



Request for Proposals

All enquiries related to this Request for Proposals, including any requests for information and clarification, are to be submitted by **January 21 , 2022** and directed, in writing, to procurement@bcogc.ca, who will respond if time permits. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses will be recorded and may be distributed to all Proponents at the Commission's option.

RFP #21122003

Microsoft Teams Telephony VOIP Data Plan

Closing Time: Proposal must be received electronically **before 2:00 PM Pacific Time on: January 28, 2022**

Delivery of Proposals

Proposals must be submitted electronically.

To: <https://procurement.bcogc.ca/>

Proponent's Meeting

A Proponent's meeting will be held at the discretion of the Commission.

Organization Overview

The BC Oil and Gas Commission (Commission) is an independent, single-window regulatory agency with responsibilities for overseeing oil and gas operations in British Columbia. Regulatory responsibility is delegated to the Commission through the *Oil and Gas Activities Act* and includes specified enactments under the *Forest Act*, *Heritage Conservation Act*, *Land Act*, *Environmental Management Act*, and *Water Act*. The operating costs of the Commission are funded through industry fees and levies on a cost recovery basis.

The Commission's core roles include reviewing and assessing applications for industry activity, consulting with First Nations, ensuring industry complies with provincial legislation and cooperating with partner agencies. The public interest is protected by ensuring public safety, protecting the environment, conserving petroleum resources and ensuring equitable participation in production.

The regulatory responsibility of the Commission extends from the exploration and development phases of oil and gas activities through to facilities operation, and ultimately decommissioning of industry projects. It is charged with balancing a broad range of environmental, economic and social considerations.

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A. Definitions and Administrative Requirements

1. Definitions

Throughout this Request for Proposals, the following definitions apply:

- a) "Contract" means the written agreement resulting from this Request for Proposals executed by the Commission and the Contractor;
- b) "Contractor" means the successful Proponent to this Request for Proposals who enters into a written Contract with the Commission;
- c) "Must", or "mandatory" means a requirement that must be met in order for a proposal to receive consideration;
- d) "Proponent" means an individual or a company that submits, or intends to submit, a proposal in response to this Request for Proposals;
- e) "Commission" means the Oil and Gas Commission;
- f) "Request for Proposals" means the process described in this document; and
- g) "Should" or "desirable" means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

2. Terms and Conditions

Submitting a proposal indicates acceptance of all the terms and conditions set out in the RFP, including those that follow and that are included in all appendices and any Addenda.

A proposal must be signed by a person authorized to sign on behalf of the Proponent with the intent to bind the Proponent to the RFP and to the statements and representations in the Proponent's proposal. A scanned copy of the signed cover page of this RFP is acceptable as is a cover letter identifying the Proponent, identifying the RFP and including a signature of an authorized representative of the Proponent that confirms the Proponent's intent to be bound. For proposals submitted to an electronic proposal constitutes the signature of an authorized representative of the Proponent and is acceptable without additional signature.

3. Electronic Submissions

For electronic submissions the following applies:

- a) The Proponent is solely responsible for ensuring that the complete electronic Proposal, is received before Closing Time;
- b) The maximum size of each attachment must be 500 MB or less and uploaded in a single attachment;
- c) Proponents should submit proposal submissions in a single upload and avoid sending multiple submissions for the same opportunity;
- d) Attachments must not be compressed, must not contain a virus or malware, must not be corrupted and must be able to be opened. Proponents submitting by electronic submission are solely responsible for ensuring that any emails or attachments are not corrupted. The Commission may reject proposals that are compressed, cannot be opened or that contain viruses or malware or corrupted attachments.

4. Additional Information Regarding the Request for Proposals

All subsequent information regarding this Request for Proposals, including changes made to this document will be posted on the BC Bid website at www.bcbid.ca. It is the sole responsibility of the Proponent to check for amendments on the BC Bid website.

