



Request for Proposal

Phone System Services

300 – 261 1st Avenue North Saskatoon, SK S7K 1X2

Phone: 306.652.0311 Fax: 306.652.8373

E-mail: info@suncorpvaluations.com Website: www.suncorpvaluations.com

Victoria . Vancouver . Kelowna . Prince George . Edmonton . Saskatoon . Toronto . Montreal
Seattle . Milwaukee . Philadelphia

Contents

1. BACKGROUND INFORMATION 3

1. RFP Background 3

2. Suncorp IT and Telephony Context..... 5

1.2.1 IT Resource Model Context: + 5

1.2.2 IT Environment Context:..... 5

1.2.3 Telephony Context:..... 5

1.2.4 Definitions 6

2. PROJECT SCOPE 8

2.1 In-Scope Requirements 8

2.1.2 Physical Handsets and Devices 10

2.1.3 System Administration 11

2.1.4 Phone Number Porting..... 12

2.1.5 Licensing Provisioning 13

2.1.6 Implementation, Administration and Support Services 13

2.2 Project Milestone Schedule 15

2.3 Out Of Scope Elements..... 15

2.4 Value Added Features or Components..... 16

3. CONFIDENTIAL INFORMATION 16

3.1 Intended Recipient..... 16

3.2 Confidential Information Disclosure 16

3.3 Confidential Information Ownership 17

3.4 Confidential Information Scope..... 17

3.5 Exclusions 17

3.6 Survival..... 17

4. RFP PROCESS 18

4.1 RFP Communication 18

4.2 RFP Schedule of Events..... 18

4.2.1	RFP Questions Submission Date	18
4.2.2	RFP Submission Date.....	19
4.2.3	RFP Submissions	19
4.3	RFP Submission Requirements	19
4.4	Evaluations Criteria	21
4.5	Project Proposal Presentations	22
4.6	Selection Process	22
4.7	Changes or Amendments to RFP	22
5.	AGREEMENT PROCESS	23
6.	BUDGET	23
7.	BACKGROUND CHECKS	24
8.	PRIVACY LEGISLATION REQUIREMENTS	24
9.	INSURANCE	25
10.	LIABILITY LIMITATION	26
11.	SUBCONTRACTING	26
12.	CONFLICTS OF INTEREST.....	26
13.	GOVERNING LAW	27
14.	RIGHTS OF SUNCORP	27

1. BACKGROUND INFORMATION

1. RFP Background

Suncorp Valuations (Suncorp) is a professional services appraisal firm that provides costing, valuation, and consulting services across a broad spectrum of business sectors, property and asset types with global coverage. Suncorp has over 50 years of experience employing professional appraisal staff and consultants to provide Suncorp's high standard brand promise to its clients.

Suncorp maintains a corporate offices based in Saskatoon, Milwaukee, and Vancouver. Since the COVID pandemic, Suncorp has adopted a flexible-hybrid work policy across the company for its complement of 110+ employees and 50+ subcontractor staff. The vast majority of Suncorp's staff work remotely. The majority of Suncorp's staff compliment are domestic, with a significant US presence and smaller number of employees and contractors distributed globally (e.g., India). Suncorp's professional staff travel on a regular basis to client sites globally to perform professional appraisals.

A combination of remote access, collaboration and communication technologies are utilized by all staff to access the Application systems and data and communicate internally and with external clients and stakeholders. These technologies include VPN, Remote Desktop/Application Services, M365 Office Suite, Email, MS Teams, personal cell phones and Suncorp's internal PBX (Mitel 3000) with Micollab VoIP soft phones. Suncorp's server infrastructure along with the Mitel PBX, gateway, and Micollab virtual servers are all housed in a SaskTel Data Centre located in Saskatoon.

Prior to the COVID pandemic Suncorp's work activities were primarily office based and the Mitel system was utilized as the primary communication platform. The M365 suite was not in place prior to the pandemic.

Since the pandemic Suncorp is using three primary communication systems including Microsoft Teams for internally video/audio calls, Mitel handsets and Micollab soft phones for external calls, and personal mobile cell phones. Personal devices are used for a combination of traditional PSTN calls, internal MS Teams calls, and Micollab softphones for a combination of internal and external communications.

The current Mitel system has become difficult to support and regular software updates have not been performed. Due to the involvement of a variety of historical system administrators,

the system's configuration has diverged from Mitel standards and best practices. Although the system functioned satisfactorily prior to the pandemic in the office environment, since the pandemic chronic problems have arisen with the higher utilization of Micollab soft phones. Current issues include failed registration of soft phone clients, dropped call transfers, difficulty provisioning and changing extensions, and inconsistent audio performance. The border gateway and Micollab virtual servers were successfully migrated to Nutanix AHV during a recent server upgrade project, however migration of the PBX virtual server was unsuccessful due to a license registration issue and remains on older server hardware running on a Microsoft hypervisor.

As a result of the above situation, Suncorp is faced with several communications issues including:

- Loss of staff confidence in the reliability of the Mitel / Micollab system, leading to higher utilization of personal devices;
- Risk of extended down time due to support limitations;
- Inefficient use of server hardware assets;
- Inefficient communication channel complexity for internal and external users.
- Redundant software licensing between Mitel/Micollab and Microsoft M365; and
- Difficult and costly efforts to remediate existing issues and perform routine administration.

