

City of Coquitlam

Request for Information and Qualification

RFIQ No. 23-078

Information Communication and  
Technology Services

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**SUMMARY OF KEY INFORMATION**

<b>RFIQ Reference</b>	<b>RFIQ No. 23-078</b> <b>Information Communication and Technology Services</b>
<b>Overview of the Opportunity</b>	The purpose of this RFIQ is to select and pre-qualify firms for <b>Information Communication and Technology Services</b> to provide computer hardware, peripherals, (Infrastructure) and consulting and advisory services to the City.
<b>Closing Date and Time</b>	<b>2:00 pm local time</b> <b>Wednesday, September 13, 2023</b>
<b>Instructions for Submission</b>	<p>Submissions and Microsoft Excel appendices should be submitted in the original format (MS Word and MS Excel) and any other supporting documents are to be consolidated into one PDF file and uploaded through QFile, the City’s file transfer service accessed at website: <a href="http://qfile.coquitlam.ca/bid">qfile.coquitlam.ca/bid</a></p> <ol style="list-style-type: none"> <li>1. <b>In the “Subject Field” enter:</b> RFIQ Number and Name</li> <li>2. <b>Add files in .pdf format and Send</b> (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.)</li> </ol> <p>Phone 604-927-3037 should assistance be required.</p> <p>The City reserves the right to accept Submissions received after the Closing Date and Time.</p>
<b>Obtaining RFIQ Documents</b>	<p>RFIQ Documents are available for download from the City of Coquitlam’s website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p> <p>Printing of RFIQ documents is the sole responsibility of the Respondents.</p>
<b>Instructions to Respondents</b>	The guidelines for participation that will apply to this RFIQ are posted on the City’s website: <a href="#">Instructions to Respondents</a>
<b>Questions</b>	<p>Questions are to be submitted in writing quoting the RFP number and name up to 5 business days before the Closing Date sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a></p> <p>Questions received after that time may not receive a response.</p>
<b>Addenda</b>	<p>Respondents are required to check the City’s website for any updated information and addenda issued, before the Closing Date at the following website: <a href="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p>
<b>Withdrawal of Submission</b>	Submissions may be withdrawn by written notice only, made by an authorized representative of the Respondent sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> prior to the Closing Date and Time.

## DEFINITIONS

In this RFIQ the following terms will have the meaning set out below:

**“City”** means the City of Coquitlam.

**“Contract”** means a formal written contract between the City and a Consulting firm selected to undertake Services.

**“Consultant” “Contractor”** means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Respondent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the Services and Work.

**“ICT”** means the City of Coquitlam Information and Communication Technology department.

**“Respondent”** means an entity that submits a response to this RFIQ.

**“RFIQ”** means this Request for Information and Qualifications.

**“Services”** means and includes anything and everything required to be done by the Consultant for the fulfillment and completion of the Contract as described in this RFIQ.

**“Submission”** means a response submitted for evaluation in response to this RFIQ.

## 1 INSTRUCTIONS TO RESPONDENTS

### 1.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hən̓q̓əmin̓əm̓ word kʷikʷəłəm (kwee-kwuh-tlum) meaning “Red Fish Up the River”. The City is honoured to be located on the kʷikʷəłəm (Kwikwetlem) traditional and ancestral lands, including those parts that were historically shared with the sq̓əciyaɣ̓ təməxʷ (Katzie), and other Coast Salish Peoples.

### 1.2 Introduction

The City is seeking Submissions from qualified Respondents to provide **Information Communication and Technology Services** for “as, if and when required” Services.

### 1.3 Purpose

The City intends to create a short list of professional Respondents for each category for a term of three years or until the City releases a new RFIQ. The City is looking for:

- a) Computer hardware, peripherals, warranty and break-fix Services.
- b) Consultant and advisory Services that will assist the City in evaluating, selecting and implementing technology.
- c) Potential value-added Services that will drive efficiencies for technology acquisition and usage.

To be considered for a shortlist, Respondents shall have specialization in one or more of the following categories:

Category	Description
1	Reseller of technology equipment
2	IT Management/Transformation Services and Consulting
3	IT Security Services
4	IT Facility Security Services
5	Audio/Video for Meeting Rooms

Refer to [Schedule 1 – Category Descriptions and Technical Environment](#), for the list of technologies currently in use and category descriptions.

The City may request quotes from those companies at any time. Typically, as assignments arise, Respondents on the shortlist will be asked to provide a quote for Services for a project, and the City will evaluate the cost effectiveness of the Quotes.

