

City of Coquitlam

Request for Proposals

RFP No. 25-033

Electronic Agenda and Meeting
Management Software

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1 KEY DATES

RFP Issue Date	Friday, March 7, 2025
Deadline for Questions	2:00 PM (local time) Monday, March 24, 2025
Deadline for Issuing Addenda	Thursday, March 27, 2025
Submission Deadline	2:00 PM (local time) Monday, March 31, 2025

2 SUMMARY OF RFP REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements and guidelines for this RFP, are available on the City's website: [City Purchasing Information](#).

To be eligible for the award, the City requires only the **successful Proponent** to have the following in place before providing any Goods or Services. The requirements that apply to this RFP, listed in order of precedence are:

- a) Instructions to Proponents
- b) City standard Terms and Conditions - Purchase of Goods and Services
- c) Commercial General Liability (CGL) insurance \$5M coverage provided on the City's Certificate of Insurance – Contractor Form
- d) Appendix A - Privacy Protection Schedule
- e) Appendix B - Privacy Impact Assessment
- f) A City of Coquitlam or Tri Cities Intermunicipal Business License is required for any Contractor performing Work within the City or if their office is located within the City, excluding delivery-only services.

These items are not required as part of this RFP Proposal but will be required prior to entering into an agreement with the City for Services with the successful Proponent.

3 DEFINITIONS

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“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 “Proponent” 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 Works.

“City” “Owner” means City of Coquitlam;

“Price” means the amount that will be paid by the City to the Contractor for delivery and acceptance of goods and Services;

“Project Manager” means the City staff member appointed to coordinate the Work;

“Proponent” means responder to this Request for Proposals;

“Proposal” means the submission by the Proponent;

“Request for Proposals” “RFP” shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals;

“Services” “Work” “Works” means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the Work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor;

“Shall” “Must” “Will” “Mandatory” means a requirement that must be met;

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

“Website” means www.coquitlam.ca.

4 INSTRUCTIONS TO PROPONENTS

4.1 Acknowledgement

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

4.2 Purpose

The City is seeking to purchase a comprehensive electronic agenda and meeting management software applicable to local government Council, committee, and/or board meetings. The electronic agenda and meeting management software is intended to automate meeting processes, from beginning to end, with the inclusion of necessary supporting hardware, end-user training, ongoing support, and continual upgrades. The functionality of the software will support Council and Committee agenda creation, management, communication, and collaboration, and will integrate with existing streaming/video services, and with the City’s website (www.coquitlam.ca).

4.3 Background

The City currently produces paper and electronic agendas for each of the approximately 100 Council and standing committee meetings held per year. The City also holds approximately 40 combined advisory committee and statutory board meetings, annually. The City holds Council, standing/advisory committee, and statutory board meetings in-person and electronically via Zoom and through our existing streaming service. Archived meeting materials are integrated with the City’s website (www.coquitlam.ca) and stored for public access.

Meeting Type	Occurrences (Monthly)
Council-in-Committee	3
Closed Council (in-camera)	3
Regular Council	3
Standing Committee (regular or in-camera)	2-3
Advisory Committee	5 (with exempt months)
Statutory Board	1

The existing processes for agenda and meeting administration are a mix of paper-based and electronic document management. The processes are labour intensive and primarily supported through physically printing and/or scanning documents, Adobe Acrobat, The City’s Archival system (ATOM), enterprise document management system (OpenText eDocs), and Microsoft Suite.

With the adoption of electronic agenda and meeting management software, the City will be able to achieve operational efficiencies and support organizational priorities through modernization. The City is now initiating the procurement process to select a long-term, electronic agenda and meeting management software solution.

4.4 Prices

Prices shall be all-inclusive and stated in Canadian Funds. Prices shall remain FIRM for the Term of the Contract.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

4.5 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them.

4.6 Evaluation Criteria

a) Mandatory Requirements (Pass/Fail)

- Proponent must agree to the City's [APPENDIX A – PRIVACY PROTECTION SCHEDULE](#)
- Proponent must either provide a completed Privacy Impact Assessment (PIA) based on the Ministry Standard [APPENDIX B – PRIVACY IMPACT ASSESSMENT TEMPLATE](#), or cooperate with the City on the development of one.
- The Proponent must provide the necessary security information and support the City in conducting a Security Threat and Risk Assessment (STRA) of the software.

b) Instructions for Proposal Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Proposal Submission Form should provide direct answers or concise summaries of any referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City

can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

c) Submission Format and Content Authenticity

Lower scores may be assigned if Proposal Submission Forms:

I. Non-conforming

- Are not submitted in Microsoft Word format.
- Rely solely on references such as "see section X in the attached document" without providing summaries.