In summary, the existing Mitel / Micollab system supported Suncorp's communication needs prior to the pandemic, however, has not been sufficient for Suncorp's current business environment. Therefore, Suncorp has made a decision to replace the current system with a modern telephony system that supports and integrates with the Microsoft modern workplace technology, including Microsoft Teams. To support this strategy, Suncorp is conducting an RFP to obtain proposals from qualified Proponents to provide solutions to design, implement and support an integrated telephony solution with Microsoft Teams to handle comprehensively address all of Suncorp's communication requirements.

The sections below outline Suncorp's RFP Process including further details of the Current State Communications Environment, Future State Communications Environment, Requested Proposal Requirements, and RFP Evaluation and Terms.

2. Suncorp IT and Telephony Context

The context of Suncorp's current IT and telephony environment in relation to the RFP is outlined below.

1.2.1 IT Resource Model Context: +

- Suncorp staffs an internal IT Department, including roles for Senior Business Analysis, Application/ Technical Architect, and IT Director.
- Suncorp currently engages an outsourced Managed Services Provider (MSP) to provide administration, support and operations of Suncorp's server, storage, backup, network, firewall, end-user computing, end-point security, messaging/collaboration, and M365 systems with service desk, project delivery and end-user training services.
- Suncorp currently outsources maintenance and support services for the Mitel/Micollab phone system.

1.2.2 IT Environment Context:

- Suncorp maintains corporate offices based in Saskatoon, Milwaukee, and Vancouver which connect with site-to-site VPN tunnels to the SaskTel data center. The Saskatoon and Milwaukee offices are equipped with local network infrastructure (Wi-Fi, data LAN, voice LAN, firewall) while the Vancouver office is based on a shared Regis office space.
- Suncorp's IT environment is comprised of a traditional on-premises Microsoft server environment with augmented M365 services for collaboration, messaging, and Office software suites. These virtual servers are housed within a SaskTel Data Centre located in Saskatoon, including file/print, database, reporting, RDS farm, domain controller, IIS, development, testing servers, along with the Mitel/Micollab servers.
- All employees are equipped with Windows 10 laptops and Suncorp Sub-contractors are required to supply their own end-user computer devices.
- M365 Business Premium license are assigned to all employees and Exchange-Online licenses are assigned to all Suncorp Subcontractors. Suncorp's current MSP currently manages its M365 tenant.

1.2.3 Telephony Context:

- The Mitel 3300 PBX server, gateway server, and Micollab server are hosted in the data center. The Micollab and gateway server VMs are hosted on Nutanix AHV, and the 3300 PBX is hosted on Windows Hyper-V.

- The SIP trunks (10 in total) are provided by a third-party CLEC and terminate on the gateway in the data center.
- A combination of physical Mitel handsets, Micollab softphone clients and personal cell phones (per staff member) are used as end-user voice communication devices.
- No company cell phones are issued and personal cell phones with the Micollab are used for external client communication.
- MS Teams is installed on all laptops and used primarily for internal voice and video communication for individual and group calls. No traditional voice bridging services are utilized.
- Suncorp employees utilize personal cell phones are utilized for internal MS Teams calls.
- Suncorp Subcontractors are handled as external calling parties. Suncorp Subcontractors utilize the Teams Web Client to participate in Teams calls.
- The current inbound calling strategy (e.g., client calls) involves a front-end reception desk with live pick-up during business hours and internal transfer to the appropriate extension. External calls to the main number and toll-free land at reception. Voice mail is provided for reception after-hours, as well as voice mail for all internal extensions. No call pick-up groups are currently utilized.
- The current outbound calling strategy involves utilization of the provisioned device (handset, softphone, or personal device).
- Remote access technologies are utilized (e.g., VPN, RDS) for laptops to access the systems in the SaskTel data center. Remote softphone VoIP traffic is directed over the Internet.
- Access to the data center within the corporate offices is directed over the site-to-site VPN tunnel which includes VoIP traffic.

1.2.4 Definitions

The defined terms are used throughout the RFP document:

- **Agreement** – means a formal contract between Suncorp and a Proponent(s) for performance and delivery of Project deliverables to the benefit and acceptance of Suncorp with defined terms, conditions, and considerations.
- **Application** – means computer software with the capability to perform Suncorp’s business process tasks to support analysis, administration, reporting and financial processes.

- **Confidential Information** – means the information shared between Suncorp and the Proponent(s) as outlined in section 3.
- **Configuration Management** – means the process to request, define, and implement application changes required by evolving business requirements and range from application functional settings, modifications, and enhancements.
- **Customer Premises Equipment (CPE)** – means terminal and associated equipment located at on Suncorp’s premises and connected with a carrier’s telecommunication circuit at the demarcation point.
- **Privacy Legislation** – means the aggregate body of law and/or regulations outlined in each country, state, and province where Suncorp operates, including, but not limited to Canadian federal legislation (PIPEDA), European legislation (GDPR), US Privacy Act 1974, Gramm-Leach-Bliley Act; The Federal Trade Commission Act and specific state comprehensive legislation such as the California Consumer Privacy Act (CCPA); the Virginia Consumer Data Protection Act, the Colorado Privacy Act, and India legislation (PDP).
- **Project** – means the aggregate package of deliverables, services, resources, schedules, and management processes to align with Suncorp’s requirements, as further outlined in section 2 Project Scope.
- **Proponent** – means a qualified candidate partnership, corporation, or individual responsible to propose a response the RFP.
- **Submission** – means a documentation package developed by a Proponent outlining a proposed Project solution in response to the RFP.
- **Suncorp Subcontractors** – means non-Suncorp employees which are subcontracted on a temporary basis and will use system to enter property data and their analysis from inspections or client provided information, but with limited access to system functionality and process.
- **System Administrators** – means Suncorp IT technical and operational staff who will be responsible for the daily operation of the system, maintain and update system configuration and user profiles.

