessive call drop rates, long wait times, or call spikes.** |  |
| **Historical Reporting.** |  |
| **Ability to generate audit reports for system changes.** |  |

**Infrastructure and Network Considerations**

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| 1. **Infrastructure Compatibility -** Provide details for engagement with the City as to how your organization would provide the following: | |
| **Description** | **Response** |
| **Required local data storage on customer’s network.** |  |
| **Support for Direct Routing (connecting a third-party telephony provider to Microsoft Teams) or Operator Connect (leveraging Microsoft’s approved carriers) to enable external phone calls.** |  |
| **The solution should be cloud-based, utilizing Microsoft Azure or another compliant cloud service to ensure scalability, reliability, and global availability.** |  |
| **Option for hybrid deployment in which part of the system (e.g., call center or specific departments with hardphones) may remain on-premises, with seamless interoperation between cloud-based Teams and on-premises legacy telephony systems.** |  |
| **SD-WAN support to ensure quality of service (QoS) for VoIP calls across diverse network infrastructures.** |  |
| **Support for QoS and traffic prioritization to ensure high-quality voice and video calls even under high network load conditions.** |  |
| **Ability to configure dedicated SIP trunks or SIP proxy servers to ensure optimal call quality across network paths.** |  |
| **Network capacity planning to ensure sufficient bandwidth is available for expected call volumes, with specific focus on latency, jitter, and packet loss minimization.** |  |

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| 1. **Security and Compliance -** Given the sensitive nature of communications, the solution must comply with industry standards for security and regulatory compliance: | |
| **Description** | **Response** |
| **End-to-end encryption for all voice, video, and messaging communications, ensuring secure data transmission between users, systems, and external providers.** |  |
| **TLS/SRTP encryption for voice calls to protect call content and prevent unauthorized access.** |  |
| **Multi-factor authentication (MFA) for users accessing the telephony system, ensuring an additional layer of security beyond passwords.** |  |
| **Single sign-on (SSO) capabilities to streamline user access and reduce the administrative burden of managing multiple credentials.** |  |
| **The solution should comply and support relevant industry regulations and assessments (e.g., PCI-DSS, PIA, STRA) based on the nature of our business.** |  |
| **Automatic call recording features should comply with regional and industry-specific regulations (e.g., data retention periods, access controls, and encryption standards for recorded calls).** |  |
| **Support for call masking or other privacy protections for sensitive customer data (e.g., PCI compliance for payment processing).** |  |
| **Define user access rights to specific features based on roles (e.g., administrator, manager, end user, etc.).** |  |
| **Ensure granular permissions are in place for Teams administrators to control who can configure or manage call routing, voicemail settings, and integrations.** |  |
| **Secure storage of voicemail messages and call recordings.** |  |

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| 1. **Scalability and Future-Proofing -** The solution must be designed to grow and evolve with the organization’s needs, with minimal disruption: | |
| **Description** | **Response** |
| **The ability to scale seamlessly in terms of both user count and features (e.g., adding more phone lines, increasing call center capacity, etc.).** |  |
| **Support for different user types, including full users, call center agents, light users, and guest access.** |  |

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| 1. **Network Requirements –** PA robust and reliable network infrastructure is critical for ensuring high-quality voice and video communication. The solution must meet the following network related specifications: | |
| **Description** | **Response** |
| **The system must support direct routing and be able to route calls both internally (within Teams) and externally (to external phone numbers).** |  |
| **Support for SIP trunks, SIP proxy servers, and integration with Telecom Service Providers for external calls.** |  |
| **Ability to perform bandwidth management and traffic shaping to prioritize voice and video traffic over other types of data.** |  |
| **Detailed recommendations on required bandwidth for voice and video calls based on expected call volume.** |  |
| **Recommendations for configuring the network to ensure optimal voice and video call quality, including latency, jitter, and packet loss thresholds.** |  |
| **Ensure firewall compatibility and provide guidance on configuring Network Address Translation (NAT) settings for remote and mobile workers.** |  |
| **Ability to securely connect remote offices or home users through VPN or Direct-Access without affecting call quality.** |  |
| **What are the network capacity and connection requirements from the customer?** |  |

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| 1. **Reliability and Availablity -** High availability and resilience are essential for mission-critical telephony systems: | |
| **Description** | **Response** |
| **Support for failover between primary and backup systems to minimize downtime in case of failure.** |  |
| **The solution should offer disaster recovery (DR) options, including replication of critical data (e.g., voicemail, call logs, recordings) and backup systems for quick recovery.** |  |
| **Clearly defined escalation procedures for addressing downtime or service disruptions.** |  |
| **Listing of support levels including escalations, critical to minor issues and guaranteed response times, a ticketing systems for reporting, etc.** |  |
| **Call Quality: The vendor must ensure a certain level of call quality (e.g., less than 1% call drop rate) and provide actionable metrics for monitoring call quality.** |  |
| **Automated notifications or alerts to both the vendor and the customer’s IT team in the event of performance degradation, system failures, or security vulnerabilities.** |  |
| **Detailed user manuals and step-by-step guides for users to perform basic tasks, such as making calls, setting up voicemail, configuring devices, and troubleshooting common issues.** |  |
| **Detailed administrator documentation covering all technical aspects of the system, including configuration, troubleshooting, reporting, and advanced features (e.g., call routing, integrations, and security settings).** |  |

1. **FINANCIAL**

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| 1. **PRICING -** Respondent is to state a detail estimation of the onetime project cost of the move to the Microsoft Teams Phone system. | |
| **Able to provide BC Provincial Government contract pricing (yes/no)** |  |
| **Able to Provide Pricing Better Than BC Provincial Government Pricing (Yes/No)** |  |

**Attention Purchasing Manager:**

1. **I/We, the undersigned duly authorized representative of the Respondent**, having received and carefully reviewed all of the Submission documents, including the RFIQ and any issued addenda posted on the City’s website [www.coquitlam.ca/Bid-Opportunities](http://www.coquitlam.ca/140/Bid-Opportunities) , and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services~~,~~ submit this Submission in response to the RFIQ.
2. **I/We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFIQ).
3. **I/We acknowledge** receipt of the following Addenda related to this Request for Information and Qualification and have incorporated the information received in preparing this Submission.

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| **Addendum No.** | **Date Issued** |
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**This Submission** is submitted this \_\_\_\_day of \_\_\_\_\_\_\_, 20\_\_\_\_\_\_.

**I/We have the authority to sign on behalf of the Respondent and have duly read all documents.**

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| **Legal Name of Company** |  |
| **Signature(s) of Authorized Signatory(ies)** | **1.** |
| **2.** |
| **Print Name(s) and Position(s) of Authorized Signatory(ies)** | **1.** |
| **2.** |