The City will monitor and evaluate the performance of the Contractors. In the event that one or more of the shortlisted companies in a category have either not performed well or do not have resources available that are suited to an assignment may be removed from the shortlist.

The City reserves the right to add one or more of the highest ranked companies to the shortlist.

The City reserves the right to request quotes, at its discretion, to select Respondents for any project, including those deemed to require other specialized skills, knowledge or experience, as well as add new companies on to shortlist on an on-going basis as deemed appropriate by the City

in its sole discretion. The City makes no representation of any kind as to whether it will send our Request for Quotation or carry out future projects, or as to the volume of projects that would be available to any Respondent.

#### 1.4 Instructions to Respondents

Respondents are advised that the rules for participation that will apply to this RFIQ are located: [Instructions to Respondents](#).

Respondents are to complete and submit the information requested in this RFIQ document on the Submission Form or in a format that has been approved and is acceptable to the City.

By submitting a Submission in response to this RFIQ, the Respondent agrees and accepts the rules by which the bid process will be conducted.

The City will not be responsible for any delay or for any submission not received for any reason, including technological delays or issues by either party's network or email program, and the City will not be liable for any damages associated with Submissions not received.

#### 1.5 Eligibility

For eligibility, and as a condition for award, the successful Respondent(s) would be required to meet or provide the equivalent:

- a) Accept the City of Coquitlam Standard Terms and Conditions:
  - [Consulting and Professional Services](#)  
or
  - [Purchase of Goods and Services](#)
- b) Professional and Commercial General Liability (CGL) insurance coverage as outlined on the City's Certificate of Insurance
  - [Consultant Form](#)  
or
  - [City's Standard Insurance Form](#)
- c) Obtain a City of Coquitlam or Tri Cities Intermunicipal Business License. More information can be found on the City's website at: [Business License](#)

**These items are not required as part of this RFIQ Submission but will be required prior to entering into an agreement with the City for Services.**

#### 1.6 Litigation

The City may, at its absolute discretion, reject a Submission if the Respondent, or any officer or director has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission, the City will consider whether the litigation is likely to affect the Respondents ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

1.7 Manufacturer-Authorized

Contractor must be authorized by the manufacturer to sell equipment where such authorization is granted by the manufacturer. The relationship with the manufacturer must be direct and not indirect through a third party.

**2 SELECTION PROCESS**

2.1 Process

The City will create a shortlist of Respondents that the City identifies to have the expertise, capabilities, and resources to successfully provision an Information Communication and Technology Services that meets the needs and requirements of the City.

The City from time to time will use the shortlist in connection with projects. Shortlisted Contractors may be contacted on an "as, if and when requested" basis and may be contacted directly or asked to compete on opportunities for the Services.

The City may not necessarily select the lowest price and may also review the qualifications or other criteria required for a specific project.

The City reserves the right to directly negotiate with one or more Respondents during the three (3) year period from the completion date of Stage 1.

The City reserves the right at any time and at its sole discretion to cancel this process for any reason in its entirety.

2.2 Evaluation Criteria

Each Respondent shall only provide the City with one submission, which should indicate all the categories being applied for. The strength of the submission will be evaluated separately for each applicable category. The evaluation criteria are as follows:

The evaluation criteria are as follows:

<b>Criteria</b>	<b>Points</b>
Compliance with the requirements of this RFIQ	5
Technical <ul style="list-style-type: none"> <li>○ Methodology, set-up and execution of the work with special attention to the schedule for the potential tenant space</li> </ul>	20
Corporate Experience, Reputation, Capacity and Resources Corporate Accountability <ul style="list-style-type: none"> <li>○ Experience and qualifications of the project team who will carry out the projects</li> <li>○ Demonstrated success of the project team with similar projects and Scope</li> <li>○ Demonstrated ability of the project team to complete assignments on time and within budget</li> <li>○ References – success on previous, relevant, municipal projects. This will include past performance working on City of Coquitlam projects, where</li> </ul>	55

applicable. (References will only be contacted when the respondent has scored well in the preceding criteria) <ul style="list-style-type: none"> <li>○ Understanding of Objectives</li> <li>○ Capabilities, Capacity and Resources</li> </ul>	
Value added Benefits; Innovative and Creative solutions	10
Fee structure and Material mark up	5
Interviews will be conducted with the highest ranked Respondent(s)	5

The Submission Form and the resumes provide Respondents with the opportunity to demonstrate their strength in the above criteria. Upon submitting a response to this RFIQ, Respondents consent to the City and their representatives checking and verifying the information provided. References may be contacted.

