

City of Coquitlam

Request for Information and Qualification

RFIQ No. 25-051

Microsoft Teams Telephony Services

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[SUBMISSION SUBMISSION FORM](#)

1 KEY DATES

RFIQ Issue Date	Wednesday, April 2, 2025
Deadline for Questions Send questions to: bid@coquitlam.ca referencing the RFIQ name and number.	2:00 PM (local time) Thursday, April 17, 2025
Deadline for Issuing Addenda	Tuesday, April 22, 2025
Submission Deadline	2:00 PM (local time) Wednesday, April 23, 2025

2 RFIQ REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements and guidelines for this RFIQ are available on the City's website [here](#).

To be eligible for the award, the City may require only the **successful Respondent** to have the following in place before providing any Goods or Services. The requirements that may apply to this RFIQ, listed in order of precedence are:

- a) Instructions to Proponents

These items are not required as part of this RFIQ Submission but will be required prior to entering into an agreement with the City for Services with the successful Proponent.

3 DEFINITIONS

In this RFIQ, the following terms will have the meaning set out below:

"CCaaS" means Contact Centre as a Service. Which is a customer experience solution that provides the capabilities required to route inbound customer interactions to call center agents.

"UCaaS" means Unified Communications as a Service. Which is a cloud-based service that combines communication tools into a single platform.

"City" means the City of Coquitlam.

"Contract" means a formal written contract between the City and a Consulting firm selected to undertake Services.

"Consultant(s)" mean those firms that the City has selected to provide professional and technical consulting services relating to planning & design of projects and/or project categories identified in this RFIQ.

"Preferred Respondent" means a proponent selected by the Evaluation Committee to participate in a subsequent RFP process or enter into negotiations for a Contract.

"Respondent" "Proponent" means an entity that submits a response to this RFIQ.

"RFIQ" means this Request for Information and Qualifications.

"Services" means and includes anything and everything required to be done by the Consultant for the fulfillment and completion of the Contract as described in this RFIQ.

"Submission" means a response submitted for evaluation in response to this RFIQ.

4 INSTRUCTIONS TO RESPONDENTS

4.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́ŋqəmiḥə́h (HUN-kuh-MEE-num) word kʷikʷə́ləm (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kʷikʷə́ləm traditional and ancestral lands, including those parts that were historically shared with the ǵícəy (kat-zee), and other Coast Salish Peoples.

4.2 Purpose

The City has issued this Request for Information and Qualifications (RFIQ) to collect information from professional, qualified and experienced firms for replacement the Hybrid cloud phone solution with a Microsoft Teams Telephone solution that best fits with the City’s current and future use. The City would also like to consider the replacement of its current cloud contact centre solution or integration of Microsoft Teams Telephone with its current CCaaS.

4.3 Litigation

The City may, at its absolute discretion, reject a Submission if the Respondent, or any officer or director has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission, the City will consider whether the litigation is likely to affect the Respondents ability to work with the City, its consultants and representatives and whether the City’s experience with the Respondent indicates there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

5 SELECTION PROCESS

5.1 Process

Stage 1: - Request for Information and Qualifications

It is the intent of the City to utilize this RFIQ to invite qualified respondents who are interested in, and who have the expertise, experience, resources and knowledge to perform Services as described in this RFIQ.

The City will review the Submissions and rank them based on the evaluation criteria outlined in this RFIQ. The City may, at its discretion, interview one or more Respondents, or request clarifications or additional information from a Respondent with respect to any Submission.

The evaluation of the Submissions will be based solely on the contents of the Submissions, reference checks, Respondent presentations, the City’s past experience with the Respondent, and any clarifications provided in writing in response to the questions asked

by the City. The City reserves the right to directly negotiate with one or more Respondents during Stage 1.

Based on the evaluation results, the City will create a shortlist of Preferred Respondents to be invited to Stage 2 – Request for Proposals.

Stage 2: - Request for Submissions

The Preferred Respondents shortlisted in Stage 1 may be invited to participate in Stage 2, an invite-only Request for Proposals (RFP), where detailed information and financial pricing will be requested. All interested parties should recognize that participation in this RFIQ does not guarantee an invitation to Stage 2 or that an RFP will be issued. The City reserves the right to directly negotiate with one or more Respondents within two (2) years of Stage 1 completion. Evaluations will be confidential, and no totals or scores will be released. The City also reserves the right, at its sole discretion, to cancel this process at any time and for any reason.

5.2 Evaluation Criteria

a) Instructions for Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Submission Form should provide direct answers or concise summaries of any referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

b) Submission Format and Content Authenticity

Lower scores may be assigned if Submission Forms:

I. Non-conforming

- Are not submitted in Microsoft Word format
- Rely solely on references such as "see section X in the attached document" without providing summaries.

