

GREY EAGLE RESORT & CASINO REQUEST FOR PROPOSAL FOR ENTERPRISE IP TELEPHONE SYSTEM WITH SIP & ANALOG GATEWAY INTEGRATION

Request for Proposal

RFP # 26-1491-RFP

Enterprise IP Telephone System with
SIP & Analog Gateway Integration
Attention: Jessica Bohler, Procurement Coordinator
3779 Grey Eagle Drive, Calgary, AB, T3E 3X8
(403) 816-3351

jess@greyeagle.ca

Issued: July 7th, 2026

Proposals Due: July 28th, 2026

Vendors are encouraged to read the document in full and are invited to submit proposals for Grey Eagle Resort & Casino's Phone System. Sealed proposals will be accepted until Tuesday, July 28th, 2026, at 2:00 PM MST, after which time proposals will be opened and considered.

Envelopes containing proposals must be sealed and clearly marked "Grey Eagle Resort & Casino Request for Proposal for Phone System RFP– Do Not Open" with the vendor's name and return address on the outside of the envelope. One signed original, and three copies of the proposal shall be submitted.

1 Introduction

1.1 Purpose

Grey Eagle Resort & Casino is seeking proposals from qualified vendors to supply, install, configure, and support a modern IP-based telephone system capable of integrating SIP trunk services while maintaining compatibility with existing analog devices.

2 Project Objectives

The Selected Solution should:

- Replace the existing legacy phone system
- Support approximately 250 users
- Integrate with SIP trunk providers
- Support existing analog devices including:
 - Fax machines
 - Elevator phones
 - Alarm systems
 - Paging systems
 - Conference room analog phones
- Provide redundancy and high availability
- Enable remote workers
- Include centralized management
- Support future expansion to 500 users

2.1 The Enterprise

In 2007, the Tsuut'ina opened Grey Eagle Casino just outside Calgary's city limits. The land was once located within the city, but was ceded back to the nation in the 1990s. Tsuut'ina First Nation partnered with Sonco Gaming (Alberta) Ltd. to build Alberta's foremost casino. As part of the agreement, the Dit'onik'odza Limited Partnership was created to receive charitable funds from casino proceeds. On December 15th, 2023 Tsuut'ina First Nation reconceived the Casino with full ownership.

Grey Eagle Resort & Casino sits on the Beautiful Tsuut'ina Nation. Tsuut'ina Nation's culture, history and language are all unique. Tsuut'ina Nation prides itself to be connected to the Dene Nation through the language (Athabaskan), culture, customs and territory. Tsuut'ina strives to maintain its autonomy of identity, customs, traditions, territory and the self determination of Indigenous Governance.

The Grey Eagle Resort & Casino is undergoing an expansion to its existing infrastructure, Exhibit 'A' contains a comprehensive overview of the proposed expansion project. It highlights the project's key components – such as new construction areas, renovations, capacity increases, and related logistical considerations.

3 Project Objectives

Should include but not limited to:

- (1) - 2 Premises controller
- (3) - 72 port Gateway hardware for analogue and SIP integration including hotel room phones
- (2) - 24 port Gateway hardware for analogue and SIP integration including hotel room phones
- (1) - PMS integration
- (25) - Remote users
- (133) - Office Phones
- (7) – Executive Phones
- (1) – Conference phone
- (10) – Wireless phones
- (2) – 48 port PoIRE kit
- (1) – 8 port PoIRE kit
- (2) – ups

Training

60 months x Warranty and support, with Management

3. 1 Current Environment Includes

- Legacy PBX
- 220 desk phones
- 15 analogue lines
- Existing LAN:
 - Gigabit Ethernet
 - PoE switches
 - VLAN capable
- Internet
 - Dual ISP
 - SD-WAN

4 Scope of Work

Vendor shall provide:

Design

- Network assessment
- Solution architecture
- Numbering plan
- Dial plan
- Call routing
- High availability design

Hardware

Provide all required hardware including:

- IP PBX
- Session Border Controller (if required)
- Analog gateways
- SIP gateway (if required)
- IP phones
- Power supplies
- Rack mounting hardware
- Licensing

5 Analog Gateway Requirements

The solution shall include gateway hardware supporting:

FXS Ports

Minimum:

- 8 FXO ports

For:

- Existing PSTN backup lines

Gateway Requirements

- SIP compatible
- T.38 Fax
- G.711
- G.729
- Caller ID
- Echo cancellation
- TLS
- SRTP
- SNMP monitoring

6 SIP Requirements

Support:

- SIP trunking
- Multiple providers
- Failover routing
- Least cost routing
- SIP registration
- Direct IP trunks
- TLS
- SRTP

- IPv4 and IPv6

Vendor shall identify supported SIP providers.

