# REQUEST FOR PROPOSAL

**Town of Innisfail**
**Phone System Replacement**

**Reference No.: 2026-05-13-001**

**Purpose**
The Town is seeking proposals for the supply, implementation, and ongoing support of a modern telecommunications system to replace the existing phone system. The proposed solution must provide a reliable, flexible, and user-friendly platform that supports current operational requirements and can adapt to future organizational needs.

The phone system is a core operational tool used across multiple departments and facilities, supporting both internal communication and public access. As such, the solution must be dependable, easy to use, and capable of supporting a range of user types and service environments. The system must maintain consistent performance and support a high standard of service delivery to both staff and the public.

The Town is open to a range of solution types, including cloud-hosted, on-premises, or hybrid systems. Solutions may include physical desk phones, software-based applications, mobile devices, or a combination of these. Proponents are encouraged to propose solutions that best meet the Town's needs while demonstrating long-term sustainability, scalability, and overall value.

Proponents may submit more than one proposal for consideration, provided each submission is clearly identified and presented as a distinct solution.

**Closing Time and Address for Proposal Delivery**
The submission shall be sealed and labeled with the Proponent's name, RFP title and number.

Submissions will only be received by electronic mail.
E-mail: erica.vickers@innisfail.ca

**On or before the following date and time:**
Time: 4:00 p.m., local time
Date: June 19, 2026

**Late Proposals**
Proposals received after the Closing Time will not be accepted or considered. Delays caused by any delivery, courier or mail service(s) may not be grounds for an extension of the Closing Time.

**Amendments to Proposals**
Quotations may be revised by written amendment, delivered electronically at any time before the Closing Time but not after.

**Inquiries**
All inquiries related to this RFP should be directed in writing to the person named below (the "Town Representative"). Information obtained from any person or source other than the Town Representative may not be relied upon.

Name: Erica Vickers
E-mail: erica.vickers@innisfail.ca

Inquiries should be made no later than three (3) business days before Closing Time. The Town reserves the right not to respond to inquiries made within three (3) business days of the Closing Time. Inquiries and responses may be recorded and distributed to all Proponents at the discretion of the Town.

Proponents finding discrepancies or omissions in the Contract or RFP, or having doubts as to the meaning or intent of any provision, should immediately notify the Town Representative. If the Town determines that an amendment is required to this RFP, the Town Representative will issue an addendum. No verbal conversation will affect or modify the terms of this RFP or may be relied upon by any Proponent.

**Opening of Proposals**
The Town will not open the Proposals at a public opening.

**Evaluation Criteria**
Proposals will be reviewed and evaluated to determine the overall value to the Town, with consideration given to cost, quality of service, functionality, implementation approach, and the ability to deliver and support the proposed telecommunications system over the full term of the agreement. The evaluation is intended to identify the solution that best meets the Town's operational needs while providing long-term reliability and value.

Each Proposal will be assessed based on the information provided, as well as the clarity, completeness, and demonstrated understanding of the Town's requirements. Proponents are encouraged to provide sufficient detail to support a thorough evaluation.

The following criteria will be used in the evaluation:

1. **Price / Total Cost of Ownership – 40%**
   Overall cost of the proposed solution, including implementation, equipment, licensing, and all ongoing costs over the term of the agreement.
2. **Support and Service – 20%**
   Quality of ongoing support, including response times, escalation procedures, service availability, and overall support structure.
3. **System Functionality and Fit – 20%**
   Ability of the proposed system to meet the Town's operational needs, including call handling, routing, usability, and flexibility across user types.
4. **Implementation and Transition – 10%**
   Clarity and feasibility of the implementation approach, including timelines, number porting, training, and minimizing disruption to operations.
5. **References / Experience – 10%**
   Demonstrated experience delivering similar solutions, including references, past project scope, and overall vendor reliability.

