



Addendum No. 3

City of Coquitlam

RFIQ No. 25-051

Microsoft Teams Telephony Services

Issue Date: April 25, 2025

Total Page Count: 8

Respondents shall note the following amendments to the RFIQ documents:

QUESTIONS AND CLARIFICATIONS

Q1. What is the desired term for a potential contract?

A1. Indeterminate

Q2. How would they like to see pricing for on-going support or are they only looking for project costs at this time? For on-going support if desired, is the preference to see a per user cost or a fixed monthly cost?

A2. The City would like to see both, and a fixed monthly cost.

Q3. Please elaborate on BC provincial government pricing. We do support the provincial government but don't currently provide voice services to the government. If this information is public, providing a source to the information would greatly help us in answering this question.

A3. The City does not have any agreements with the provincial government.

Q4. Is the contact centre support required 7x24 or business hours?

A4. There is only 1 of 7 contact centres that is 24/7.

Q5. What technology is the City using for ITSM?

A5. IBM Maximo - Service Desk Everywhere for IBM Control Desk.

Q6. What technology is the City using for SDWAN?

A6. Cisco.

Q7. Is there a volume estimate for MACD (move, adds, changes, deletes) activity?

A7. 40 per month.

Q8. How many phone numbers (DID) and toll free numbers are attached/associated to the contact center?

A8. Seven (7).

Q9. Is there an estimate of how many calls per month or total monthly calling minutes in the contact center?

A9. No.

Q10. Please provide part numbers to the table:

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

A10. This is not public information.

Q11. What's the current Avaya system version, Avaya Session Manager is in place and the version? Which is required for Avaya integration with new system during migration phase.

A11. Avaya Aura.

Q12. What kind of reports are currently obtained? (Referring to Web solutions data analytics customized software for reporting on the Telephone system)

A12. Genesis Systems Corporation.

Q13. Total number of Teams users: 900+160+45?

A13. That is a good approximation.

Q14. Who is the current SIP Carrier, does their SIP trunk support over internet connection? Or, do you need AudioCodes to provide SIP services, if so how many DID's will be required?

A14. The current SIP provider can be replaced if necessary, the current SIP trunks are over the internet, we currently have 1200 DID's.

Q15. For those 50 locations, how many POTS analog lines you will use for emergency calls for each location?

A15. Approximately 10 of the analog phone lines are dedicated to 911 backups if the VoIP system goes down.

Q16. Do you need Local Survivability to support Teams users to make calls during internet outage for some main locations in which case we need to deploy SBA? If so, what's the PSTN connectivity available like E1/T1 or FXO lines?

A16. Yes, and I believe we have FXO lines.

Q17. Does existing reporting tool support REST API for integration purpose?

A17. No.

Q18. Regarding "Required local data storage on customer's network" what kind of data needs to be stored locally on customer on-premise?

A18. That is the question for Proponent to advise the City.

Q19. How many Teams(non-agent) users need call recording?

A19. The City currently do not support call recording on Teams.

Q20. For Contact center:

- I. How many concurrent Agents?
- II. How many people in IVR queue?
- III. How many people in the conversational IVR queue?
- IV. How many agents need call recording?
- V. Do you require any Omni channel (email or chat) and how many?

A20. Answers in order:

- I. **Approximately 25 during the day across 7 call centres.**
- II. **None**
- III. **None**
- IV. **The City does not support call recording at this time.**
- V. **No**

Q21. Can you confirm whether a hybrid migration strategy is required, or is a full cutover to Microsoft Teams preferred from Day 1?

A21. The City is open to either approach.

Q22. Are there any specific compliance requirements (e.g., PIA, STRA, FOIPPA) for where call recordings and voicemail data must be stored (e.g., Canada-only)?

A22. City's preference is for data to remain in Canada.

Q23. Can you provide further details on the integration needs for the custom web-based analytics solution currently in use for telephone reporting?

A23. The City does not necessarily need integration but the solution will need to be able to produce reporting.

Q24. Is the City expecting the CCaaS and UCaaS solution to be delivered via Microsoft-native products (e.g., Teams Contact Center) or are third-party integrations permitted (e.g., Anywhere365, Five9)?

A24. The City would like to see options for a Teams based CCaaS and UCaaS including third party integration if required.

Q25. For network capacity planning, can you provide average concurrent call volumes or call patterns across business units?

A25. Not at this time but the Cities current network handles our VoIP concurrent call volume.

Q26. Does the City already hold Microsoft 365 E5 or Phone System licenses, or should the Proponent include licensing estimates?

A26. The City does not currently have the Teams phone licenses but will acquire them through our enterprise agreement with Microsoft.

Q27. Is the City interested in Operator Connect, Direct Routing, or both? Should SIP trunking be included in the pricing?

A27. Both, and yes, SIP pricing should be included.

Q28. Will the City provide its own SBCs (Session Border Controllers), or should the Proponent include managed SBC options in the quote?

A28. The Proponent should include the SBC options in their proposal.

Q29. Is temporary coexistence between Avaya and Teams expected during migration, and how long will that transition period last?

A29. This will depend on the type of migration but some coexistence would be assumed.

Q30. Are there any analog devices or extensions (beyond the 50 POTS lines) that must be integrated or preserved?

A30. No.

Q31. Is the City open to multi-year support contracts (e.g., 3–5 years), or are services expected to be priced annually?

A31. The City is open to multi-year support contracts, please provide pricing on both.

Q32. Should the pricing submission include hardware (Teams-certified phones), or is the City managing hardware procurement separately?

A32. Proponents to include hardware pricing.