7 Telephone System Features

Required features include:

Basic

- Extension dialing
- Auto attendant
- Hunt groups
- Ring groups
- Voicemail
- Voicemail to email
- Call forwarding
- Call transfer
- Call pickup
- Hold
- Music on hold

Advanced

- Presence
- Softphones
- Mobile client
- Video calling
- Call recording
- Contact center capability
- CRM integration
- Teams integration (optional)
- LDAP/Active Directory integration
- Single Sign-On

8 IP Phones

Provide pricing for:

Model	Quantity
Basic	150
Standard	70
Executive	20
Conference	10

Phones should support:

- PoE
- Gigabit Ethernet

- Bluetooth (preferred)
- Color display
- Headset support
- TLS/SRTP

9 Reliability

System should provide:

- 99.99% availability
- Redundant controllers
- Automatic failover
- Backup and restore
- Disaster recovery plan

10 Security

Solution shall include:

- TLS encryption
- SRTP
- Role-based administration
- Audit logging
- MFA for administrators
- Secure remote access
- Firmware update process

11 Installation Services

Vendor shall provide:

- Project management
- Installation
- Configuration
- Testing
- Number porting
- User acceptance testing
- Go-live support

12 Training

Provide training for:

- System administrators
- Help desk staff
- End users

Training materials shall be included

13 Maintenance and Support

Provide:

- 24x7 support
- SLA options
- Software updates
- Firmware updates
- Hardware replacement
- Escalation process

Include:

- Response times
- Resolution targets
- On-site support availability

14 Deliverables

Vendor shall provide:

- Network diagrams
- Configuration documentation
- Dial plan documentation
- Administrator guide
- User guides
- Backup procedures
- Warranty documentation

15 Vendor Qualifications

Provide:

- Company overview
- Years in business
- Manufacturer certifications
- Similar deployments
- References (minimum three)
- Technical certifications
- Support organization

16 Pricing

Provide separate pricing for:

For all available deployment models, provide a five-year cost summary as displayed below.

Five-Year Total Cost Summary						
Description	Cost	Year 1	Year 2	Year 3	Year 4	Year 5
PBX software						
Licenses						
IP phones						
Analog gateways						
SBC						
SIP configuration						
Installation						
Training						
Annual support						
Other (specify)						
Other (specify)						
Total:						

Include:

- Hardware warranty
- Subscription costs
- Licensing model
- Renewal pricing
- Optional expansion pricing

17 Proposal Evaluation

Criteria	Weight
Technical compliance	35%
Cost	25%
Vendor experience	15%
Implementation methodology	10%
Support Services	10%
References	5%

18 Optional Features

Provide pricing for:

- Call recording
- AI-powered transcription
- Contact center module
- Wallboard reporting
- SMS integration
- Microsoft Teams Direct Routing

- SIP survivability
- DECT wireless phones
- Analog paging integration
- Overhead paging
- Door intercom integration

19 Acceptance Testing

Acceptance testing shall verify:

- SIP trunk operation
- Analog gateway functionality (FXS/FXO)
- Fax transmission (T.38)
- Voicemail
- Auto attendant
- Emergency calling
- Fallover scenarios
- Call quality (MOS)
- Remote user connectivity
- Reporting and administration

20 Schedule of Events

The following is a tentative schedule that will apply to this RFP, but may change in accordance with the organization's needs or unforeseen circumstances.

Item	Date
Issuance of RFP	July 7 th , 2026
Technical Questions/Inquiries Due	July 21 st , 2026
Site visit must be completed by	July 21 st , 2026
Responses Due/RFP Closes	July 28 th , 2026 @ 2PM MST
Grey Eagle Resort & Casino Internal Approvals and Final Award Notification	Aug/Sept 2026
Contract Completion	Aug/Sept 2026

21 Existing Environment

A site visit is necessary to accurately assess the existing technology environment due to limited or incomplete documentation, aging infrastructure, and the need to verify physical and operational conditions. The visit allows for direct observation, inventory and validation of systems currently in use.