II. Authenticity and AI Generated Content

- The City preference is for Proposals to be original and directly aligned with the requirements outlined in this RFP. Proposals containing boilerplate, non-specific, or AI-generated content may receive a lower score.
- Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Proposals lacking sufficient detail and originality may result in a lower evaluation score.

d) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate Experience, Capacity and Resources	30
Sustainable Benefits and Social Responsibility	10
Technical	30
Financial	20
Presentations	10
Total	100

e) The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Capacity and Resources

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- Understanding of City Requirements
- References (on-time completion, performance, within budget, etc.)
- Staff qualifications and experience
- Value added benefits

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Hosting specifications and security meet all requirements
- Solution meets all legislative and policy requirements (i.e. FIPPA, CASL, Records Management)
- Technical and Functional requirements
- Security and privacy requirements (i.e. Security Practices/Controls, Privacy Policies, SOC II report)
- Customer Service - Software and support
- Customer Service / Service Level Agreement (SLA)
- Training

Financial

- Total Price and ongoing support

Presentation

- Shortlisted Proponents may be invited to make a presentation, which will be part of the evaluation. The demonstration will allow shortlisted Proponents to present their proposal to the City.

f) Proposal Comparison

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

g) Reference Checks and Interviews

Upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

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 Proponents.

h) Additional Evaluation Considerations

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 Proponent with respect to any Proposal and the City may make such

requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

i) **Proposal Compliance and Rejection**

Incomplete Proposals or Proposals submitted on forms other than the Proposal Submission Form may be rejected.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFP.

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

j) **Disclosure of Information**

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

4.7 **Term of Agreement**

The initial term of the Contract is three years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

5 SCOPE OF SERVICES

5.1 **General Requirements**

The City requests Proposals from professional, qualified, experienced companies for the provision of an **Electronic Agenda and Meeting Management Software**. The Contractor is to supply, install, implement, and/or provide training for installation/operation and implementation as well as ongoing technical support.

5.2 **Scope**

Provide all materials, equipment, labour, and services necessary to complete the supply, installation, programming and implementation of an Electronic Agenda and Meeting Management Software. Provide a comprehensive testing plan to verify the system is working correctly as well as user training, documentation and ongoing technical support in addition to software patches and upgrades.

The Scope of Services is to provide a system that meets or exceeds:

- Functional requirements as specified in [Proposal Submission Form Section 4D](#)
- Technical requirements as specified in [Proposal Submission Form Section 4C](#)

The version offered is to be the current version with all the latest updates including, where requested, all manuals, instructions, and training.

The Services include, but are not limited to:

a. General Functionality

- Agenda creation (digital, customizable templates, various meeting types, formatting tools, security control functions, navigable full and/or partial packages).
- Minute creation (digital, customizable templates, various meeting types, formatting tools, security control functions).
- Report creation (digital, customizable templates, various meeting types, formatting tools, security control functions, and navigable full/partial packages).
- Meeting management (i.e. virtual attendance and attendance tracking).
- Live and on-demand video streaming and recording (integrated with existing streaming hardware – i.e. cameras, microphones).
- Automated web posting (integrated with existing web platform) and ability to index agenda items.
- Synchronized integration of existing archived meeting materials (videos and documents).
- Customizable workflows with editable controls, security, overrides, tracking, and history access.
- Accepting of large file sizes with multiple layers, customizable security, and varying document sizes.

b. Project Planning and Discovery

- Together with the City Clerk's Office and Information, Communications and Technology divisions, agree on methods and approaches for delivering the software.
- Confirm the roadmap of the software deployment.
- Establish a Project Plan with timelines, milestones, resources and risks consistent with the implementation tasks required.

c. Confirmation of user report requirements.

- Describe your tool's reporting capability.
- Provide report mock-ups.

d. Testing and Rollout

- Perform functional, performance and user acceptance testing.

e. Training and Adoption

- Provide a how-to guide and/or other resources to guide the City's use of the software.
- Knowledge transfer to staff who will be responsible for the ongoing management.
- Support of the platform.

- User Training planning and facilitation.
- Initial post go-live support.
- If programming is performed, the code/program is to be provided.
- Architectural diagrams are to be provided.

f. Customer Support

- Ensure continued success of the software through ongoing support and proactive account management.
- Provide opportunities for ongoing learning.
- Provide technical support and troubleshooting.
- Provide a support contract agreement or proposed method for ongoing monitoring, software upgrades, security patches, preventative maintenance and customer support.

The Proponent is responsible for the entire project from planning stage until post go-live support, including continued monitoring.

The Proponent is required to provide experienced and skilled staff, as well as required expertise for the project.

The Proponent must ensure protection of personal information, as defined in British Columbia's *Freedom of Information and Protection of Privacy Act*, in compliance with all applicable laws and must meet all technical and security requirements.

5.3 Software

- a) Contractor is to provide all licenses for the proposed solution.
- b) IT Security – follows industry best practices regarding the management and ongoing maintenance of network, system and application security, including layered security controls and patch management, provider will address risk from security threat and risk assessments;
- c) Hosted data storage location preference is in Canada. Provide a secure data hosting location which manages and stores all data generated by the City. This data must be made available to the City for a period of at least 16 months for availability of data for analysis, reporting and general use. The hosted data solution must have the ability to securely transmit an unlimited amount of data (raw or in report format) to the City when requested. The solution must be compliant with British Columbia *Freedom of Information and Protection of Privacy Act* (FOIPPA).
- d) Hosted data solution should allow for a scheduled purge of information.