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Respondents.

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Respondent with respect to any Submission and the City may make such requests to only selected Respondents. The City may consider such clarifications or additional information in evaluating a Submission.

Respondents agree the City may disclose names of Respondents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Respondents.

Incomplete Submissions or Submissions submitted on forms other than the Submission Form may be rejected. The City reserves the right to reject without further consideration any Submission which in its opinion does not meet the criteria it considers essential for the work outlined in this RFIQ.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

### 2.3 Selection

The City will review the Submissions and rank them based on the evaluation criteria outlined above. The City reserves the right to compare Submissions to other Submissions and consider other criteria that may become evident during the evaluation process to obtain best value.

The City makes no representation of any kind as to the volume of projects and reserves the right to implement a separate pre-qualification process where more specialized services or projects are involved.

The evaluation will be confidential and no totals or scores will be released to any of the Respondents.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.



# SCHEDULE 1

## CATEGORY DESCRIPTIONS AND TECHNICAL ENVIRONMENT

The Information, Communication and Technology is responsible for the City IT applications, Infrastructure and Innovation as well as the provision of end user support for approximately 1,700 City employees working at 18 different City facilities.

### **Category 1 – Reseller of Technology Equipment**

It is expected that the City will make frequent changes to the equipment/technology requirements, especially relating to the introduction of new models from the manufacturers, and updated pricing to existing initiatives.

Demonstrate capabilities in providing IT infrastructure solutions, including networking, servers, storage, security, cloud services, and any other relevant IT components. Describe how your solutions can help us optimize our IT operations and enhance our overall efficiency and security.

The City intends to manage these changes, benefit from price drops, and ensure best value pricing by holding the successful Reseller(s) to a maximum allowable margin.

For Respondents submitting for Category 1, the tables below outline the current technical environment used by the City and are provided for information only and are not a guarantee of volume or commitment for any future purchases.

*Additional information will be provided to successful proponents including model information and quantities, following the execution of a non-disclosure agreement.*

**Hardware purchases over \$100,000.00** may be put out to competitive bid through a separate process, at the City's discretion.

#### **a) Operating Systems**

Type	Manufacturer	Version
Desktop	Microsoft	Windows 10
	Apple	MacOS 10.x
Server	Microsoft	Server – 2003/2008-R2
	VMWare	vSphere 7 Enterprise Plus/ ESXi, 7.0.3, 20328353
	Nutanix	4.1
	Oracle Linux	x.x

**b) Corporate Applications**

Application	Comments
BlackBerry Enterprise Server	BES UEM 12
Citrix Remote Access System	Version 6.0
File and Print Services	Windows 2012 (VM)
EMC Avamar	Version 7.5
Microsoft Active Directory	Windows 2008–R2
Microsoft Exchange	Exchange 2013 (2 std, 2 ent)
Micosoft Sharepoint and Power Platform	Intranet
Microsoft SQL	SQL Server 2008R2 upto 2019
Nutanix	6.0.1.5
Oracle Database	Various Versions
VMWare	vSphere/ESXiVersion 7
Milestone Video Management System	2017 R1+
Azure AD	
MS Teams	
ExchangeOnline	

**Note: The City has a Microsoft Enterprise Agreement in place.**

**c) Servers**

Type	Manufacturer
Blade Centre	IBM
Blades	IBM
Blade Centre	Lenovo
Blades	Lenovo
1U Servers	IBM
Enterprise Servers	IBM
Database Servers	Lenovo
Converged	Lenovo

**d) Storage**

Type	Manufacturer
Storage	EMC
	EMC
	NEXSAN
SAN Switch	Brocade

**e) Network**

Type	Manufacturer
Router	CISCO
Switch	CISCO
Wireless	Ruckus
	Nortel/Avaya

**f) Network Security**

*Due to security restrictions, information on network security hardware will only be shared with successful proponents, following the execution of a non-disclosure agreement.*

**g) Backup**

Type	Manufacturer
Backup – on prem	Avamar
	Data Domain
Backup - cloud	Metallic

**h) Personal Computing**

Type	Manufacturer	Qty
PC	Lenovo	450
Monitors	Lenovo	>1000
Laptops	Lenovo	600
Laptop	Apple	25
Docks	Lenovo	600
Rugged Laptops	Panasonic	75
Rugged Tablets	Panasonic	72
KVMs Dual Monitor	TRENDnet	30
Table	Apple	40

**i) Printers**

Type	Manufacturer	Model
Multifunction printers	Konica	Various models

**j) Facility Security**

Type	Manufacturer	Model
Camera	Axis	Various Models
Access Control	Brivo	
Access Control	Keyscan	
UPS	EATON	Various models

**Category 2 - IT Management/Transformation Services and Consulting**

Provide comprehensive services and solutions that will align our IT capabilities with our business objectives and help enhance and optimize our technology and operations.