2. PROJECT SCOPE

Suncorp desires to replace its existing Mitel PBX System with an integrated telephony solution for Microsoft Teams. Proponents are invited to submit proposals for the implementation and ongoing support of an integrated solution.

A comprehensive solution is required by Suncorp. For further clarity, the Proponent's overall solution/proposal must be formulated to address joint operational responsibility with Suncorp's MSP for any expected domain of service dependency (e.g., network communication, workstation configuration, support/provisioning processes).

Suncorp's in-scope requirements for the Project are further described below. Out-of-scope elements are also outlined further below.

2.1 In-Scope Requirements

Suncorp's requirements for a Microsoft Teams Voice solution are outlined below:

1. General Telephony Communication
2. Physical Handsets and Devices
3. System Administration
4. Phone Number Porting
5. Licensing Provisioning
6. Implementation, Administration and Support Services

2.1.1 General Telephony Communication

- i. **Audio Bridging.** Provide the capability to establish on-demand audio conference bridges.
- ii. **Call Forwarding.** Provide the capability for extension users set up forwarding rules and destinations (e.g., forward to mobile, colleagues, or voicemail).
- iii. **Call Groups.** Provide the capability to program and organize multi-ring groups to allow workgroups and departmental team members to handle calls when directed to a group with tailored notification options (e.g., ringing pattern, messaging, email) for shared calls.
- iv. **Call Hold and Mute.** Provide the capability to mute calls, park calls, and place calls on hold for subsequent retrieval.

- v. **Call Recording and Transcription.** Provide the capability to record and transcribe PSTN calls.
- vi. **Call Transfer.** Provide the Suncorp reception desk the capability to transfer calls to the target extensions without dropping the call. Provide internal extensions the capability to transfer calls to reception and among internal extensions. Ring back must be provided for all transfers.
- vii. **Caller Line ID (CLID).** Provide inbound CLID capabilities to all extensions and devices and the ability to conceal CLID on outbound calls.
- viii. **Calling Plans.** Provide options and recommendations for suitable toll and toll-free calling plans to support Suncorp's domestic and international operations with temporary plan options.
- ix. **Corporate Internal Dialing.** Provide all internal Suncorp staff with an assigned extension number with internal four-digit dialing, toll avoidance, follow-me mobility, and independence from reception handling needs.
- x. **Dialing Directory.** Provide the capability to publish and maintain a corporate extension dialing directory integrated with Azure Active Directory (AAD).
- xi. **Direct Inward Dial (DID).** Provide capabilities to assign and modify DIDs for internal extensions for approved business requirements (e.g., direct access to defined positions or business departments).
- xii. **Distinctive Ring Pattern.** Provide the capability to assign differentiate ring patterns among call types (e.g., internal, external, transfer, call forward).
- xiii. **Emergency Services (911 and E911).** Provide location-based emergency call routing from internal and mobile extensions.
- xiv. **Facsimile Support.** Provide the capability to send and receive facsimile documents within MS Teams.
- xv. **IVR and Auto-attendant.** Provide the option to ensure external callers are routed to a live attendant to provide personal service to the caller (e.g., client).
- xvi. **Local Prefix Call Display.** Provide the capability for outbound calls to display a local prefix number to the destination (e.g., client).
- xvii. **Mobile Call Transfer.** Provide the seamless call transfer capabilities among physical handsets, workstation clients, and mobile devices.
- xviii. **Mobile SIM Device Integration.** Provide the capability to integrate mobile device SIM phone numbers for Teams calling.

- xix. **Presence Status.** Provide the capability to publish and manage presence status for all extensions with customizable availability conditions (e.g., time of day, allowed callers, meeting status, follow-me mobility).
- xx. **Reception Desk Roaming.** Provide the capability to direct reception calls to multiple internal extensions based on policy (e.g., time-of-day routing), availability (e.g., queue depth, wait time) and manual routing.
- xxi. **Self Service Call Blocking.** Provide a self-service capability for extension end-users to block selective PSTN numbers.
- xxii. **Shared Lines.** Provide the capability to display and share lines on extensions to place and take calls on behalf of other lines.
- xxiii. **Speed Dial, Contacts and Call History.** Provide the capability to utilize and manage speed dial, contacts, and call history.
- xxiv. **Teams Integration.** Provide full voice telephony feature integration with the MS Teams client (e.g., dial pad) for workstations or mobile devices with seamless device transfer.
- xxv. **Three-way Conferencing.** Provide the capability for on-demand three-way voice conferencing with external callers.
- xxvi. **Toll Optimization.** Provide the capability to optimize call routing to minimize long distance toll charges.
- xxvii. **Video Upgrade.** Provide the capability to upgrade from an audio call to a video call based on the mutual requisite capabilities of the calling parties.
- xxviii. **Voice Mail.** All extensions require voicemail capabilities to ensure callers have the option to leave a message. Automated notification of messages (e.g., via Teams, text, or email) and automated translation of voice mail to email capabilities are required along with customized greetings, call answering rules, language support options, and secure remote access capabilities.

2.1.2 Physical Handsets and Devices

- i. **Hot Desking.** Provide the capability to share handset hardware among multiple users in temporary office workspaces.
- ii. **Intune Management.** Provide configuration, asset, and policy management capabilities from Intune. Provide capabilities to manage both corporate and personal devices (e.g., BYOD) based on standard policies.