5.4 Training

The Contractor is responsible for establishing a training plan and providing initial training to users and administrators of the system.

Training will consist of a train-the-trainer approach to reduce the number of staff needing to be trained by the Contractor.

5.5 Data

- a) Ensure a database system that can store the collected information and reports as required, and security/redundancy of the data at a specified storage site(s).
- b) Encryption –information is to be encrypted both at rest in storage and during transmission to ensure that the information is not intercepted, and a breach of the provider’s systems does not result in the unauthorized disclosure of personal information.

5.6 Miscellaneous

- a) Provide hard copy, and/or web-based documentation for:
 - I. “administrators” to configure and manage the application, user interface, and/or generating reports
 - II. “casual” end-users in the general operation of the user interface
- b) Once the solution is accepted by the City, the Contractor will provide all required services to ensure adequate technical support and maintenance both during roll-out and continuing thereafter for future prescribed periods as will be defined within support and maintenance agreements with the City prior to contract award. The Contractor will coordinate with City representatives to enter into an agreed Service Level Agreement (SLA) in which all service expectations will be outlined;
- c) Be designed upon an industry standard which can integrate with existing City systems.
- d) Software to be technologically relevant, scalable, and extensible to accommodate future enhancements that will be required to satisfy various City business units’ operational requirements.

5.7 Documentation

Upon completion of installation and systems commissioning, the Contractor shall submit record documents for review, such documents to include:

- Operating & Maintenance (O&M) Manual, including:
 - Operator’s Manual with Manufacturers’ complete operating instructions.
- Programming Manual, including:
 - All necessary system Administrator-Level passwords and/or required access credentials

Appendix A

Privacy Protection Schedule

PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between _____ (the "Public Body") and _____ (the "Contractor") respecting _____ (the "Agreement")

Definitions

1. In this Schedule,

- (a) **"access"** means disclosure by the provision of access;
- (b) **"Act"** means the *Freedom of Information and Protection of Privacy Act* (British Columbia), as amended from time to time;
- (c) **"contact information"** means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
- (d) **"personal information"** means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Public Body and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:

- (a) enable the Public Body to comply with its statutory obligations under the Act with respect to personal information; and

- (b) ensure that, as a service provider, the Contractor is aware of and complies with its statutory obligations under the Act with respect to personal information.

Collection of personal information

- 3. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
- 4. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
- 5. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the Public Body to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Public Body to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body unless the Agreement expressly requires the Contractor to provide such access and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Public Body to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.

When issuing a written direction under section 8, the Public Body must advise the Contractor of the date the correction request to which the direction relates was received by the Public Body in order that the Contractor may comply with section 10.

10. Within 5 business days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Public Body, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Public Body otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the

Public Body in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Public Body otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

16. Unless the Public Body otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Public Body if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Notice of unauthorized disclosure

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in its custody or under its control, the Contractor must immediately notify the Public Body. In this section, the phrase "unauthorized disclosure of personal information" will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

19. In addition to any other rights of inspection the Public Body may have

under the Agreement or under statute, the Public Body may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

20. The Contractor must in relation to personal information comply with:

- (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
- (b) any direction given by the Public Body under this Schedule.

21. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

22. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Public Body of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

23. In addition to any other rights of termination which the Public Body may have under the Agreement or otherwise at law, the Public Body may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

24. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.

25. Any reference to the “Contractor” in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.

26. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

27. If a provision of the Agreement (including any direction given by the Public Body under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

28. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.

29. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

Appendix B

Privacy Impact Assessment

Privacy Impact Assessment for Non-Ministry Public Bodies

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Use this privacy impact assessment (PIA) template if you work for or a service provider to a non-ministry public body in B.C. and are starting a new initiative or significantly changing an existing initiative.

BEFORE YOU START

- If you are in a non-ministry public body, you may use this template to document a PIA. This template leads you through a complete PIA, but you are welcome to use another template or method for documenting your PIA
- An initiative is an enactment, system, project, program or activity
- Find information on the [PIA review process](#) and [question-by-question guidance](#)
- If you have any questions, email Privacy.Helpline@gov.bc.ca or phone [250 356-1851](tel:250-356-1851)

1. PART 1: GENERAL INFORMATION

PIA file number:

Initiative title:	
Organization:	
Branch or unit:	
Your name and title:	
Your work phone:	
Your email:	
Initiative Lead name and title:	
Initiative Lead phone:	
Initiative Lead email:	
Privacy Officer:	
Privacy Officer phone:	
Privacy Officer email:	

General information about the PIA:

<p>Is this initiative a data-linking program under FOIPPA? If this PIA addresses a data-linking program, you must submit this PIA to the Office of the Information and Privacy Commissioner.</p>
<p>Is this initiative a common or integrated program or activity? Under section FOIPPA 69 (5.4), you must submit this PIA to the Office of the Information and Privacy Commissioner.</p>
<p>Related PIAs, if any:</p>
<p></p>

1. What is the initiative?

Describe your initiative in enough detail that a reader who knows nothing about your work will understand the purpose of your initiative and who your partners and other stakeholders are. Describe what you're doing, how it works, who is involved and when or how long your initiative runs.