5. Late Proposals

Proposals will be marked with their receipt time once submitted. Only complete proposals received and marked before closing time will be considered to have been received on time. Proposals that are received late will be marked late and will not be considered or evaluated. In the event of a dispute, the proposal receipt time as recorded by the electronic date stamp shall prevail whether accurate or not.

6. Eligibility

- a) Proposals will not be evaluated if the Proponent's current or past corporate or other interests may, in the Commission's opinion, give rise to a conflict of interest in connection with the project described in this Request for Proposals. This includes, but is not limited to, involvement by a Proponent in the preparation of this Request for Proposals. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Commission Contract Management Analyst prior to submitting a proposal.
- b) Proposals from not-for-profit agencies will be evaluated against the same criteria as those received from any other Proponents.

7. Evaluation

Evaluation of proposals will be by a committee formed by the Commission and may include employees and contractors of the Commission. All personnel will be bound by the same standards of confidentiality. The Commission's intent is to enter into a Contract with the Proponent who has the highest overall ranking.

8. Negotiation Delay

If a written Contract cannot be negotiated within thirty days of notification of the successful Proponent, the Commission may, at its sole discretion at any time thereafter, terminate negotiations with that Proponent and either negotiate a Contract with the next qualified Proponent or choose to terminate the Request for Proposals process and not enter into a Contract with any of the Proponents.

9. Debriefing

At the conclusion of the Request for Proposals process, all Proponents will be notified of the award by BCBid. Unsuccessful Proponents may request a debriefing meeting with the Commission.

10. Alternative Solutions

If alternative solutions are offered, please submit the information in the same format, as a separate proposal.

11. Changes to Proposals

By submission of a clear and detailed written notification, the Proponent may amend or withdraw its proposal prior to the closing date and time. Upon closing time, all proposals become irrevocable. The Proponent will not change the wording of its proposal after closing and no words or comments will be added to the proposal unless requested by the Commission for purposes of clarification.

12. Proponents' Expenses

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the Commission, if any. If the Commission elects to reject all proposals, the Commission will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the proposal, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

13. Limitation of Damages

Further to the preceding paragraph, the Proponent, by submitting a proposal, agrees that it will not claim damages, for whatever reason, relating to the Contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the Proponent in preparing its proposal and the Proponent, by submitting a proposal, waives any claim for loss of profits if no Contract is made with the Proponent.

14. Proposal Validity

Proposals will be open for acceptance for at least 90 days after the closing date.

15. Firm Pricing

Prices will be firm for the entire Contract period unless this Request for Proposals specifically states otherwise.

16. Currency and Taxes

Prices quoted are to be:

- a) In Canadian dollars;
- b) Inclusive of duty, where applicable; FOB destination, delivery charges included where applicable; and
- c) Exclusive of taxes

17. Completeness of Proposal

By submission of a proposal the Proponent warrants that, if this Request for Proposals is to design, create or provide a system or manage a program, all components required to operate the system or manage the program have been identified in the proposal or will be provided by the Contractor at no charge.

18. Subcontracting

- a) Using a subcontractor (who should be clearly identified in the proposal) is acceptable. This includes a joint submission by two Proponents having no formal corporate links. However, in this case, one of these Proponents must be prepared to take overall responsibility for successful performance of the Contract and this should be clearly defined in the proposal.
- b) Subcontracting to any firm or individual whose current or past corporate or other interests may, in the Commission's judgment, give rise to a conflict of interest in connection with the project or program described in this Request for Proposals will not be tolerated. This includes, but is not limited to, any firm or individual involved in the formulation of this Request for Proposals. If a Proponent is in doubt as to whether a proposed subcontractor gives rise to a conflict of interest, the Proponent should consult with the Commission Contact Person listed on page 1 prior to submitting a proposal.
- c) Where applicable, the names of approved sub-contractors listed in the proposal will be included in the Contract. No additional subcontractors will be added, nor other changes made, to this list in the Contract without the written consent of the Commission.