The Town may, at its discretion, request additional information, clarifications, or demonstrations to support the evaluation process. The Town is not limited to the criteria outlined above and may consider other factors deemed relevant.
Proposals may be evaluated on a comparative basis, with each submission assessed in relation to others received. All criteria will be applied consistently and fairly. Incomplete or unclear submissions may result in a lower score.

**Acceptance or Rejection**

1. A single response (for example, a Proposal from only one supplier to this RFP) may be deemed a failure of competition, and at the sole option of The Town, the RFP may be cancelled.
2. The Town reserves the right to cancel this RFP in its entirety after the advertised closing date, if all qualified bids exceed The Town's allocated budgets or if the scope of The Town's requirements changes.
3. A Proposal may be rejected on the basis of the Proponents' past performance, financial capabilities, completion schedule or failure to comply with Federal, Provincial or Municipal legislation.
4. As it is the purpose of The Town to obtain a Proposal most suitable to the interests of The Town and what it wishes to accomplish, The Town has the right to waive any irregularity or insufficiency or noncompliance in any Proposal submitted and to accept the Proposal which it deems most favorable to its interests or to reject all Proposals and cancel the RFP.
5. The Town reserves the exclusive right in its sole discretion:
    - to accept the Proposal which it deems to be most appropriate;
    - to waive any deviations in the Proposal;
    - to reject all Proposals and to invite new Proposals for the services required;
    - to increase, decrease, delete, or vary any portion of the work;
    - to reject Proposals which in its opinion are clearly non-viable from an implementation, operational, environmental, scheduling, technological, or financial point-of-view;
    - to reject Proposals where there are significant omissions of required information as they relate to desirable requirements;
    - to reject Proposals which have conditions attached, which are not authorized by the RFP;
    - to reject Proposals where there is a failure to meet servicing requirements;

**Additional Information**

The Evaluation Team may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Team may make such requests to only selected Proponents. The Evaluation Team may consider such clarifications or additional information in evaluating a Proposal.

**Proponent's Expenses**
Proponents are solely responsible for their own expenses in preparing, and submitting Proposals, and for any meetings, negotiations or discussions with the Town or its representatives and consultants, relating to or arising from this RFP. The Town and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Proponent in preparing and submitting a Proposal, or participating in negotiations for a Contract, or other activity related to or arising out of this RFP.

**No Town Obligation**
This RFP does not commit the Town in any way to select a Preferred Proponent, or to proceed to negotiations for a Contract, or to award any agreement, and the Town reserves the complete right to at any time reject all Proposals, and to terminate this RFP process.

**No Contract**
By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind is formed under, or arises from, this RFP, prior to the signing of a formal written Contract.

**Conflict of Interest**
A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the Town, its elected or appointed officials or employees. The Town may rely on such disclosure.

**Confidentiality**
All submissions become the property of the Town and will not be returned to the Proponent. The Town is a public body under Alberta's Access to Information Act and Protection of Privacy Act. Submission information will be treated in confidence; however submissions may be subject to disclosure in accordance with applicable legislation. For questions about the collection and use of personal information, please contact the Privacy Officer at ask@innisfail.ca or 403-227-3376.

**Key Objectives**

**System Requirements**
The proposed telecommunications system must provide a modern, flexible, and scalable voice communication platform capable of supporting the Town's operational needs across all users and locations. The system should be designed to operate reliably under normal conditions and adapt to changing requirements over time.

The solution should include:

- Voice calling functionality using Voice over IP or equivalent technology
- Support for multiple endpoint types, including desk phones, desktop applications, and mobile devices
- Direct dialing and internal extension functionality to allow public callers and staff to efficiently reach individual users, departments, and municipal facilities across the organization, including potential integration with mobile devices and mobile phone access.
- Standard call handling features such as call display, call waiting, hold, transfer, and conferencing
- Voicemail functionality, including voicemail-to-email or text capability
- Automated attendant functionality with customizable menus and call routing
- Configurable business hours for users
- Provide the details of what after-hours, and holiday call routing can offer
- Support for both individual users and shared environments such as reception and common areas
- Emergency calling functionality that aligns with Canadian 911 requirements, including location identification where applicable

The system should be capable of operating in a cloud-hosted, on-premise, or hybrid environment and support future organizational growth and operational changes without significant redesign.