2. What is the scope of the PIA?

Your initiative might be part of a larger one or might be rolled out in phases. What part of the initiative is covered by this PIA? What is out of scope of this PIA?

3. What are the data or information elements involved in your initiative?

Please list all the elements of information or data that you might collect, use, store, disclose or access as part of your initiative. If your initiative involves large quantities of information or datasets, you can list categories or other groupings of personal information in a table below or in an appendix.

4. Did you list personal information in question 3?

Personal information is any recorded information about an identifiable individual, other than business contact information. Personal information includes information that can be used to identify an individual through association or reference.

Type "yes" or "no" to indicate your response.

- If yes, go to [Part 2](#)
- If no, answer [question 4](#) and submit questions 1 to 4 to your Privacy Officer. You do not need to complete the rest of the PIA template.

5. How will you reduce the risk of unintentionally collecting personal information?

Some initiatives that do not require personal information are at risk of collecting personal information inadvertently, which could result in an information incident.

PART 2: COLLECTION, USE AND DISCLOSURE

This section will help you identify the legal authority for collecting, using and disclosing personal information, and confirm that all personal information elements are necessary for the purpose of the initiative.

6. Collection, use and disclosure

Use column 2 to identify whether the action in column 1 is a collection, use or disclosure of personal information. Use columns 3 and 4 to identify the legal authority you have for the collection, use or disclosure.

Use this column to describe the way personal information moves through your initiative step by step as if you were explaining it to someone who does not know about your initiative.	Collection, use or disclosure	FOIPPA authority	Other legal authority
Step 1:			
Step 2:			
Step 3:			
Step 4:			

Optional: Insert a drawing or flow diagram here or in an appendix if you think it will help to explain how each different part is connected.

7. Collection Notice

If you are collecting personal information directly from an individual the information is about, FOIPPA requires that you provide a collection notice (except in limited circumstances).

Review the [sample collection notice](#) and write your collection notice below. You can also attach the notice as an appendix.

PART 3: STORING PERSONAL INFORMATION

If you're storing personal information outside of Canada, identify the sensitivity of the personal information and where and how it will be stored.

8. Is any personal information stored outside of Canada?

Type "yes" or "no" to indicate your response.

9. Does your initiative involve sensitive personal information?

Type "yes" or "no" to indicate your response.

- If yes, go to [question 9](#)
- If no, go to [question 10](#)

10. Is the sensitive personal information being disclosed outside of Canada under FOIPPA section 33(2)(f)?

Type "yes" or "no" to indicate your response.

- If yes, go to [question 10](#)
- If no, go to [Part 4](#)

11. Where are you storing the personal information involved in your initiative?

After you answer this question go to [Part 5](#).

PART 4: ASSESSMENT FOR DISCLOSURES OUTSIDE OF CANADA

Complete this section if you are disclosing sensitive personal information to be stored outside of Canada. You may need help from your organization’s Privacy Officer. More help is available in the [Guidance on Disclosures Outside of Canada](#).

12. Is the sensitive personal information stored by a service provider?

Type “yes” or “no” to indicate your response.

- If yes, fill in the table below (add more rows if necessary) and go to [question 13](#)
- If no, go to [question 12](#)

Name of service provider	Name of cloud infrastructure and/or platform provider(s) (if applicable)	Where is the sensitive personal information stored (including backups)?

13. Provide details on the disclosure, including to whom it is disclosed and where the sensitive personal information is stored.

14. Does the contract you rely on include privacy-related terms?

Type “yes” or “no” to indicate your response.

- If yes, describe the contractual measures related to your initiative.

15. What controls are in place to prevent unauthorized access to sensitive personal information?

16. Provide details about how you will track access to sensitive personal information.

17. Describe the privacy risks for disclosure outside of Canada.

Use the table to indicate the privacy risks, potential impacts, likelihood of occurrence and level of privacy risk. For each privacy risk you identify describe a privacy risk response that is proportionate to the level of risk posed.

This may include reference to the measures to protect the sensitive personal information (contractual, technical, security, administrative and/or policy measures) you outlined. Add new rows if necessary.

Privacy risk	Impact to individuals	Likelihood of unauthorized collection, use, disclosure or storage of the sensitive personal information (low, medium, high)	Level of privacy risk (low, medium, high, considering the impact and likelihood)	Risk response (this may include contractual mitigations, technical controls, and/or procedural and policy barriers)	Is there any outstanding risk? If yes, please describe.