19. Acceptance of Proposals

- a) This Request for Proposals should not be construed as an agreement to purchase goods or services. The Commission is not bound to enter into a Contract with the Proponent who submits the lowest priced proposal or with any Proponent. Proposals will be assessed in light of the evaluation criteria. The Commission will be under no obligation to receive further information, whether written or oral, from any Proponent.
- b) Neither acceptance of a proposal nor execution of a Contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or by-law.

20. Definition of Contract

Notice in writing to a Proponent that it has been identified as the successful Proponent and the subsequent full execution of a written Contract will constitute a Contract for the goods or services, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the occurrence of both such events.

21. Contract

By submission of a proposal, the Proponent agrees that should its proposal be successful, the Proponent will enter into a Contract with the Commission in accordance with the terms of the [Commission's General Service Agreement](#).

22. Liability for Errors

While the Commission has used considerable efforts to ensure the information in this Request for Proposals is accurate, the information contained in this Request for Proposals is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Commission, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposals is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposals.

23. Modification of Terms

The Commission reserves the right to modify the terms of this Request for Proposals at any time in its sole discretion. This includes the right to cancel this Request for Proposals at any time prior to entering into a Contract with the successful Proponent.

24. Ownership of Proposals

All proposals submitted to the Commission become the property of the Commission. They will be received and held in confidence by the Commission, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this Request for Proposals.

25. Use of Request for Proposals

Any part of this document, or any information provided by the Commission in relation to this Request for Proposals may not be used or disclosed, for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submission of a proposal, the Proponent agrees to hold in confidence all information provided by the Commission in relation to this Request for Proposals.

26. Reciprocity

The Commission may consider and evaluate any proposals from other jurisdictions on the same basis that the Commission purchasing authorities in those jurisdictions would treat a similar proposal from a British Columbia supplier.

27. No Lobbying

Proponents must not attempt to convey directly or indirectly with any employee, contractor or representative of the Commission, including the evaluation committee and any elected officials of the Commission, or with members of the public or the media, about the project described in this Request for Proposals or otherwise in respect of the Request for Proposals, other than as expressly directed or permitted by the Commission.

B. Requirements and Responses

1. Summary of the Requirement

The BC Oil and Gas Commission (Commission) is seeking an interested party to assist the Commission in the transformation of telephony services from on-premises to Microsoft Teams Telephony. The Commission is licensed at an E5 level. Certain foundational elements of M365 have already been implemented and this project is aimed at extending the capabilities to address telephony aspects of a modern workplace.

2. Anticipated Schedule

The following table outlines the anticipated schedule for this RFP. All times identified in the table are in Pacific Time.

Event	Anticipated Date
Enquiries deadline	January 21, 2022
Request closing time	January 28, 2022
Interviews and reference checks, as required	February 1-4, 2022
Preferred Proponent selected by	February 4, 2022
Commencement of work	February 2022

3. Commission Situation/Overview

The Commission is the provincial regulatory agency for permitting and overseeing oil and gas activities, from exploration and development through to operations and ultimately decommissioning of oil and gas industry projects under British Columbia jurisdiction. The Commission's current legislated mandate, regulatory framework, core activities and organizational structure are described in the [2021/22 – 2023/24 Service Plan](#) available on the Commission's website at www.bcogc.ca.

3.1.1 Commission Responsibility

The purposes of the Commission, outlined in Section 4 of the Oil and Gas Activities Act, are briefly summarized as follows:

- (a) to regulate oil and gas activities in British Columbia in a manner that
 - (i) provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being,
 - (ii) conserves petroleum and natural gas resources,
 - (iii) ensures safe and efficient practices, and
 - (iv) assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas;
- (b) to provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects;
- (c) to encourage the participation of First Nations and aboriginal peoples in processes affecting them;
- (d) to participate in planning processes;
- (e) to undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

3.1.2 Background

The Commission's current telephony infrastructure was initially implemented in 2010 and has since had technology upgrades. The infrastructure is on premise and nearing end-of life. Telephony is a significant communication tool for the Commission, both internally and externally facing. The Commission would like to move away from on-premises infrastructure and provide a modern and flexible telephony experience to staff.