- Disaster Response Planning
- Data Centre Design Services
- Software Compliance Services
- IT Staff Augmentation
- IT Service Management
- Enterprise Application Transformation
  - Assessments
  - Upgrades
  - Transformations
- Printer Management
  - Assessments
  - Upgrades
- Core Digital Strategy Initiatives - (<https://www.coquitlam.ca/766/Smart-City>)
  - IT Strategy
  - Roadmap development
  - Governance
- Process Automation and workflow improvements
- Implementation of emerging technologies (AI, IoT, etc)
- IoT for Business
  - Traffic Network Systems
  - Connected Security Systems
  - Smart Vehicles
  - Connected Cities
  - Energy Efficiency
  - Security and Privacy
  - Data Collection, Analytics and Insights

- Automation and Control

**IT Management/Transformation Services and Consulting services over \$100,000.00** may be put out to competitive bid through a separate process, at the City's discretion.

### **Category 3 – IT Security Services**

Security services provider to collaborate with the City in strengthening the security posture of its IT systems and ensuring the confidentiality, integrity, and availability of critical data.

- PCI
- IT Security Assessment and Gap Analysis
- Network Security
- Endpoint Security
- Data Protection and Encryption
- Security Awareness Training
- Incident Response and Management
- Compliance and Regulatory Assistance
- Vulnerability Assessments
- Security Engineering
- Security and Risk Assessment - STRA

Respondents are required to provide certifications.

**IT Security Services over \$100,000.00 may be put out to** competitive bid through a separate process, at the City's discretion.

### **Category 4 – IT Facility Security Services**

We recognize the critical importance of protecting the City's IT infrastructure, data, and personnel from potential threats and unauthorized access.

- Security Audits and Assessments
- Access Control
- Cameras
- Video Management System
- Uninterruptible Power Supply (Eaton)

**IT Facility Security Services over \$100,000.00 may be put out to** competitive bid through a separate process, at the City's discretion.

### **Category 5 - Audio/Video for Meeting Rooms**

The City supports meeting rooms across the City and includes the following technologies:

- Brightlight Interactive projectors by Epson
- Traditional Projector and screen
- Logitech Meetup/Rally Plus
- Digital Displays

**Audio/Video for Meeting Rooms Services over \$100,000.00 may be put out to** competitive bid through a separate process, at the City's discretion.

**APPENDIX A - MANUFACTURER/TECHNOLOGY CATEGORY**

If you are responding to **Category 1, for each Manufacture/Technology**, complete and submit the following form **to Identify manufacturers your company would represent** to support the City’s procurement strategy. Refer to [SCHEDULE 1 – Category Descriptions and Technical Environment](#)

A.	
<b>Technology Category</b>	
<b>Manufacturer</b>	
<b>Years of Experience in reselling this product</b>	
<b>% Margin</b>	

B.			
No.	Product Line	Company Certification Level/ Partnership Type	Markup (%)
1			
2			
3			
4			
5			

**\*Note - For % margin indicate the % markup you will charge the City over manufacturer discounted pricing.**

C. Provide a 3-year revenue history and any forecasts. Indicate Canadian sales only				
2019 (Actual, \$M)	2020 (Actual, \$M)	2021 (Actual, \$M)	2022 (Actual, \$M)	2023 (Forecast, \$M)

<b>D. For each Product line, provide full-time employee certifications; include pre-sales and technical staff available to work in British Columbia.</b>			
<b>No.</b>	<b>Product Line</b>	<b>Employee Name</b>	<b>Certification Level/Course</b>
<b>1</b>			
<b>2</b>			
<b>3</b>			

<b>E. Deployment Reference – Provide up to 3 client references where your company has implemented this manufacturer’s solutions:</b>	
<b>Client/Company Name</b>	
<b>Contact Name</b>	
<b>Contact Phone Number</b>	
<b>Email</b>	
<b>Description of Services Provided</b>	
<b>Length of Time Providing Services</b>	