Outcome of Part 4

The outcome of Part 4 will be **a risk-based decision made by the head of the public body on whether to proceed with the initiative**, with consideration of the risks and risk responses, including consideration of the outstanding risks in question 17. **The public body may document the decision in an appropriate format as determined by the head of the public body or by using this PIA template.**

PART 5: SECURITY OF PERSONAL INFORMATION

In Part 5 you will share information about the privacy aspect of securing personal information. People, organizations or governments outside of your initiative should not be able to access the personal information you collect, use, store or disclose. You need to make sure that the personal information is safely secured in both physical and technical environments.

18. Does your initiative involve digital tools, databases or information systems?

Type “yes” or “no” to indicate your response.

If yes, work with your Privacy Officer to determine whether you need a security assessment to ensure the initiative meets the reasonable security requirements of [FOIPPA section 30](#)

19. Do you or will you have a security assessment to help you ensure the initiative meets the security requirements of [FOIPPA section 30](#)?

Type “yes” or “no” to indicate your response.

- If yes, you may want to append the security assessment to this PIA. Go to [question 21](#)
- If no, go to [question 19](#)

20. What technical and physical security do you have in place to protect personal information?

Describe where the digital records for your initiative are stored (e.g., on your organization’s LAN, on your computer desktop, etc.) and the technical security measures in place to protect those records. Technical security measures include secure passwords, encryption, firewalls, etc. Physical security measures include restricted access to filing cabinets or server locations, locked doors, security guards, etc.

If you have completed a security assessment, you may want to append it to the PIA.

21. Controlling and tracking access

Please check each strategy that describes how you limit or restrict who can access personal information and how you keep track of who has accessed personal information in the past. Insert your own strategies if needed.

Strategy	
We only allow employees in certain roles access to information	
Employees that need standing or recurring access to personal information must be approved by executive lead	
We use audit logs to see who accesses a file and when	
Describe any additional controls:	

PART 6: ACCURACY, CORRECTION AND RETENTION

In Part 6 you will demonstrate that you will make a reasonable effort to ensure the personal information that you have on file is accurate and complete.

22. How will you make sure that the personal information is accurate and complete?

[FOIPPA section 28](#) states that a public body must make every reasonable effort to ensure that an individual’s personal information is accurate and complete.

23. Requests for correction

[FOIPPA](#) gives an individual the right to request correction of errors or omissions to their personal information. You must have a process in place to respond to these requests.

24. Do you have a process in place to correct personal information?

Type “yes” or “no” to indicate your response.

25. Sometimes it’s not possible to correct the personal information. [FOIPPA](#) requires that you make a note on the record about the request for correction if you’re not able to correct the record itself. Will you document the request to correct or annotate the record?

Type “yes” or “no” to indicate your response.

26. If you receive a request for correction from an individual and you know you disclosed their personal information in the last year, [FOIPPA](#) requires you to notify the other public body or third party of the request for correction. Will you ensure that you conduct these notifications when necessary?

Type “yes” or “no” to indicate your response.

27. Does your initiative use personal information to make decisions that directly affect an individual?

Type “yes” or “no” to indicate your response.

- If yes, go to [question 29](#)
- If no, skip ahead to [Part 7](#)

28. Do you have an information schedule in place related to personal information used to make a decision?

[FOIPPA](#) requires that public bodies keep personal information for a minimum of one year after it is used to make a decision. In addition, the [Information Management Act](#) requires that you dispose of government information only in accordance with an approved information schedule.

Type “yes” or “no” to indicate your response.

- If no, describe how you will ensure the information will be kept for a minimum of one year after it’s used to make a decision that directly affects an individual.

PART 7: PERSONAL INFORMATION BANKS

A personal information bank (PIB) is a collection of personal information searchable by name or unique identifier.

29. Will your initiative result in a personal information bank?

Type “yes” or “no” to indicate your response.

- If yes, please complete the table below.

Describe the type of information in the bank
Name of main organization involved

Any other ministries, agencies, public bodies or organizations involved
Business contact title and phone number for person responsible for managing the Personal Information Bank

PART 8: ADDITIONAL RISKS

Part 8 asks that you reflect on the risks to personal information in your initiative and list any risks that have not already been addressed by the questions in the template.

30. Risk response

Describe any additional risks that arise from collecting, using, storing, accessing or disclosing personal information in your initiative that have not been addressed by the questions on the template.

Add new rows if necessary.

Possible risk	Response
Risk 1:	
Risk 2:	
Risk 3:	
Risk 4:	

PART 9: SIGNATURES

You have completed a PIA. Submit the PIA to your Privacy Officer for review and comment, and then have the PIA signed by those responsible for the initiative.

Privacy Office Comments

Privacy Office Signatures

This PIA is based on a review of the material provided to the Privacy Office as of the date below.

Role	Name	Electronic signature	Date signed
Privacy Officer / Privacy Office Representative			

Program Area Signatures

This PIA accurately documents the data elements and information flow at the time of signing. If there are any changes to the overall initiative, including to the way personal information is collected, used, stored or disclosed, the program area will engage with their Privacy Office and if necessary, complete a PIA update.