In 2020, the Commission entered into an enterprise agreement with Microsoft for M365 services. This agreement entitles the Commission to use several Microsoft products including their online cloud services.

M365 provides the Commission with an opportunity to modernize its workplace and advance its enterprise maturity. The Commission has already implemented some M365 foundational elements and services to enable a collaborative and remote work force. The Commission has implemented the following M365 services to date:

- Identity Management
 - Azure Active Directory with multi-factor authentication
- Office 365 Suite of apps and client software (Word, Excel, PowerPoint, One Note)
- Exchange Online / Outlook
- Microsoft Teams (including Team sites)
- Security and Threat Detection (Azure ATP, Azure Sentinel)

The Commission would now like to expand on the M365 foundations and seek a replacement for the current telephony infrastructure

4. Requirements

4.1.1 Scope of Services

The successful Proponent who enters into a written contract with the Commission is expected to assist with the implementation of and/or provide the following services:

1. All voice traffic will be delivered from the proponents Voice Network to the Office 365 network through standard internet-based connectivity.
2. The proponent will assist in the porting of Commission DIDs. All Sites are within British Columbia, Canada. Below is our current configuration. During implementation the actual number of DIDs assigned and reserved will be reviewed and adjusted to right size for our staffing needs.

Location	Assigned DIDs	Reserved DIDs	Call Queue /
			Auto Attendants
Dawson Creek	17	1	
Fort Nelson	4	0	
Fort St John	164	20	5
Kelowna	40	5	
Prince George	8	7	
Terrace	7	10	
Victoria	133	15	
Total	373	57	

3. Calling Plans

Plans	Quantity
Canadian Calling Plan	446
Unassigned Canadian Calling Plans	56
E-Fax	2

4. Services

Services	Quantity
Cloud Voice Connect + Enable Service	446
Unassigned DID Set Up	56
Technical Design Workshop	1

Advanced Call Flows	5
E-Fax Solution	2 lines supporting up to a total of 10 users

4.1.2 Project Scope

1. Project Kick Off: The Project Kick-off will cover the following items will:
 - Milestone Review
 - Direct Routing Design Principles
 - Porting Process
2. Direct Routing & Porting
 - Deployment of Commission telephony within Disaster Recovery architecture
 - Routing of Commission DIDs within Disaster Recovery architecture
 - Provide Commission with required Onboarding forms
 - Single review of port submission form, as submitted by Commission, to ensure all fields are completed
 - Port submission
 - Provide single test DID prior to port for testing purposes
 - Provide Commission with User Acceptance Test (UAT) plan
 - Provide Commission with Disaster Recovery configuration steps and requirements
3. Disaster Recovery / Carrier Stabilization
 - Porting window technical support for issues related to Disaster Recovery
 - Disaster recovery & Carrier issues
 - Supply Commission with support process and contact information after port window is closed and UAT has been completed successfully by customer with no outstanding service issues.
4. Enable Services: includes all Cloud Voice Connect service scope items in addition to the below services.
 - a. User Configuration: Proponent will perform the following actions in the Commissions Office 365 tenant for calling plan users:
 - Configure for Disaster Recovery and supporting policies
 - Assign user DID and enable for Enterprise Voice
 - Assign Office 365 licenses required for voice
 - Assign Online Voice Routing Policies
 - Switch users to Teams Only mode (if not already in Teams Only mode)
 - Configure any Teams Meeting Room or Common Area Phone accounts required
 - b. Teams Device Configuration: Proponent will configure the following in support of any Teams native certified phones, meeting rooms, collaboration bars, or 3PIP phones:
 - Creation and assignment of configuration profiles based on the settings available in the Teams Admin Center
 - The following only applies to certified 3PIP devices:
 - Configuration of settings included in the Set-CsIPPhonePolicy cmdlet and Set-CsUCPhoneConfiguration
 - All other setting will be deployed with the default value
 - c. Microsoft Teams Stabilization: Project Management support & Technical troubleshooting support for Microsoft Teams cloud voice issues on day of go-live:
 - Microsoft Teams user troubleshooting as it relates to Cloud Voice
 - Escalation to Microsoft on behalf of the customer
 - Ticket ownership and resolution responsibility