<b>Client/Company Name</b>	
<b>Contact Name</b>	
<b>Contact Phone Number</b>	
<b>Email</b>	
<b>Description of Services Provided</b>	
<b>Length of Time Providing Services</b>	

<b>Client/Company Name</b>	
<b>Contact Name</b>	
<b>Contact Phone Number</b>	
<b>Email</b>	
<b>Description of Services Provided</b>	
<b>Length of Time Providing Services</b>	

## **APPENDIX B – KEY PERSONNEL AND TEAM COMPOSITION**

<b>A.</b>			
	<b>Name and Title</b>	<b>Role and Responsibility</b>	<b>Category(s) of Experience</b>
<b>1.</b>			
<b>2.</b>			
<b>3.</b>			
<b>4.</b>			
<b>5.</b>			
<b>6.</b>			

The City prefers a key contact (“Account Manager”) to manage the City’s account.

Provide key contacts information and attach brief resumes for the following personnel that would be assigned to work with the City on a regular basis.



## **APPENDIX C - EXAMPLES OF SUCCESSFUL CONSULTING PROJECTS**

**If you are responding to Categories 2 to 5, provide examples\* relevant work for each category being applied for.**

**\*The Maximum number of examples to be provided for each category is 3.**

Note that it is not necessary to demonstrate expertise in all aspects of a category to be selected for the shortlist for that category.

<b>CATEGORY</b>	
<b>Project Title and Year</b>	
<b>Project budget</b>	
<b>Project owner/client</b>	
<b>Consulting services budget</b>	
<b>Provide a brief description of the Project including the methodology and/or steps involved in the consulting services, and the deliverables provided by your firm</b>	
<b>Key personnel involved with the consulting services.</b>	
<b>Describe why you believe the project was successful and the role your firm had in the success.</b>	
<b>Reference person ( client)</b>	
<b>Telephone and email of reference person</b>	

**APPENDIX D**

**DEMONSTRATED ABILITY TO COMPLETE ASSIGNMENTS ON TIME AND WITHIN BUDGET**

Only 1 submission is required:

<b>1.</b>	Briefly describe how your company will complete assignments on time and within budget?
<b>2.</b>	In the past 5 years, has your firm been delayed in delivering an assignment to the City, or for a client listed in <a href="#">Appendix C.</a> ? Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>3.</b>	What were the reasons for the delay?
<b>4.</b>	How did your firm make attempts to mitigate the issue?
<b>5.</b>	In the past 5 years, has your firm needed to request an increase to its budget in delivering an assignment to the City, or a client listed in <a href="#">Appendix C</a> ? Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>6.</b>	What were the reasons for increasing the budget?
<b>7.</b>	How did your firm attempt to mitigate the issue?



City of Coquitlam

## SUBMISSION FORM

RFIQ No. 23-078

### Information Communication and Technology Services

Submissions will be received on or before 2:00 pm local time on

Wednesday, September 13, 2023

(Closing Date and Time)

#### INSTRUCTIONS FOR SUBMISSION

Proposal submissions and Microsoft Excel appendices should be submitted in the original format (MS Word and MS Excel) and any other supporting documents are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

1. In the "Subject Field" enter: RFIQ Number and Name
2. Add files in .pdf format and "Send"

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Respondents are responsible to allow ample time to complete the Submission process. If assistance is required phone 604-927-3037.

<b>Legal Name of Respondent</b>	
<b>Contact Person and Title</b>	
<b>Business Address</b>	
<b>Telephone</b>	
<b>Email Address</b>	

**1. DEPARTURES AND AWARD**

**a) CONTRACT** - I/We have reviewed the City’s [Standard Terms and Conditions - Purchase of Goods and Services](#) and or [Standard Terms and Conditions - Consulting and Professional Services \(PDF\)](#): and would be prepared to enter into in an agreement that incorporates the City’s Standard Terms and Conditions, amended by the following departures (list, if any):

Section	Requested Departure(s) / Alternative(s)

**b) SERVICES** - I/We have reviewed the Scope of Services as described in this RFIQ and are prepared to meet those requirements, amended by the following departures and additions (list, if any):

Requirements – Requested Departure(s) / Alternate(s) / Addition(s)