Program Area Comments:

Role	Name	Electronic signature	Date signed
Initiative lead			
Program/Department Manager			
Contact Responsible for Systems Maintenance and/or Security Only required if they have been involved in the PIA			
Head of public body, or designate (if required)			



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 25-033

Electronic Agenda and Meeting Management Software

Proposals will be received as per the date and time specified in the Key Dates Section of the RFP

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City’s file transfer service accessed at website: <http://qfile.coquitlam.ca/bid>

1. In the “Subject Field” enter: RFP 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.)

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

Legal Name of Proponent	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. DEPARTURES

a) CONTRACT - I/We have reviewed the City's **Standard Terms and Conditions - Purchase of Goods and Services** (per Section 2 of the RFP) 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 RFP 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)

2. MANDATORY REQUIREMENTS

a) Proponents **MUST** provide the following Mandatory Requirements for their Proposals to be evaluated:

I. <u>Privacy Protection Schedule (PPS)</u> Proponent MUST agree to the City's PPS.	
<input type="checkbox"/> Yes	<input type="checkbox"/> No.
II. <u>Privacy Impact Assessment (PIA)</u> Proponent MUST provide a PIA	
<input type="checkbox"/> Yes	<input type="checkbox"/> No.

3. CORPORATE

a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):	
i.	Provide an overview of the Proponent’s organizational background, including history, mission, vision, corporate structure, and years in business:
ii.	Provide a detailed narrative as to the Proponent’s understanding of the project objectives, outcomes and vision:
iii.	Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:.
iv.	Describe the Proponent’s current capabilities and capacity to perform the Services, including relevant resources, staffing levels, and the ability to manage this project alongside existing workloads:

b) REFERENCES – Proponent 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	
Reference No. 1	
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. 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:

c) KEY PERSONNEL – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City’s written approval. (use the spaces provided and/or attach additional pages, if necessary)

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				
iv.				
v.				

4. Sustainable Benefits and Social Responsibility

<p>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</p>
Empty space for response to question a
<p>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:</p>
Empty space for response to question b
<p>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:</p>
Empty space for response to question c

d) What policies does your organization have to support reconciliation with indigenous peoples:

5. TECHNICAL

a) APPROACH and METHODOLOGY Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the Work.
I. Provide details as to how your organization would approach this project and engage with the City. Identify all the steps to be taken; hours/days that would be required of City staff and Proponent team; all project phases including any consultation, design, development, testing, training and implementation. Identify any challenges you anticipate in this project and how you propose to mitigate them.
II. Proponents should provide a narrative or examples detailing the typical look and feel of their electronic agenda and meeting management software and how it would incorporate elements that reflect the City’s existing brand.
III. Provide details about how your solution supports equity, diversity and inclusion and meets web content accessibility guidelines (WCAG) including accommodation for translation and accessibility for people with a diverse range of hearing, movement, sight and cognitive abilities.

IV. Provide details about the types of customization tools available through your software (e.g. templates for agendas, minutes, reports, workflow structures, etc.) and whether any moderation is provided by the proponent on these features.

V. Please explain how the software proposes to integrate the City's existing archived meeting materials and streaming hardware, Archival system (ATOM), and enterprise document management system (OpenText eDocs). Describe how the software will be managed over time.

VI. Proponents to discuss their approach to security including at least the following:

- Confirm whether or not the solution is hosted in Canada.
- List and describe all security controls, practices, standards, methodologies or certifications the Proponent's solution follows to ensure client websites are secured against malicious activity.
- Describe any security breaches the Proponent or their clients have incurred in the past five years as a result of using the Proponent's solution.
- What is the Proponent's typical response to a security breach? What steps are taken? What is the notification timeline?
- What if any access to the network does the solution require?
- Provide SOC II report / attestation
- Other security measures taken by the Proponent

- VII.** Proponent is to provide a high-level context diagram of the solution that will illustrate at minimum:
- the network (e.g. technical architecture including servers, ports and protocols), the solution (including all components within the solution), data flows and interactions that occur between these; and
 - how the solution will connect to our website coquitlam.ca and what impacts, if any, would exist on our network or environment.

b) Customer Service / Service Level Agreement (SLA)

In the event of a contract award, describe the steps you will have in place to ensure deliverables are met and communications are maintained.

- What are the standard hours and days of the week for support?
- What is the support process?
- What is the “Lemon” clause for any provided onsite equipment with a high number of service calls?