22 Proposal Preparation Instructions

Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts the full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to Procurement Manager as necessary to gain such understanding. Grey Eagle Resort & Casino reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, Grey Eagle Resort & Casino reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to Grey Eagle Resort & Casino.

Good Faith Statement

All information provided by Grey Eagle Resort & Casino in this RFP is offered in good faith. Individual items are subject to change at any time. Grey Eagle Resort & Casino makes no certification that any item is without error. Grey Eagle Resort & Casino is not responsible or liable for any use of the information or for any resulting claims.

Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors' inquiries, questions, and requests for clarification related to this RFP are to be directed via email to:

Attention: Jessica Bohler
Job Title: Procurement Coordinator
Telephone: (403) 816-3351
Email: jess@greyeagle.ca

Applicable terms and conditions herein shall govern communications and inquiries between Grey Eagle Resort & Casino and vendors as they relate to this RFP.

Informal communications shall include, but are not limited to: requests from/to vendors or vendors' representatives in any capacity, to/from any Grey Eagle Resort & Casino employee or representative of any kind or capacity with the exception of Jessica Bohler for information, comments, speculation, and so on. Inquiries for clarifications and information that will not require addenda may be submitted verbally to the party named above at any time.

Formal communications shall include, but are not limited to:

- Questions concerning this RFP: Questions must be submitted in writing via the email address provided and be received prior to July 21st, 2026.
- Errors and omissions in this RFP and enhancements: Vendors shall bring to Grey Eagle Resort & Casino any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Grey Eagle Resort & Casino any enhancements that might be in the best interests of Grey Eagle Resort & Casino. These recommendations must be submitted via email and be received prior to July 21st, 2026.
- Inquiries about technical interpretations must be submitted in writing via the email address provided and be received prior to July 21st, 2026.



- Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations under this RFP.
- Addenda to this RFP.

a. Proposal Submission

Proposals must be delivered sealed to:

Name: Jessica Bohler
Job Title: Procurement Coordinator
Address: Hotel Front Desk
3779 Grey Eagle Drive
Calgary, AB T3E 3X8

Vendors are to submit one (1) original copy by 2pm on December 5th, 2025 of proposal marked "Original" and four (4), marked "Copy." Each original and copy must be individually bound. Please provide one electronic copy on a USB. Grey Eagle Resort & Casino will also accept proposals delivered via the email address provided.

23 Vendor Qualifications and References

All vendors must provide the following information in order for their proposal to be considered:

Full legal name of the company:	
Year business was established:	
Number of people currently employed:	
Description of current services line-up:	
Descriptions of geographic reach and market penetration:	
Description of key partnerships and relationships:	
Description of current strategy in the marketplace:	
Describe any encryption controls available to customers for data in motion.	
Describe the vendor's methodology for conducting vulnerability testing. Include scanning frequency and the methodologies used to remediate such vulnerabilities. If it is determined that the vulnerability is due to a configuration/system supported by customers, what expectations would the vendor have of customers for remediation?	
For the proposed services and offerings, indicate: • Total number of current clients. • A list of clients with similar needs using a similar solution. • A list of clients who have used the same combination of integration partner and hosting partner. • Evidence of a successful completion of a project of similar size and complexity.	
Provide contact information for Three (3) references (if possible) from projects similar in size, application, and scope and a brief description of their implementation. Include at least one reference to a	

recently acquired account, at least one reference to a long-term account, and at least one reference to a recently terminated account.	
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24 Vendor Certification

This certification attests to the vendor's awareness and agreement to the content of this RFP and all accompanying calendar schedules and provisions contained herein.

The vendor must ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Request for Proposal for a WLAN services solution issued by Grey Eagle Resort & Casino. The undersigned is a duly authorized officer, and hereby certifies that:

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions, and provisions of the referenced RFP and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the RFP. The proposal shall remain in effect for a period of one hundred and thirty (130) calendar days as of the Due Date of the RFP.

The undersigned further certify that their firm (check one):

- ☐ IS
☐ IS NOT

currently debarred, suspended, or proposed for debarment by any federal entity. The undersigned agree to notify Grey Eagle Resort & Casino of any change in this status, should one occur, until such time as an award has been made under this procurement action.