**c) AWARD** - For eligibility of award, the City requires the successful Respondent to complete and have the following in place before providing the Goods and Services. **Section 1c items are not required as part of this Proposal but may be required prior to entering into an agreement with the City.**

i. <b>Insurance</b> - Professional Errors and Omissions Liability and Commercial General Liability as outlined on the <a href="#">City's Certificate of Insurance - Consultant Form</a> , or	
ii. <b>Insurance</b> – Provide Insurance coverage as per the <a href="#">City's Standard Insurance Form</a>	
iii. <b>Business License</b> - A City of Coquitlam or Tri Cities Intermunicipal <a href="#">Business License</a>	

**As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):**

--

**2. CORPORATE**

<b>a) Corporate Information</b>	
Head Office Location	
Local Branch Office Location	

<b>b) Category Shortlist</b> - Respondent is to indicate the categories which they are applying for			
Category	Description	YES	NO
<b>1</b>	Reseller of technology equipment		
1a.	Operating Systems		
1b.	Corporate Applications		
1c.	Servers		
1d.	Storage		
1e.	Network		
1f.	Network Security		
1g.	Backup		
1h.	Personal Computing		
1i.	Printers		
1j.	Facility Security		
<b>2</b>	IT Management/Transformation Services and Consulting		
<b>3</b>	IT Security Services		
<b>4</b>	IT Facility Security Services		
<b>5</b>	Audio/Video for Meeting Rooms		

<b>c) CAPABILITIES, CAPACITY AND RESOURCES</b> - Respondents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):
i. Structure of the Respondent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):

ii. Respondent is to state relevant experience and qualifications as to the Services requested in the RFIQ:

--

iii. Respondent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:

--

iv. Respondent is to describe their capabilities, resources and capacities, as relevant to the Services requested in the RFIQ: This includes their capacity to take on this project in regards to other work the Respondent may have ongoing:

--

**d) REFERENCES** – Respondent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):

Reference No. 1	
<b>Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Contract Value</b>	
<b>Project completed on budget</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 2	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 3	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

<b>e) MANUFACTURE AUTHORIZATION</b> - Provide as an attachment a letter from manufacturer that you are an authorized dealer for resale:

<b>f) A brief narrative explaining why and how the Respondent's team is best suited for the Project.</b>

**3. TECHNICAL**

<b>a) APPROACH and METHODOLOGY</b>
Summarize the key features of your Submission and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the work.
<b>I. Methodology, set-up and execution</b> - Respondent to describe their methodology to be offered to provide Services:
<b>II. Quality Assurance</b> - Provide the measures the Respondent will use to maintain quality control for the Services being performed or products being supplied.
<b>III. Risk Factors</b> - Describe the risk factors anticipated and how the Respondent intends to mitigate these.

**4. SUSTAINABLE AND SOCIAL RESPONSIBILITY**

a) Describe all initiatives, policies, programs and product choices that illustrate your firm’s efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City
b) What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:
c) What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises or Indigenous owned businesses:
d) What policies does your organization have to support reconciliation with indigenous peoples:



**5. FINANCIAL**

<b>a) PRICE</b> - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST). Attach <b>Appendix E –Price Worksheet</b> .	
<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>

<b>b) MATERIAL MARKUP RATES</b>	
Mark-up rate on materials	%

<b>c) Fee Structure – Attach Company fee structure.</b> Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST). Attached:	
<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>

**Attention Purchasing Manager:**

6. **I/We, the undersigned duly authorized representative of the Respondent**, having received and carefully reviewed all of the Submission documents, including the RFIQ and any issued addenda posted on the City’s website [www.coquitlam.ca/Bid-Opportunities](http://www.coquitlam.ca/Bid-Opportunities), and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services, submit this Submission in response to the RFIQ.
7. **I/We** agree to the rules of participation outlined in the [Instructions to Respondents](#) and should our Submission be selected, agree to the City’s City’s [Standard Terms and Conditions - Purchase of Goods and Services](#) and or [Standard Terms and Conditions - Consulting and Professional Services \(PDF\)](#) and will accept the City’s Contract as defined within this RFIQ document.
8. **I/We acknowledge** receipt of the following Addenda related to this Request for Information and Qualification and have incorporated the information received in preparing this Submission.

Addendum No.	Date Issued

**This Submission** is submitted this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

**I/We have the authority to sign on behalf of the Respondent and have duly read all documents.**

<b>Name of Respondent</b>	
<b>Signature(s) of Authorized Signatory(ies)</b>	1.
	2.
<b>Print Name(s) and Position(s) of Authorized Signatory(ies)</b>	1.
	2.