If the Proponent is including an SLA in their proposal, please provide an example of a standard SLA, along with:

- The Proponent’s “up” history and how it is calculated.
- Details on what, if anything, the Proponent provides as an alternate system in the event the primary system is down?
- Details, on penalties to the Proponent, if any, for violating SLA terms?
- Description of the Proponent’s approach to regular maintenance including:
 - i. Notification given to customers prior to scheduled maintenance periods
 - ii. Times/days when maintenance occurs and resulting downtime incurred by clients
- Number of anticipated minor and major upgrades in a calendar year and how these impact continuity of services?
- Response and repair time guarantee.

c) Technical Requirements					
Item	Description	Requirement	Included Yes/No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on
a)	Hosted in Canada	Preferred			\$
b)	If applicable, state if the proposed solution makes use of multiple computer sites, data storage or content delivery locations? If so where are these located?	Required			\$
c)	Security Policies and/or SOC II report	Required			\$
d)	Ability to comply with BC <i>Freedom of Information and Protection of Privacy Act</i> (FIPPA)	Required			\$
e)	Willingness to complete and comply with a Privacy Impact Assessment (PIA)	Required			\$
f)	Ability to enter into an agreement containing privacy provisions	Required			\$
g)	Ability to automatically purge or delete data in compliance with the City's records retention policy and privacy legislation	Required			\$
h)	Ability to sync data from existing directory (Outlook calendar and users)	Preferred			\$

c) Technical Requirements					
Item	Description	Requirement	Included Yes/No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on
i)	Access to a testing/training environment	Preferred			\$
j)	Compatible with all major up-to-date operating systems (Windows, Mac OS, iOS, Android)	Required			\$
k)	Compatible with the most common, up-to-date mobile devices	Required			\$
l)	Compatible with the current coquitlam.ca website platform (hosted by CivicPlus)	Required			\$
m)	API, RSS feed or other technical solution to allow information to feed into other channels, systems or applications, such as the Coquitlam Mobile App and Coquitlam staff intranet (SharePoint)	Required			\$
n)	Network, solution, data and integration architectural diagrams	Required			\$
o)	Provide access to documentation in HTML and PDF format	Preferred			\$
p)	Ability to convert documents into PDF and resize	Required			\$

c) Technical Requirements					
Item	Description	Requirement	Included Yes/No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on
q)	Ability to collect metadata in documentation	Preferred			\$
r)	Ability to export documents (individual items and compiled agenda packages)	Required			\$
s)	Ability to maintain records until exported to enterprise document management system	Required			\$
t)	Ability to link with enterprise document management system (with set restrictions and controls)	Preferred			\$
u)	Full-text search capabilities for all incorporated documentation, including ability to perform optical character recognition (OCR)	Required			\$
v)	Unlimited number of user licenses	Preferred			\$
w)	Ability to redact documents	Preferred			\$
x)	Service Level Agreement	Required			\$

c) Technical Requirements					
Item	Description	Requirement	Included Yes/No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on
y)	Solution and protocols for back-up and full recovery (failure/disaster recovery)	Required			\$
z)	Accepting of large file sizes with multiple layers, customizable security, and varying document sizes (minimum: greater than 2000 MB)	Required			\$
aa)	Allow for document compression to minimize storage space and maximize download speeds	Preferred			\$
bb)	Automated closed captions for streaming services	Preferred			\$

d) Functional Requirements					
Item	Description	Requirement	Included Yes/ No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on (if applicable)
a)	Ability to differentiate levels of security and/or access functionality for different user groups and define respective roles within the workflow (e.g.) submitter, author, admin, reviewer, approver)	Required			\$
b)	Automated agenda creation (digital, customizable templates, various meeting types, formatting tools, security control functions, navigable full and/or partial packages)	Required			\$
c)	Automated minute creation (digital, customizable templates, various meeting types, formatting tools, security control functions)	Required			\$

d) Functional Requirements					
Item	Description	Requirement	Included Yes/ No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on (if applicable)
d)	Automated report creation (digital, customizable templates, various meeting types, formatting tools, security control functions, and navigable full/partial packages) in multiple formats (i.e. Word, PDF, etc.)	Required			\$
e)	Live and on-demand video streaming and recording (integrated with existing streaming hardware – i.e. cameras, microphones)	Required			\$
f)	Meeting management (i.e. - virtual attendance and attendance tracking)	Required			\$
g)	Automated web posting (integrated with existing web platform) and ability to index agenda items with internal and external formats	Required			\$

d) Functional Requirements					
Item	Description	Requirement	Included Yes/ No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on (if applicable)
h)	Synchronized integration of existing archived meeting materials (videos and documents)	Required			\$
i)	Customizable workflows with editable controls, security, overrides, tracking, history access, and timeline settings	Required			\$
j)	Ability to attach multimedia files/documents and relevant links to agenda items and/or agenda packages	Required			\$
k)	Automated notifications and reminders related to workflows (with editable controls, security, overrides, tacking, and history access)	Required			\$
l)	Ability to restrict (lock) documents within a workflow related to progress within workflow	Preferred			\$

d) Functional Requirements					
Item	Description	Requirement	Included Yes/ No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on (if applicable)
m)	Provide equivalent experience to in-person and remote participants for equitable hybrid meetings and streaming	Preferred			\$
n)	If participants register for meetings, provide options to collect contact information about them (in alignment with FIPPA and PIA)	Required			\$
o)	An easy-to-use and customizable internal homepage where users can browse and explore functionality (different pages depending on access levels)	Preferred			\$
p)	Administrative workflow timelines/overview to indicate workflow status	Preferred			\$
q)	Ability to provide real-time streams next to agenda content and archived video linked from agenda content	Required			\$
r)	Additional security/access functions related to in-camera content	Required			\$