- iii. **Mitel Handset Replacement.** Provide certified replacement handsets to replace existing Mitel handsets.
- iv. **Peripheral Ringing.** Provide the capability to manage ringing behavior among multiple peripherals and devices (e.g., headsets, workstation speakers, physical handsets).
- v. **Peripheral Transfer.** Provide the capability for seamless call transfer among device peripherals (e.g., headsets, workstation speakers, physical handsets).
- vi. **Remote Provisioning.** Provide the capability to remotely deploy physical handsets.
- vii. **Teleworker Handsets.** Provide the capability to provision and support physical handsets for remote teleworks.

2.1.3 System Administration

- i. **Administrative Management Portal.** Provide access to a portal to manage phones and calls by Suncorp Administrators. This will allow Suncorp Administrators and the reception team to manage calls, programming, on-time/off-time scheduling, calendars, and the phone system. Management capabilities should be delegated based on role.
- ii. **Calendar Management.** Provide the capability to program holiday and calendar management capabilities. This will allow the system to automatically respond with special messages when on off-business hours, holidays, and other occasions.
- iii. **Call Flow Self-Service.** Provide a self-service programming capability to configure the IVR, call group and call queue target extensions.
- iv. **Call Groups.** Provide the capability to program and organize multi-ring groups to allow workgroups and departmental team members to handle calls when directed to a group.
- v. **Call Queues.** Provide the capability to program and organize queuing functions to ensure that calls are never lost, and the capability to place callers on a queue for reception or other users to answer the call, all the time.
- vi. **IVR (Interactive Voice Response).** Provide an IVR capability to provision and program an auto-attendant that will prompt callers with menu options for further call direction.
- vii. **On-hold Music and Messages.** Provide the capability to program the system to play pre-recorded music and messages while callers are on hold, to avoid any confusion due to unexpected silence.
- viii. **Traffic and Utilization Management.** Provide the capability to track, report, and manage call traffic patterns for optimal management of resources, costs, and service levels.

- ix. **Voice Mail Configuration.** Provide the capability for individual users to program outgoing messages, notifications, and forwarding.

2.1.4 Phone Number Porting

Suncorp currently possesses 10 SIP trunks or channels under contract with Navigata. Also 13 PSTN numbers are provisioned by Navigata with an additional fax line provisioned by Shaw (Rogers).

Suncorp requires Proponents to provide suggestion and recommended a porting strategy options to relocate Suncorp’s established numbers from the existing SIP trunks to the new carrier. Proposals must include the options for porting implementation and ongoing maintenance and support service options. Rationale of benefits and costs for any proposed for the porting and support options.

The list of the current phone numbers is as follows:

PSTN Number	Description	Location
250-220-5092		Victoria, British Columbia
250-277-1929		Prince George, British
250-469-9092		Kelowna, British Columbia
262-240-0558		Thiensville, Wisconsin
262-240-0602		Thiensville, Wisconsin
262-240-9890		Thiensville, Wisconsin
262-299-7872		Allenton, Wisconsin
306-652-0311	Main line	Saskatoon, Saskatchewan
306-652-0317		Saskatoon, Saskatchewan
306-652-0319		Saskatoon, Saskatchewan
306-652-0328		Saskatoon, Saskatchewan
306-652-0334		Saskatoon, Saskatchewan
306-652-0335		Saskatoon, Saskatchewan
306-652-5431		Saskatoon, Saskatchewan
306-652-8373	Fax	Saskatoon, Saskatchewan
306-653-2298		Saskatoon, Saskatchewan
403-264-3378		Calgary, Alberta
416-283-3386		Toronto, Ontario

416-283-4690		Toronto, Ontario
416-283-7968		Toronto, Ontario
425-712-9339		Bellevue, Washington
514-548-5484		Montreal, Quebec
587-387-2449		Edmonton, Alberta
587-689-2302		Edmonton, Alberta
587-689-2303		Edmonton, Alberta
604-398-4064		Vancouver, British Columbia
604-398-4065		Vancouver, British Columbia
604-424-4198		Vancouver, British Columbia
604-689-2099		Vancouver, British Columbia
639-631-2056		Saskatoon, Saskatchewan
639-631-2057		Saskatoon, Saskatchewan
639-631-2058		Saskatoon, Saskatchewan
639-631-2059		Saskatoon, Saskatchewan
647-689-6966		Toronto, Ontario
800-764-4454	Toll-Free	
866-567-7707	Toll-Free	
877-712-9339	Toll-Free	

2.1.5 Licensing Provisioning

- i. **Licensing:** Provide an optimized licensing strategy that is appropriate for the solution in consideration of Suncorp’s existing M365 tenant license allocation.

2.1.6 Implementation, Administration and Support Services

- i. **Administration Services.** Provide system administration services, including establishment of policies, standards and performance of configurations and programming.
- ii. **Application integration.** Provide consulting services (e.g., requirements analysis, solution design, implementation) for potential integration with Suncorp and third-party Applications. Describe technical integration capabilities (e.g., APIs).