The system must also include administrative tools that allow authorized Town staff to manage and maintain the system efficiently. Routine changes and updates should be able to be completed internally without reliance on the vendor.

**Implementation, Reliability, and Support**

The telecommunications system must provide a high level of reliability and continuity, as it supports critical communication functions. The solution should be designed to minimize downtime and maintain service availability under a range of operating conditions.

A clear and structured implementation approach is required to ensure a smooth transition from the existing system. The approach should minimize disruption to Town operations and ensure staff are prepared to use the new system.

The Town requires a responsive and reliable support model that ensures issues are addressed in a timely manner and system performance is maintained over time.

Provide details on:

- System uptime expectations and service level commitments
- Redundancy and failover capabilities
- How service continuity is addressed during internet or power disruptions
- Implementation approach, including timelines and key phases

- Number porting from the existing system
- Testing, validation, and cutover approach
- Training provided for end users and system administrators
- Helpdesk availability and support channels
- Response and resolution time expectations
- Escalation procedures for critical issues
- Ongoing maintenance, updates, and system improvements

**Security and Data**

The proposed system must meet standard security and privacy requirements applicable to municipal operations. The Town requires assurance that the system is secure, access is controlled, and information is appropriately protected.

- Describe the security measures used to protect the system and user data
- Identify data storage and hosting locations
- Confirm compliance with applicable Canadian privacy requirements
- Describe user authentication and access control processes
- Identify any relevant security certifications or standards

**Current State**

We currently have a NEC phone system on premise at the Town Hall, with a satellite NEC phone system on premise at the Firehall location. These systems use a variety of digital and VOIP connectivity to the desktop sets.

We have a PRI for trunks into the Town Hall, and a SIP trunk into the Firehall. We have our own VPN tunnels between all major Town facilities, and we can accomplish set to set calling between the Town Hall, Firehall and Aquatic Center (the Aquatic Center has VOIP sets connected back to the Town Hall directly).

The Operations (Public Works, Parks and Facilities) and Arena facilities have no connectivity to this phone system, operating with a few analog lines to traditional desktop or cordless phones.

**Current Facility Locations**

- Town Office
- Fire Hall
- Aquatic Centre
- Arena
- Public Works Shop
- Parks Shop
- Facilities Shop
- Reservoirs

**Required Service Commitments**

- All required work should be included as part of this RFP
- Estimated travel/installation charges should be included as part of this RFP
- Identify any dependencies or requirements from the Town that may impact the implementation timeline
- Identify any anticipated service disruptions during installation and how these will be minimized

**Proposal Prices**

- All prices proposed shall be in Canadian Currency. If not stated otherwise, The Town will assume that prices quoted are in Canadian funds.
- Prices will include all applicable taxes, duties and costs of packing, cartage and transportation and other charges, unless otherwise expressly stipulated.
- Goods and Services Tax (GST) shall not be included in quoted prices.
- Unless specified otherwise, The Town will assume the Proposal to be firm for acceptance within 90 days of proposal closing.
- The Town intends to enter into an agreement with a term of five years. Pricing shall be structured to reflect this term.
- Clearly identify all one-time and ongoing costs, including implementation, setup, hardware, licensing, subscriptions, support, and maintenance.
- Provide a total cost of ownership over the five-year term, including all recurring charges.
- Any optional components, enhancements, or services shall be identified and priced separately.
- Identify any assumptions or variables that may impact pricing over the term of the agreement.

**Preparation**

The Proponent will ensure that all arrangements regarding these requirements have been completed in time to commence execution of the contract on the initial service date, including the completion of information systems, coordination of operations and the ability to communicate electronically, as appropriate.