- o End-to-end Support on day of go-live
- d. Engineering Knowledge Transfer: The knowledge transfer is a 1-hour session with the assigned Solutions Engineer and is designed to review the configuration implemented over the course of the project. Topics may include:
 - o How to access the Teams Admin Center and PowerShell
 - o Direct Routing configuration items
 - o Basic user configuration (including licenses and assigning DIDs to users)
 - o Any policies that were configured
 - o Making changes to Call Queues and Auto-attendants (if selected as an add-on service)
 - o Viewing and managing Teams certified Deskphones
 - o Accessing Advanced Analytics and the Call Quality Dashboard

5. Add-On Services

The Add-On Service offers can be added to either the Cloud Voice Connect or Teams Connect packages and selected in the required quantities for the Commissions scope.

- a. Advanced Call Flows
- b. Auto-Attendants: The proponent will design and configure Teams Auto-Attendants for the Commission. The quantity of Auto-Attendants is defined in the site scope table of this document.

The T&M estimates associated with this effort should be based on standard Auto-Attendant designs.

- c. Call Queues: The proponent will design and configure Teams Call Queues. The quantity of Call Queues is defined in the site scope table of this document

Similar to Auto-Attendants, the T&M estimates associated with this effort are based on standard Call Queue designs.

- d. Technical Design Workshop: The technical design workshop will focus on the following areas:
 - o Advanced Call Flow Design
 - o Network Design Best Practices
 - o Base Teams Tenant Configuration and Best Practices

- e. Cloud Fax

The proponent will configure Cloud Fax on their Cloud Fax platform for the quantity of numbers described in the accompanying quote. Each fax line will support up to 5 named users who are allowed to send outbound faxes,

During implementation, the proponent project team will provide instructions to regarding the creating of an Exchange connector for the purposes of routing Cloud Fax emails.

4.1.2 Proponent Considerations

The Commission expects all current public health orders, including those issued by the Public Health Officer surrounding the COVID-19 pandemic, are followed. For further details, please see the Commission's [website](#). The proponent must also be able to show proof of COVID vaccination for any on-site meetings.

The Proponent must be able to comply with the following cybersecurity measures. This list is not exhaustive and other measures may be requested during contract signing.

- Contracted project resources must be able to complete work remotely and securely.

- Proponents must be able to supply their team with the tools necessary to access Commission resources, complete project work and interact with Commission staff.
- Proponents may be required to use multi-factor authentication (Microsoft Authenticator or similar) to access Commission resources.

4.1.3 Content Requirements

To respond to this Request for Proposals, Proponents are required to submit a proposal showing the following:

- **Qualifications, relevant experience, and proposed team:** Brief relevant experience in delivering M365 services that meets organizational objectives and delivers expected benefits.
- **Proposed Implementation Approach:** Please describe the methodology to be used to deliver scope of services and manage issues. Include project management approach proposed to manage the implementation approach.
- **Adoption Approach:** Describe what methods would be used to ensure the desired project objectives are realized.
- **Timelines:** An overall engagement timeline and schedule, including a kick-off date suitable to the Proponent, which is within four weeks after the Closing Date for this RFP allowing time for proposal evaluation.
- **Hourly Rates:** Provide an overall budget for this proposal and clearly state if this is a fixed price or time and materials budget. This includes professional fees for each member of the team based on estimated number of hours, including hourly rate. Indicate if there are any travel expenses included in the estimate. Please also clearly include any fixed fee items required to deliver the service.

