



## Addendum No. 2

City of Coquitlam

RFIQ No. 25-051

### Microsoft Teams Telephony Services

Issue Date: April 16, 2025

Total Page Count: 3

Respondents shall note the following amendments to the RFIQ documents:

#### REPLACE

##### R1) REPLACE

The following dates have been extended as part of an extension request.  
The entirety of "Key Dates" is replaced with the following:

#### KEY DATES

RFP Issue Date	Wednesday, April 2, 2025
Deadline for Questions	2:00 PM (local time) <b>Thursday, April 24, 2025</b>
Deadline for Issuing Addenda	<b>Monday, April 28, 2025</b>
<b>Submission Deadline</b>	<b>2:00 PM (local time)</b> <b>Friday, May 2, 2025</b>

#### QUESTIONS AND CLARIFICATIONS

Q1. We are a CCaaS provider, that integrates to Microsoft Teams UCaaS telephony. I'm wondering if the City is open to splitting out CCaaS and UCaaS offerings, while still having an integrated solution. We don't offer services around Microsoft teams, aside from integrating our CCaaS to Microsoft teams

**A1. The City is focused on a Teams Phone system that can replace or integrate with our current CCaaS. We're not looking to split CCaaS and UCaaS components.**

Q2. Pertaining to section 3A – Financial (page 15): PRICING - Respondent is to state a detail estimation of the onetime project cost of the move to the Microsoft Teams Phone system.

- i. Please clarify this section? Are respondents expected to provide estimated one-time costs including hardware and professional services?

- ii. Are respondents expected to provide estimated monthly recurring PSTN access costs?

**A2. Yes, Respondents are expected to provide both one-time project costs (including hardware and professional services) and estimated recurring monthly PSTN access costs.**

Q3. If Respondents are expected to provide estimated one-time and recurring monthly pricing; should respondents also be providing estimated monthly Microsoft M365 license pricing?

**A3. No, the City will be managing the Microsoft licenses through our Enterprise agreement with Microsoft.**

Q4. How many existing DID's does the city utilize currently that need to be migrated to MS Teams?

**A4. Approximately 1200.**

Q5. Can you provide a breakdown of locations for the 50 emergency phones?

**A5. At various City facilities within Coquitlam.**

Q6. What is the current legacy on premise phone system in place today? S/W version of same.

**A6. The City currently uses the Avaya system.**

Q7. Can I get a list of existing MS licenses in place for City staff today i.e. quantity of E3\_E5 Licenses?

**A7. The City will be handling the Microsoft licenses through our enterprise agreement and will not be disclosing quantities as part of this RFP.**

Q8. Can we get additional details on the CC agents. as follows:

- Do the agents support inbound voice only today?
- Are you looking to leverage Chat, Email, self Service, or AI functionality in your Contact Centre?
- What CRM solution do you have in place today?

**A8. Answers in order are:**

- **Yes, Contact Centre agents currently support inbound voice only.**
- **The City is open to leveraging additional functionality such as Chat, Email, self-service, or AI in the future.**
- **The City does not currently have a CRM solution in place.**

Respondents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Submission Form.

Upon submitting a Response, Respondents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Submission.

*Issued by:*

M. Pain  
Manager Procurement  
[bid@coquitlam.ca](mailto:bid@coquitlam.ca)