d) Functional Requirements					
Item	Description	Requirement	Included Yes/ No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on (if applicable)
s)	Ability to record motions, votes, and speaking order	Preferred			\$
t)	Ability for users to annotate and note on agenda and minute templates	Required			\$
u)	Ability to run reports for outstanding and/or actionable tasks related to agenda preparation and workflow	Preferred			\$
v)	Ability to schedule meetings (varying meeting types and scheduling)	Required			\$
w)	Ability to support version control and multiple user document editing	Required			\$
x)	Ability to support and facilitate digital/electronic signatures and/or approval indicators	Required			\$

d) Functional Requirements					
Item	Description	Requirement	Included Yes/ No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on (if applicable)
y)	Ability to automatically capture information from documentation (e.g. Reports) to populate agenda and minute templates (e.g. pull report title, author, recommendation, etc.)	Required			\$
z)	Ability to use notification prompts to indicate final review and/or approval and manage workflows	Required			\$
aa)	Ability to distribute approved materials to pre-identified and restricted groups	Preferred			\$
bb)	The ability to automatically number, bookmark, place headers/footers and organize document pages	Preferred			\$

d) Customer Service - Software and Support		
Item	Description	Provide Details
a)	Software Name and Version	
b)	Provide Technical details concerning software functionality, how it will meet the City's business needs as outlined above and how it would integrate	

	with the City's current systems (attach specifications)	
c)	How is the software licensed? (Named-user, concurrent-user, server-based, subscription etc.)	
d)	Training – provide information regarding end-user and administrator training, including training materials and documentation;	
e)	How do we access support? (email, phone, web)	
f)	What are the hours of availability and response time for support?	
g)	What support services are chargeable during the support period?	
h)	What support services are non-chargeable during the support period?	
i)	Describe the process and frequency for providing upgrades and patches for the software.	
j)	How are annual support, maintenance and/or subscription price increases determined? (Locked in at purchase, capped at a percentage, tied to an index such as CPI, etc.)	
k)	Confirm your company will be able to provide a Privacy Impact Assessment upon request by the City	

E) SOFTWARE-AS-A-SERVICE (SAAS) MODEL		
If a hosted or SaaS model is being proposed, please provide the following information.		
Item	Description	Provide Details
a)	Where is the solution and platform hosted (e.g. by proponent or 3rd party)? Note: solutions hosted outside Canada are subject to additional privacy regulations than Canada-based solutions.	
b)	How is the data protected and encrypted? At rest and in transit?	
c)	How is the data backed up?	
d)	How are data restores handled?	
e)	What controls are in place for intrusion detection, perimeter security, physical security and security patching?	
f)	Who has access to the data and why?	
g)	What policies and procedures are in place to detect, prevent and mitigate the unauthorized access, use or disclosure of personal information?	
h)	Have there been any instances of unauthorized access, use or disclosure of personal information in the last two years? Please describe.	
i)	How are security incidents and breaches reported internally and to clients?	

j)	What is your high-level disaster recovery plan and how is client information protected in such an event?	
k)	Who owns the data collected during and after the services have been terminated, or if the vendor goes out of business?	
l)	How will the City get its data back in the event the Consultant goes out of business?	
m)	How are routine reviews of your security and disaster recovery environments undertaken?	
n)	How is third-party verification of your security and disaster recovery environments undertaken?	
o)	What is your Service Level Agreement (SLA) and associated terms, including uptime, performance and latency targets? (Please attach) If applicable, provide information on recommended infrastructure to reach these targets.	

f) TRAINING	
i.	Describe types of training that will be provided by Proponent’s professional Technicians:
ii.	Operators – State duration of training, number of attendees and number of on-site workshops at each location:

iii. State Training Material used/provided

6. FINANCIAL

a) PRICE - 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):			
ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	Strategy and design costs	Each	\$
ii.	Development, implementation and configuration	Each	\$
iii.	Administrator and End-User Training	Each	\$
iv.	Licence costs including subscription, support and maintenance for initial three-year term, if applicable	Each	\$
v.	Any other costs (please describe in detail what the fees include).	Each	\$
vi.	Costs beyond year three - Subscription, Upgrades, Support & Maintenance per year, if applicable	Each	\$
vii.	Price for adding additional licences in future years , if applicable (specify licence metric)	Each	\$
viii.	Other not Listed:	Hour	\$
ix.	Other not Listed:		\$
Total			\$

b) Hourly Rate: - Hourly rate for additional Consulting services, if applicable

Attention Purchasing Manager:

7. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City’s website www.coquitlam.ca/Bid-Opportunities, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
8. **I/We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFP) and should our Proposal be selected, agree to the City’s **Supplementary General Conditions** (SGC’s) to CCDC 2 – 2020, and would be prepared to enter into in an agreement that incorporates the SGC’s, and will accept the City’s Contract as defined within this RFP document.
9. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

Addendum No.	Date Issued

This Proposal is submitted this ___ day of _____, 20____.

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

Name of Proponent	
Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.