- iii. **Business Continuity Support.** Provide communications resilience and support for business interruption, technology disruptions, disaster situations and crisis communication capabilities with configuration backup and restoration capabilities.
- i. **Change Management.** Identify and implement change management process and plan, inclusive of post-implementation phase.
- ii. **Documentation:** Provide system architectural, functional, low-level design, implementation instructions, standard operating procedures, and system usage guides in context of the MS Teams Voice system.
- iv. **End Point Configuration Management.** Provide configuration standards, management, and deployment services to Suncorp end-point devices in context of the MS Teams Voice System and peripheral device configuration.
- v. **Governance Model:** Provide a managerial governance structure with guiding principles, RACI model, performance reporting mechanisms, and relationship management methodology.
- vi. **Migration Plan and Implementation.** Develop and implement a detailed migration plan including transition and subsequent decommission of the existing Mitel/ Micollab system.
- vii. **Project Management.** Provide management and coordination of the Project implementation through an assigned Project Manager based on agreed deliverables, milestones, and schedule.
- viii. **Planning Services.** Provide a methodology and processes to identify, implement and maintain mutual objectives, interests, synergistic strategies, technology roadmap, planning/budgeting processes in context of the proposed solution.
- ix. **Quality of Service.** Provide cloud PBX dial-tone availability and PSTN availability in alignment with ITU specifications. Provide options for recommended CPE architecture design aspects to optimize Quality of Service (e.g., audio quality, device availability, network availability).
- x. **Reporting Services.** Provide monthly key performance indicator (KPI) metrics reporting, and support ticket insights. Provide quarterly managerial governance meetings for oversight, trending, planning, and recommendation discussion.
- xi. **Support Services.** Provide end-user support, service request and system support services with resolution time agreement. Integration with Suncorp's current IT and MSP environment must be provided.

- xii. **System Availability.** Provide minimum 99.999% solution uptime. Provide recommendations for CPE architecture to achieve options of 99.99% and 99.9% availability.
- xiii. **System Reliability.** Provide mean time between system outages greater than 12 months.
- iii. **Training.** Provide end-user training organization and delivery, including but not limited to provision of training materials, training delivery format (e.g., on-line, in-person), business system change management, and a separate test environment.
- iv. **Warranty.** Provide post-implementation warranty and training support for the new telephony solution and associated Application(s).

2.2 Project Milestone Schedule

Suncorp desires to complete the replacement of its Mitel Phone system prior to August 31st. Proponents are expected to provide a proposed implementation schedule within their Proposal with key milestones (e.g., discovery, design, configuration, training, change management, line porting, documentation, transition to operations).

2.3 Out Of Scope Elements

For further clarity, the components below are deemed 'out of scope' of the Project for the RFP:

- i. Consultation, design, procurement or implementation of any network infrastructure hardware, infrastructure software, servers, network security systems whether located on Suncorp premise, hosted, or provisioned in any third-party cloud;
- ii. Consultation, design, procurement or implementation of any business software tool, automation tool, or utility software not expressly defined within the scope of the Project;
- iii. Delivery of any IT support or maintenance services not directly related to the supply, implementation and support of software expressly defined within the scope of the Project; and
- iv. Integration of Suncorp Subcontractors within the proposed Solution.

2.4 Value Added Features or Components

Suncorp is interested in understanding the breadth of the Proponent's solutions and services that are outside the current Project scope. Proponents are encouraged to describe any solution component capabilities they currently have or may be able to incorporate that would be advantages and beneficial to Suncorp. Please specify any additional costs and the associated value with any additional features and include a timeline roadmap for potential implementation.

3. CONFIDENTIAL INFORMATION

3.1 Intended Recipient

This RFP document, and any of its attachments, regardless of form or medium, is intended only for use by the Proponent addressee(s) and may contain legally privileged and/or confidential, or otherwise restricted information viewable by the intended recipient only. If you are not the intended recipient of this document (or the person responsible for delivering this document to the intended recipient), you are hereby notified that any dissemination, distribution, printing or copying of this document, and any attachment thereto, is strictly prohibited and violation of this condition may infringe upon laws protecting proprietary and, or intellectual property. In no event shall this document be delivered to anyone other than the intended recipient or original sender and violation may be considered a breach of law fully punishable by various domestic and international courts. If you have received this document in error, please respond to the originator of this message or email him/her at the address below and permanently delete and/or shred the original and any copies and any electronic form this document, and any attachments thereto and do not disseminate further.

3.2 Confidential Information Disclosure

The Proponent acknowledges that certain of the material and information made available to the Proponent by Suncorp through the RFP process (the "Confidential Information") will be of a confidential nature. The Proponent recognizes that the Confidential Information is the sole and exclusive property of Suncorp, and the Proponent shall use its best efforts and exercise utmost diligence to protect and maintain the confidentiality of the Confidential Information. The Proponent shall not, directly, or indirectly, use the Confidential Information for its own benefit, or disclose to another any Confidential Information, whether acquired, learned, obtained, or

developed by the Proponent alone or in conjunction with others, except as such disclosure or use may be required in connection with the performance of RFP submission development or as may be consented to in writing by Suncorp.

3.3 Confidential Information Ownership

The Confidential Information is and shall remain the sole and exclusive property of Suncorp regardless of whether such information was generated by the Proponent or by others, and the Proponent agrees that upon conclusion of this RFP it shall deliver promptly to Suncorp all such tangible parts of the Confidential Information including records, data, notes, reports, proposals, client lists, correspondence, materials, marketing or sales information, computer programs, equipment, or other documents or property which are in the possession or under the control of the Proponent without retaining copies thereof.

3.4 Confidential Information Scope

Each of the foregoing obligations of the Proponent in this clause shall also apply to any confidential information of customers, joint venture parties, contractors, and other entities, of any nature whatsoever, with whom Suncorp or any associate or affiliate of Suncorp has business relations.

