



Request for Proposal

Phone System Services *Responses to Vendor Questions*

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

1. What are Suncorp's official hours of operation across all locations?
A: Suncorp operates in multiple geographies and maintains regular operational hours from 8:00 am to 5:00 pm within each region.

2. What destination countries will Suncorp need to make outbound calls (e.g., to lines not owned by Suncorp)?
A: Suncorp performs appraisals on a global scale with appraisal staff, clientele and end-users distributed across the world. The capability to manage calling to sanctioned countries will be desirable.

3. Would Suncorp prefer to see buyback options for its existing desk phones? If so, can you confirm handset types, quantities, and condition?
A: Suncorp is interested in a buy back option for its existing handsets. Overall 50+ handsets could be readily accessible within the Saskatoon office and are in good condition. Some handsets are distributed to home offices.

4. What type of M365 licenses does Suncorp utilize (e.g., E3, E5, etc.)?
A: Suncorp currently has business Premium Licenses in place for all staff and Exchange Online for subcontractor appraisers.

5. Are there any specific critical system or third-party application integrations that Suncorp would like to see being discussed (e.g., CRM, ERP, financial applications, etc.)?
A: Suncorp does not anticipate integration requirements with other applications at this time.

6. Who is Suncorp's current MSP for collaborative deployment practices and operational coordination?
A: Suncorp has engaged WBM Technologies as its MSP.

7. Will Suncorp require onsite deployment support or is remote deployment sufficient?
A: Suncorp will require a combination of onsite and remote deployment services. Onsite will be required for the Saskatoon, Vancouver, and Milwaukee offices. The majority of Suncorp's staff work remotely from home office environments and will need remote support.

8. Do you have any specific security requirements that must be met?

A: Suncorp complies with appraisal industry standards such as CUSPAP and USPAP as well as regional privacy legislation (e.g., PIPEDA). Suncorp maintains internal standards based on leading practices (e.g., ISO, NIST, CIS) and expects compliance from proposed solutions.

9. Does Suncorp require an official NDA?

A: Contingent on an award, Suncorp will require an NDA with the successful Vendor prior to establishing a contract.

10. Would Suncorp consider a solution that uses a Mitel integration with Microsoft Teams?

A: Suncorp is open to solution options that suite its best interests, however, does not desire on-premises solutions (e.g. data center servers).