Q33. Does the City require after-hours Tier 1/2 support, or only escalation paths for after-hours emergencies?

A33. Escalation paths are adequate for after hours emergencies.

Q34. Will the City provide its own Tier 1 help desk, or should the solution include end-user support and ticketing?

A34. The City does have its own help desk but support and tickets are required.

Q35. What are the expected content and length of the Teams CCaaS demonstration? Should it simulate real call flows used by departments such as Parks & Recreation or IT?

A35. The City would prefer to see all abilities of the Teams CCaaS hopefully in a simulated call.

Q36. Please provide the model numbers of desk phones currently used

A36. Avaya J series phones.

Q37. A quantity of 14 was listed for 'Web solutions data analytics customized software for reporting on the Telephone system'. Please elaborate on what this is and if the quantity provided relates to count of reports, count of licensed users, count of different solutions etc.

A37. There are 14 users of our Web based data analytics software that is used for reporting purposes.

Q38. Approximately how many service queues are in use today in the contact center environment?

A38. The City has 7 different contact centres.

Q39. Please provide an example of skills based routing that is specific to services flows in the Coquitlam environment.

A39. The City does not have skills based routing, the City has individual call centres.

Q40. Relating to the requirement 'Required local data storage on customer's network', does this stem from the need to adhere to data residency requirements or something else?

A40. Data residency requirements.

Q41. Is always on recording needed for users, contact center agents, or some combination of both?

A41. The City currently does not record calls.

Q42. Will Coquitlam accept a cover letter with solution overview?

A42. No, Proponents to submit the Submission Form.

Q43. Would it be permissible to submit two to three separate bids for this opportunity? We have distinct solutions that we believe would each bring unique value, and we are eager to present them accordingly. Could you please confirm if this is allowed, and if so, advise on any specific guidelines or procedures we should follow?

A43. No, it is not permissible to submit multiple Proposals for this opportunity. Each Proponent may submit only one Proposal that represents their best and most complete solution.

Q44. How many departments/teams would require a custom configuration (Call-queues, Auto-Attendant, end-user settings etc.)

A44. 20+ departments.

Q45. How many locations/offices will be migrated to Microsoft Teams Phone system.

A45. 20 sites.

Q46. What is the incumbent contact centre solution?

A46. Enghouse Touchpoint.

Q47. Is the intention to replace the incumbent contact centre solution with a Teams and Avaya supported solution?

A47. The City is looking at options to replace the contact centre with a Teams solution.

Q48. Is it correct to assume the existing Avaya users will be migrated to Operator Connect and the existing contact centre users will be migrated to a new contact centre platform? If not, please clearly define the City's goal.

A48. The City is looking to Proponents to provide options for a Teams phone system and CCaaS or compatible CCaaS.

Q49. Could you please share your anticipated migration plan? For example, do you plan to transition to Microsoft Teams first? Additionally, do you expect the contact centre vendor to integrate with Avaya during the transition period to bridge the two solutions?

A49. The City is looking for the Proponent to provide options of what would be believed to be the best way to migrate the service.

Q50. What are your timelines for replacing the contact centre solution?

A50. The City would like to implement the new system in 2026.

Q51. Can you please provide a copy of your current call centre call flows?

A51. This is not available publicly.

Q52. How are you prioritizing Canadian-owned or Canadian-based businesses in your procurement process?

A52. The City evaluates based on "overall best value to the City". Within the current geopolitical context including tariffs, the City will evaluate all proposals submitted based on potential tariff impacts, lead times, etc.

Q53. Are there any requirements for calls and data to remain in Canada?

A53. City's preference is for calls and data to remain in Canada.

Q54. Are there any requirements to have managed service support in Canada?

A54. It is a preference but not a requirement.

Q55. You mentioned the City does not have a CRM in place today, however you would like the vendor to provide a CRM. Can you share your timelines to procure a CRM and if it will be cloud based?

A55. The City does not have a timeline for the CRM but it will most likely be cloud based.

Q56. What contract term are you looking for?

A56. The City is open.

Q57. What is the goal of this RFIQ? Will the City be releasing an RFP at a later date?

A57. 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.

Q58. In your requirements you state "Agents have the ability to log in to multiple call centres using the same user name. ". Can you please clarify what you mean by multiple call centre's?

A58. The City has 7 different cloud based call centres. Some agents need to be able join different call centres using the same login name without changing the setup in their profile.

Q59. In your requirements you state: "Automatic call recording features should comply with regional and industry-specific regulations", please define these regions.

A59. Canadian.

Q60. You provided an overview of 45 CCaaS agents/supervisors, is this quantity named or concurrent?

A60. Named, concurrent users per day is closer to 25.

Q61. Can you please confirm how many concurrent agent licenses you require?

A61. Up to 45 but have the ability to grow.

Q62. Can you please confirm how many concurrent Supervisor licenses you require?

A62. 7 to 10.

Q63. What is your average call handle time in the contact centre?

A63. Unknown.

Q64. What is your monthly and yearly call volume in the call centre?

A64. The City's call centres are not high volume.

Q65. Please summarize your international call locations and the number of calls per location.

A65. This information is not publicly available.

Q66. Can you please confirm your max concurrent calls in the call centre platform at one given time during your peak period?

A66. This information is not publicly available.

Q67. Is call recording required for call contact centre users?

A67. The City currently does not record calls in the call centre but would like a solution that may provide this option in the future.

Q68. Is call recording required outside of the call centre?

A68. The City currently does not record calls outside the call centre but would like a solution that may provide this option in the future.

Q69. How many public facing call centre DID's do you have?

A69. 7.

End of Addendum No. 3

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:

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