3.5 Exclusions

Notwithstanding the foregoing provisions of this clause, the Proponent shall not be liable for the disclosure or use of any of the Confidential Information to the extent that:

- i. the Confidential Information is or becomes available to the public from a source other than the Proponent and through no fault of the Proponent; or
- ii. the Confidential Information is lawfully obtained by the Proponent from a third party or a source outside of this Agreement.

3.6 Survival

The covenants and agreements contained in this section shall survive the conclusion of this RFP.

4. RFP PROCESS

4.1 RFP Communication

All submissions, requests for clarifications or inquiries regarding this RFP must be provided in writing to Suncorp at support@suncorpvaluations.com.

No other contact communication channel at Suncorp is authorized to communicate with respect to this RFP, unless subsequently identified. Any attempt to communicate with Suncorp outside of authorized channels may result in the rejection of the Proponent’s submission.

4.2 RFP Schedule of Events

Suncorp anticipates the following schedule of events related to this RFP process, commencing on the RFP Release Date:

RFP Release Date	April 12 th , 2024
RFP Questions Submission Date	April 26 th , 2024
RFP Question Response Date	May 3 rd , 2024
RFP Submission Date	May 10 th , 2024
RFP Proposal Presentations	May 21 st , 2024
RFP Selection	June 7 th , 2024

4.2.1 RFP Questions Submission Date

Each Proponent is invited to formulate its own questions related to the RFP. All questions must be submitted in writing by the RFP Question Submission Date. Each question submitted to Suncorp become property of Suncorp. All Proponent questions will be reviewed in confidence by Suncorp, and Suncorp will provide a consolidated written response in a “Question/ Answer” format which will be published to all bidding Proponents by the RFP Question Response Date. Suncorp will endeavor to anonymize the identification of any Proponent in the “Question/ Answer” publication.

The responses would be hosted on a secure and anonymous file sharing system, such as Microsoft SharePoint. Suncorp will determine the best communication platform prior to the RFP Question Response Date and notify all bidding Proponents.

4.2.2 RFP Submission Date

All submissions, along with the required documentation must be submitted by the RFP Submission Date prior to 3:00 pm (Saskatchewan time), to the following email address: support@suncorpvaluations.com. The subject line will have the following information: Phone System Services RFP - <Proponent company name>.

All submissions must be sent in PDF format along with any other necessary attachments you need to add to your proposal.

4.2.3 RFP Submissions

Proponents shall provide a straightforward, complete, and concise description of their capabilities to satisfy the requirements of this RFP.

A Proponent may withdraw its submission by a written request for withdrawal to Suncorp at support@suncorpvaluations.com at any time during the process. The withdrawal of a submission does not disqualify a Proponent from submitting a replacement Submission prior to the Submission Date.

No changes to Submissions will be considered unless received in writing by Suncorp before the Submission Date. Suncorp will not be responsible for failure to receive electronic mail. The Proponent is responsible for ensuring changes are received prior to the stipulated Submission Date. No oral statement of any person shall modify or otherwise change or affect the terms, conditions or specifications stated in the RFP.

4.3 RFP Submission Requirements

All documents submitted must include the information below. All components are mandatory unless otherwise stated.

1. Cover letter introducing the RFP response and interest in the Project, and main contact personnel.
2. Introduction and background of the Proponent, company profile, key partnerships, number of staff, geographic coverage, financial standing, and any certifications (e.g., SOC2, ISO).
3. Summary of the Proponent's experience and period providing similar services, with size of current client base/service volume, example customer cases, testimonials/satisfaction surveys, and description of any early termination situations.

4. Proof or declaration of relevant insurance coverage inclusive of work safe and professional service insurance pursuant to Section 9.
5. Description of the Proponent's ownership relationship of the software (e.g., developer, integrator, or reseller).
6. Detailed solution/solutions to our requirements which must include:
 - i. A statement of the Proponent's understanding of the Project;
 - ii. Description of the proposed planning and delivery methodologies;
 - iii. Architectural and technical specifications and requirements;
 - iv. System analysis and migration plan;
 - v. System configuration and customization plan;
 - vi. User Acceptance Testing plan; and
 - vii. End-User training and IT Department knowledge transfer.
7. Project milestones with defined deliverables and work break down structure (WBS).
8. Approximate timeframe for implementation.
9. Identification of key team members, roles, past project experience, qualifications, location, schedule, and effort level (FTE).
10. Identification of the proposed governance model for the project implementation.
11. Risk management plan for risks encounter in similar projects with risk, likelihood, impact and mitigation strategy.
12. Include aggregate, itemized, detailed, and per unit costs (CAD and applicable taxes) that is comprehensive of all solution aspects, including planning, consulting, implementation, licenses, software, maintenance, and support. Pricing information must include the following aspects:
 - i. An itemized breakdown within each component category;
 - ii. Clear identification and separation of direct purchase and subscription options;
 - iii. Clear identification of annual costs with any yearly variations;
 - iv. Clear identification of fixed and variable costs and the timing for each component;
 - v. Clear identification of scope of base fees and exceptions with associated costs;
 - vi. A separate and complete pricing table for any optional services pricing;

- vii. Rates for associated professional services fees or position fees;
- viii. Proposed agreement term length and pricing options;
- ix. Indicate any available negotiable discounts; and
- x. An approval signature from an authorized company official.