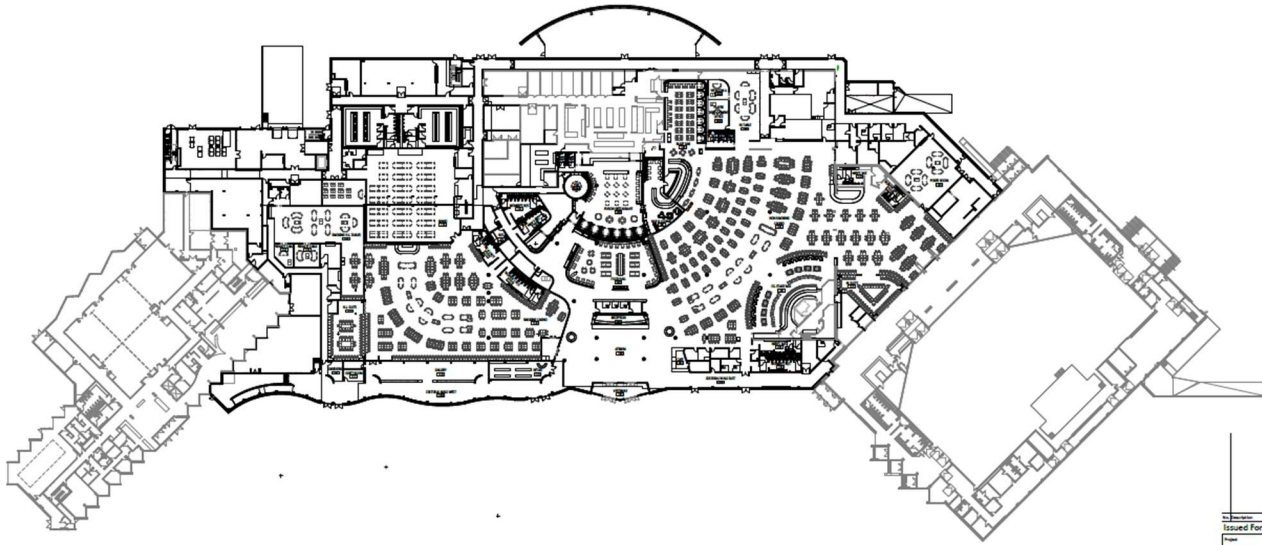
Person(s) authorized to negotiate on behalf of this firm for purposes of this RFP are:

Name: _____	Title: _____
Signature: _____	Date: _____
Name: _____	Title: _____
Signature: _____	Date: _____

Signature of Authorized Officer:

Name: _____	Title: _____
Signature: _____	Date: _____

- DIVERSION TO FACE OF EXISTING INTERIOR PARTITIONS, CONCRETE, CONCRETE BLOCK, BRICK, WALL SHEATHING UNLESS NOTED OTHERWISE.
- NOTY AIR REQUIRED MINIMUM CLEAR DIVERSIONS WILL BE EXPENSED.
- VERIFY ALL DIMENSIONS, SECTIONS, AND DETAIL REPORT ANY ERRORS AND/ OR DISCREPANCIES TO THE ARCHITECT PRIOR TO CONSTRUCTION.
- DO NOT SCALE DRAWINGS.
- THE DRAWING SUPERVISOR ASSUMES RISK.
- DO NOT USE ALPHABETIC REVISION SEQUENCES FOR REVISIONS.



No.	
Date:	
Issued For / Revisions	
Project	Project Number:
GREY EAGLE RESORT & CASINO EXPANSION AND RENOVATION	
8777 GREY EAGLE BL., CALGARY, AB	
Client Name:	Building Permit No.:
Development Permit No.:	2009 No.:
250-240-0000	
Calgary, Alberta	
Tax No.:	
PR. 403-233-2000	
GGA-ARCHITECTURE Inc. 403-286-2827	
Drawing Title	
GREY EAGLE PROPERTY PLAN	
Drawn By:	Date:
Checked By:	2 - 1-2009
Reviewed By:	Sales (P/N) Index (S)
Project Manager:	
Drawing Number:	Working Drawing:
0	Multiple Sheets:

PRELIMINARY - FOR OWNER USE ONLY

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