4.1.4 Format Requirements

The following format, sequence, and instructions should be followed in order to provide consistency in Proponent response and ensure each proposal receives full consideration. With all pages consecutively numbered, the proposals should contain the following parts:

- a) Table of contents with page numbers.
 - b) One-page executive summary.
 - c) The body of the proposal in accordance with the above content requirements. This part is not to exceed 15 pages of combined text, tables, graphics, and other written presentation in support of the content requirements.
- a) Fees should be clearly stated including:
 - Fixed Fee Items
 - Time and material activities showing hourly rate and estimated total cost.
 - Travel and per diem (if required)

5. Evaluation

The evaluation of responses will be conducted by a team consisting of employees and/or contractors of the Commission. All members of the team will be bound by the same standards of confidentiality.

This section details all of the mandatory and desirable criteria against which proposals will be evaluated. Proponents should ensure that they fully respond to all criteria in order to receive full consideration during the evaluation.

The lowest price or any Proposal will not necessarily be accepted. The Commission reserves the right to refuse any proposed based on quality, service, price, reputation, experience and other criteria.

The Preferred Proponent will be the Proponent scoring the most points after evaluation. The evaluation process will consist of the following stages:

- Stage One – Mandatory Criteria
- Stage Two – Desirable Criteria
- Stage Three – Interviews (optional)
- Stage Four – Reference Checks

5.1.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process:

- **The Proposal must be sent in English and received before the designated closing date and time.**
- **The Proponent must confirm that any personal information received, collected or held over the course of the review will be stored and used only in Canada.**
- **The Proposal must contain an independence and objectivity statement by the Proponent.**
- **The Proposal provides a high-level budget and approximate schedule.**
- **The Proposal must include acknowledgement of the following:**
 - Proponents must be able to complete all work remotely and must be able to supply their team with the tools necessary to access Commission resources, complete project work and interact with Commission staff
 - Proponents may be required to use multi-factor authentication (Microsoft Authenticator or similar) to access Commission resources
 - Proponents must be able to show proof of COVID vaccination for any on-site meetings

Failure to meet all mandatory criteria above will disqualify the Proponent’s Proposal from further review.

5.1.2 Desirable Criteria

The Commission seeks to enter into an agreement with the Proponent who, in the opinion of the Commission, has the resources, knowledge and competence to provide the greatest value. Proposals meeting all the mandatory criteria will be further assessed against desirable criteria.

Desirable Criteria	Weight
Qualifications, relevant experience, and proposed team	30%
Suitability of Proposed Approach	30%
Implementation Timeline	20 %
Pricing (Hourly, blended rate – and estimated cost including any fixed cost components	20 %

5.1.3 Interviews

The top ranking (to a maximum of three) Proponents may be asked to attend an interview with the evaluation team at a Commission location nearest to the Proponent. The Proponent’s team leader is to attend in person. During the interview, the evaluation committee may clarify and/or verify statements made in the written Response.

Interview Criteria	Weight
Understanding of the requirements and implementation plan	30 %
Suitability of resources, their experience, and ability to deliver on the proposed plan to meet project outcomes	30 %
Suitability of change management and adoption approach	40 %

The highest scoring Proponent (Preferred Proponent) will be selected by adding the scores from the desirable criteria and the interview.

The requirement for interviews is optional. The Commission reserves the right to complete the evaluation process without Proponent interviews.

5.1.4 Reference Checks

The references of the Preferred Proponent may be contacted to validate any part of their responses. The Commission reserves the right to conduct such independent reference checks or verifications as they deem necessary to clarify, test, or verify the information contained in the responses and confirm the suitability of the Proponent. The Commission will not enter into a contract with any Proponent whose references are found to be unsatisfactory.