13. Warranty, maintenance, and support plan.

14. Proposed Statement of Work (SoW).

15. Listing of reference clients which Suncorp may independently verify.

16. Any additional solution aspect or work which is identified as out-of-scope should be identified separately as an appendix with separate scope, timelines, and cost elements.

All costs related to preparation of an RFP Submission shall be solely borne by the Proponent.

Suncorp reserves the right to require removal or replacement of any non-performing Proponent resources.

4.4 Evaluations Criteria

At its sole discretion, Suncorp utilize the criteria below when evaluating Proponent Submissions.

Criteria	Weighting
Understands Project Goal	25%
Pricing Model	25%
Vendor Impression	10%
Availability, Performance and Reliability	10%
Service Capabilities	10%
Privacy and Security Compliance	10%
Configuration Management	10%
TOTAL:	100%

Suncorp reserves the right to disqualify any Proponent which it determines to be unsatisfactory, including for which it has determined reasonable evidence that a Proponent has engaged in bid rigging, or any process that undermines the RFP process.

The evaluation results remain the property of Suncorp which will not be disclosed at any stage of the process or after the RFP process.

4.5 Project Proposal Presentations

Suncorp, at its sole discretion, may invite selected Proponents to present their Project proposals to the Suncorp evaluation team. Second or subsequent round interviews may be utilized to support decision making. These events will be held on MS Teams and Proponents will be contacted to schedule a presentation.

All costs related to any presentation, interview, clarification, or testing required by the Proponent shall be solely borne by the Proponent.

4.6 Selection Process

The evaluation process of all Proponent submissions will be performed by Suncorp's evaluation committee which will be comprised of internal stakeholders with experience, knowledge, and oversight responsibility for Suncorp's operations.

The evaluation committee will consider the criteria outlined in the above evaluation matrix.

There is no implicit or explicit guarantee that the Project will proceed. Suncorp reserves the right to accept or reject any or all proposals. In addition, Suncorp reserves the right to seek clarification from any or all Proponents and to cancel this RFP for any or no reason.

Suncorp will either identify a successful Proponent proposal(s) or announce that no proposals are successful for further Agreement negotiation. All decision authority for this RFP rests with Suncorp. Suncorp is not obligated to provide any further verbal debriefing or written explanation for its decision to any unsuccessful Proponent.

All terms and conditions of this RFP are deemed to be accepted by the Proponent and incorporated by reference in their proposal.

4.7 Changes or Amendments to RFP

Proponents are required to notify Suncorp immediately in writing of any discrepancies or omissions found in the RFP or if the Proponent has a misunderstanding of any provision of the RFP. Suncorp will issue a formal RFP Addendum to correct any discrepancy or omission or to clarify the interpretation of a provision prior to the Submission Date. Each Proponent must acknowledge the receipt of every Addendum in its proposal or may be rejected.

No oral statement of any person shall modify or otherwise change or affect the terms, conditions or specifications stated in the RFP.

5. AGREEMENT PROCESS

The participation in this RFP by a Proponent makes no implicit or explicit obligation that an Agreement will be reached between Suncorp and a Proponent.

Upon Suncorp's acceptance of a Proponent's proposal, at its sole discretion, Suncorp will negotiate a formal written Agreement with the successful Proponent in such form that will be acceptable to Suncorp, in its sole discretion.

The negotiation of an Agreement related to the Project will be subject to satisfactory performance and acceptance of the terms within this RFP, as well as successful negotiation with the successful Proponent.

Suncorp reserves the right in its sole discretion to terminate the negotiations with the successful Proponent at any point of the negotiation process and the successful Proponent acknowledges and agrees that Suncorp is not obligated to enter into any subsequent Agreement or retain the successful Proponent for any subsequent phase of the Project.

The successful Proponent will endeavor in good faith and in a timely manner to finalize and execute any Agreement without delay.

If Suncorp and the successful Proponent are unable to successfully negotiate an Agreement, Suncorp reserves the right, in its sole discretion, to disqualify the Proponent and either commence negotiations with an alternative Proponent, commence a new procurement process, or cancel the Project.

All Proponents acknowledge and agree that Suncorp is not obligated to enter into any Agreement or retain any Proponent for the Project, unless in the sole discretion of Suncorp, a satisfactory Agreement can be reached.

6. BUDGET

Suncorp reserves the right to independently develop any budget for funding the execution of the Project. Suncorp will perform any budgetary construction process that best suits Suncorp's business interests. Suncorp is under no obligation to discuss or reveal budgetary considerations to any Proponent at any point prior to, during, or upon conclusion of this RFP process, or during any potential subsequent Agreement negotiation process.

7. BACKGROUND CHECKS

The Proponent shall be required to comply with Suncorp's security procedures and the Suncorp's Background Screening Requirements and as follows:

- i. At the conclusion of the RFP process, prior to any Agreement being reached, the Proponent shall submit a list of its employees and employees of any Subcontractor who will be working on this Project to Suncorp.
- ii. Copies of the Proponent's completed background checks shall be made available to Suncorp upon request. Employees of the Proponent and any Subcontractor with criminal backgrounds are prohibited from working on this Project.
- iii. After work has commenced, any new employees of the Proponent or any approved Subcontractor must also comply with Suncorp's security background check requirement as stated above.

8. PRIVACY LEGISLATION REQUIREMENTS

Suncorp is required to always comply with all legislative and regulatory requirements pursuant to the Privacy Legislation. As the solution being sought pursuant to this RFP will be dealing with the transit, use and storage of information (potentially including personal information) in the custody of Suncorp, Suncorp must ensure that the solutions being proposed permit Suncorp to be compliant with the Privacy Legislation and all other legal requirements that Suncorp may be subject to from time to time.