II. Authenticity and AI Generated Content

- The City preference is for submissions to be original and directly aligned with the requirements outlined in this RFIQ. Submissions containing boilerplate, non-specific, or AI-generated content may receive a lower score.
- Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Submissions lacking sufficient detail and originality may result in a lower evaluation score.

c) Evaluation Criteria and Points Allocation

Each Submission will be evaluated based on the following criteria:

Submission Evaluation Summary	Maximum Points to be Awarded
Corporate	25
Technical	40
Financial	35
Total	100

d) The criteria for evaluation of the Submissions may include, but is not limited to:

Corporate

- Company profile, years in business
- Business and technical reputation and capabilities;
- Project team and key personnel
- Suppliers and Sub-contractors
- References

Technical

- Project understanding
- Hardware and software
- Requirements stated in Technical Section of Response Form
- Methodology and workplan(s) as to project management; business process review; delivery, storage and handling; and deployment, test and acceptance
- Security

Financial

- Pricing

e) The Submission Form and the resumes provide Respondents with the opportunity to Submission Comparison

These criteria will be used to determine best overall value to the City. Submissions will be compared to select one or more that are most advantageous.

f) Reference Checks and Interviews

Upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted
- Demonstrations may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

g) Additional Evaluation Considerations

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Submission and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Submission.

h) Submission Compliance and Rejection

Incomplete Submissions or Submissions submitted on forms other than the Submission Form may be rejected.

The City reserves the right to reject without further consideration any Submission which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFIQ.

Where only one Submission is received, the City may reject such and re-issue the RFIQ on a selected basis.

i) Disclosure of Information

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

5.3 Selection

The City will review the Submissions and rank them based on the evaluation criteria outlined above. The City reserves the right to compare Submissions to other Submissions and consider other criteria that may become evident during the evaluation process to obtain best value.

The City makes no representation of any kind as to the volume of projects and reserves the right to implement a separate pre-qualification process where more specialized services or projects are involved.

The evaluation will be confidential and no totals or scores will be released to any of the Respondents.

Where only one Submission is received, the City may reject such and re-issue the RFIQ on a selected basis.

6 SCOPE OF SERVICES

6.1 General

The City invites responses from Microsoft Authorized Teams Telephone Solutions Providers for the provision of administration, management and advisory services with respect to Microsoft Teams Telephony Services.

Respondents are to clearly provide in their Submission as to what separates them from other Respondents as to the Scope of Services stated within this RFIQ.

6.2 Overview

The City is looking for a partner that can offer the following services to the City:

- Assessment of current telephone system, in terms of the City's Avaya Softphone, Hardphone and Touchpoint CCaaS systems.
- Maximize the City's Microsoft Teams Telephone licensing efficiency
- Manage and provide the required SIP connections to Microsoft.
- Provide an UCaaS solution for the current hard phones and CCaaS used by the City including a system support agreement.
- Provide a demonstration of the Teams Telephone CCaaS solution.
- Manage the moves, adds and manages of the Teams Telephone System.
- Provide training and documentation

6.3 Current Phone system metrics

The City is currently using a VoIP Softphone and Hardphone solution for basic phone service and a Cloud based CCaaS solution.

Item Name	Part Number	Quantity
VoIP softphone users		900
VoIP HardPhones		160
Cloud CCaaS agents/supervisors		45
Web solutions data analytics customized software for reporting on the Telephone system		14
POTS analog emergency backup phone lines at various locations		50

Note: The quantities listed above are for estimation purposes only and not a commitment by the City. These are subject to change upon review and confirmation at a later date.

6.4 Other Services

The Respondent is to provide a list of additional services, not stated in this RFIQ that may be of interest to the City.

6.5 Value Added Services and Benefits

The Respondent will provide a list of value added services and benefits and what benefit they bring to the City in respect to the Services stated.

6.6 Service Hours

The City's business hours are 7:30am to 5:00pm Pacific Standard Time. The Consultant is to have personnel available during these hours.

6.7 Respondent's Experience and Qualifications

The Preferred Respondent is to have been regularly engaged in the supply and installation, service and maintenance of a Unified Communication Systems similar to that specified herein for a minimum period of ten years.



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

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.

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

1. **CORPORATE**

a) AFFILIATION - Respondent is to provide a statement demonstrating their independence that they are not affiliated with any specific provider of goods or services:

b) 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)	

c) 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.

d) Experience - Provide a narrative as to Respondent and their team’s experience in managing clients of similar size, scope and complexity:

e) 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

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:

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:

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:

f) 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
i.				
ii.				
iii.				
iv.				
v.				

2.

TECHNICAL

Telephone Business Requirements

a) 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.	

b) 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.	

c) 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

a) 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.	

b) 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

a) 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.	

b) 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.	

c) 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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d) 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?	

e) Reliability and Availability - 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).	

3. FINANCIAL

A) 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:

4. **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, 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.
5. **I/We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFIQ).
6. **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.

Addendum No.	Date Issued

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.

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