Suncorp considers the following items as critical requirements to ensure that a proposed solution permits compliance with the Privacy Legislation:

- Confidential information storage
- Access and disclosure
- Consent
- Segregation
- Ownership and title

Proponents are required to be familiar with any, and all Privacy Legislation and legal requirements that affect Suncorp, and to ensure that their proposals allow for conditions and any limitations offered in a proposal. The Proponent's failure to make all necessary examinations will not be accepted as a basis for any claims for additional compensation, or

extension of time, or relieve the Proponent of any of their obligations to ensure compliance of a proposed solution.

Suncorp reserves the right to reject any proposal that it determines will not permit its compliance with the Privacy Legislation.

9. INSURANCE

Prior to the commencement of work under a potential Agreement, the Proponent shall obtain and keep in force, at its own expense during the entire period in which work is being performed under the term of the Agreement, including all extensions; liability insurance as protection from claims, under Worker's Compensation and other employee benefit laws, for bodily injury and death, and for property damage that may arise out of work performed under the Agreement, whether directly or indirectly by the Proponent and its employees, agents, representatives or Subcontractors. All liability insurance required herein shall be Comprehensive General and Automobile Bodily Injury and Property Damage policy or policies. The insurance required by the above shall be written for not less than the following limits of liability:

- i. Commercial General Liability insurance policy for bodily injury (including death) and property damage in an amount of not less than TWO MILLION DOLLARS (\$2,000,000.00) inclusive limit for any one occurrence. Such policy shall include contractual liability coverage and a non-owned automobile liability clause.
- ii. A Professional Liability insurance policy for damages arising out of errors, omissions, or negligent acts by or on behalf of the successful Proponent in providing professional services under the Agreement, such insurance policy to be in an amount of not less than ONE MILLION DOLLARS (\$1,000,000.00) for any one claim, and in the annual aggregate, or such other amount as agreed to by Suncorp and the successful Proponent and confirmed in writing, and such insurance shall remain in operation for a least twelve (12) months after the end of the Agreement.

These insurance policies shall include a provision for Suncorp to be given thirty (30) days written notice prior to cancellation, and thirty (30) days prior notice of any material change requested by the successful Proponent of these insurance policies.

The successful Proponent shall provide documented evidence satisfactory to Suncorp of evidence of such policies and of the renewal or continuance of such insurance policies within ten (10) business days of any expiry dates.

The successful Proponent, and not Suncorp, shall be responsible for any deductible that may apply in any of these insurance policies.

The successful Proponent agrees that Suncorp's above insurance requirement will not be construed to and shall in no manner limit or restrict the liability of the successful Proponent.

10. LIABILITY LIMITATION

Suncorp shall not be held liable for any errors or omissions in any part of this RFP or in any information provided to Proponents during the RFP process. While Suncorp has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in the RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve the Proponents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

11. SUBCONTRACTING

The Proponent agrees that the Proponent will not assign or transfer any right in or claim the Proponent may have thereunder except as expressly authorized in writing by Suncorp.

12. CONFLICTS OF INTEREST

Each Proponent is obligated to declare all situations that may be reasonably perceived as either a present or future Conflict of Interest. A Conflict of Interest includes any situation where either the Proponent, or its associates, or key individual, or a subcontractor could exercise improper influence over Suncorp's independent judgment within this RFP or could compromise the Proponent's obligations related to the Project. Suncorp may immediately disqualify a Proponent from consideration in this RFP if a Proponent fails to disclose any actual or potential Conflict of Interest or fails to resolve any actual Conflict of Interest to Suncorp's satisfaction.

Each Proponent will avoid any Conflict of Interest in relation to this RFP and Project.

Suncorp reserves the right to retain absolute discretion in the determination of whether a Conflict of Interest exists with a Proponent or can be resolved.

13. GOVERNING LAW

This RFP process shall be governed by and construed in accordance with the laws of the Province of Saskatchewan and the federal laws of Canada.

14. RIGHTS OF SUNCORP

Notwithstanding anything else in this RFP, Suncorp has the right, at any time and in its sole discretion:

1. To consider, in the evaluation of the proposals, any instances of poor performance or dispute with a Proponent, or key individual, or any other unfavorable experiences with them, that Suncorp has experienced;
2. To change the dates, schedule, deadlines, process, and requirements described in this RFP;
3. Accept any proposal that appears to be in the best interest of Suncorp, or reject any or all proposals;
4. To seek clarification from Proponents who respond to this RFP;
5. To verify the validity of the information supplied in any proposal received;
6. To waive or modify procedural and administrative irregularities due to honest or unintentional mistakes as identified in proposals received, after discussion with the Proponent;
7. To disqualify any Proponent (i) that does not meet the requirements of this RFP (including, but not limited to, satisfying the submission requirements), (ii) that contravenes any prohibition or requirement that is set out in this RFP in respect of the conduct of Proponents and their representatives, or (iii) that has economic or other interests which are, or could reasonably be perceived to be, contrary Suncorp's best interests;
8. To change the limits, scope, and details of the Project;
9. To negotiate with the Proponent(s) responding to this RFP, consistent with the objectives stated;
10. To reissue the same RFP or a different Request for Proposals document in relation to the Project; and
11. To cancel this RFP or the Project at any time for any or no reason. If cancelled, Suncorp is not responsible for any liability for costs and damages incurred by the Proponent(s).