

**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.

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

1. **DEPARTURES**

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| 1. **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)** |
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| 1. **SERVICES -** I/We have reviewed the Scope of Services as descibed 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)** |
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1. **MANDATORY REQUIREMENTS**

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| 1. Proponents MUST provide the following Mandatory Requirements for their Proposals to be evaluated: | |
| 1. Privacy Protection Schedule (PPS)   Proponent MUST agree to the City’s PPS. | |
| **🗆 Yes** | **🗆 No.** |

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| 1. Privacy Impact Assessment (PIA)   Proponent MUST provide a PIA |

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| **🗆 Yes** | **🗆 No.** |

1. **CORPORATE**

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| 1. **CAPABILITIES, CAPACITY AND RESOURCES** - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary)**:** |
| 1. Provide an overview of the Proponent’s organizational background, including history, mission, vision, corporate structure, and years in business: |
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| 1. Provide a detailed narrative as to the Proponent’s understanding of the project objectives, outcomes and vision: |
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| 1. Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:. |
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| 1. 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: |
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| 1. **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 pages, if necessary): | |
| **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: |

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| 1. **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** |
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1. **Sustainable Benefits and Social Responsibility**

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| 1. 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 |
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| 1. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups: |
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| 1. 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: |
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| 1. What policies does your organization have to support reconciliation with indigenous peoples: |
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1. **TECHNICAL**

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| 1. **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. |
| 1. 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. |
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| 1. 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. |
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| 1. 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. |
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| 1. 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. |
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| 1. 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. |
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| 1. 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 |
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| 1. 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. |
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| 1. **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:   1. Notification given to customers prior to scheduled maintenance periods   2. 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. |
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| 1. **Technical Requirements** | | | | | |
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| **Item** | **Description** | **Requirement** | **Included**  **Yes/**  **No** | **Additional Comments  (e.g. How? Is it included functionality or an Add-on?)** | **Price for Optional Add-on** |
|  | Hosted in Canada | Preferred |  |  | $ |
|  | 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 |  |  | $ |
|  | Security Policies and/or SOC II report | Required |  |  | $ |
|  | Ability to comply with BC *Freedom of Information and Protection of Privacy Act* (FIPPA) | Required |  |  | $ |
|  | Willingness to complete and comply with a Privacy Impact Assessment (PIA) | Required |  |  | $ |
|  | Ability to enter into an agreement containing privacy provisions | Required |  |  | $ |
|  | Ability to automatically purge or delete data in compliance with the City’s records retention policy and privacy legislation | Required |  |  | $ |
|  | Ability to sync data from existing directory (Outlook calendar and users) | Preferred |  |  | $ |
|  | Access to a testing/training environment | Preferred |  |  | $ |
|  | Compatible with all major up-to-date operating systems (Windows, Mac OS, iOS, Android) | Required |  |  | $ |
|  | Compatible with the most common, up-to-date mobile devices | Required |  |  | $ |
|  | Compatible with the current coquitlam.ca website platform (hosted by CivicPlus) | Required |  |  | $ |
|  | 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 |  |  | $ |
|  | Network, solution, data and integration architectural diagrams | Required |  |  | $ |
|  | Provide access to documentation in HTML and PDF format | Preferred |  |  | $ |
|  | Ability to convert documents into PDF and resize | Required |  |  | $ |
|  | Ability to collect metadata in documentation | Preferred |  |  | $ |
|  | Ability to export documents (individual items and compiled agenda packages) | Required |  |  | $ |
|  | Ability to maintain records until exported to enterprise document management system | Required |  |  | $ |
|  | Ability to link with enterprise document management system (with set restrictions and controls) | Preferred |  |  | $ |
|  | Full-text search capabilities for all incorporated documentation, including ability to perform optical character recognition (OCR) | Required |  |  | $ |
|  | Unlimited number of user licenses | Preferred |  |  | $ |
|  | Ability to redact documents | Preferred |  |  | $ |
|  | Service Level Agreement | Required |  |  | $ |
|  | Solution and protocols for back-up and full recovery (failure/disaster recovery) | Required |  |  | $ |
|  | Accepting of large file sizes with multiple layers, customizable security, and varying document sizes (minimum: greater than 2000 MB) | Required |  |  | $ |
|  | Allow for document compression to minimize storage space and maximize download speeds | Preferred |  |  | $ |
|  | Automated closed captions for streaming services | Preferred |  |  | $ |

| 1. **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)** |
|  | 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 |  |  | $ |
|  | Automated agenda creation (digital, customizable templates, various meeting types, formatting tools, security control functions, navigable full and/or partial packages) | Required |  |  | $ |
|  | Automated minute creation (digital, customizable templates, various meeting types, formatting tools, security control functions) | Required |  |  | $ |
|  | 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 |  |  | $ |
|  | Live and on-demand video streaming and recording (integrated with existing streaming hardware – i.e. cameras, microphones) | Required |  |  | $ |
|  | Meeting management (i.e. - virtual attendance and attendance tracking) | Required |  |  | $ |
|  | Automated web posting (integrated with existing web platform) and ability to index agenda items with internal and external formats | Required |  |  | $ |
|  | Synchronized integration of existing archived meeting materials (videos and documents) | Required |  |  | $ |
|  | Customizable workflows with editable controls, security, overrides, tracking, history access, and timeline settings | Required |  |  | $ |
|  | Ability to attach multimedia files/documents and relevant links to agenda items and/or agenda packages | Required |  |  | $ |
|  | Automated notifications and reminders related to workflows (with editable controls, security, overrides, tacking, and history access) | Required |  |  | $ |
|  | Ability to restrict (lock) documents within a workflow related to progress within workflow | Preferred |  |  | $ |
|  | Provide equivalent experience to in-person and remote participants for equitable hybrid meetings and streaming | Preferred |  |  | $ |
|  | If participants register for meetings, provide options to collect contact information about them (in alignment with FIPPA and PIA) | Required |  |  | $ |
|  | An easy-to-use and customizable internal homepage where users can browse and explore functionality (different pages depending on access levels) | Preferred |  |  | $ |
|  | Administrative workflow timelines/overview to indicate workflow status | Preferred |  |  | $ |
|  | Ability to provide real-time streams next to agenda content and archived video linked from agenda content | Required |  |  | $ |
|  | Additional security/access functions related to in-camera content | Required |  |  | $ |
|  | Ability to record motions, votes, and speaking order | Preferred |  |  | $ |
|  | Ability for users to annotate and note on agenda and minute templates | Required |  |  | $ |
|  | Ability to run reports for outstanding and/or actionable tasks related to agenda preparation and workflow | Preferred |  |  | $ |
|  | Ability to schedule meetings (varying meeting types and scheduling) | Required |  |  | $ |
|  | Ability to support version control and multiple user document editing | Required |  |  | $ |
|  | Ability to support and facilitate digital/electronic signatures and/or approval indicators | Required |  |  | $ |
|  | 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 |  |  | $ |
|  | Ability to use notification prompts to indicate final review and/or approval and manage workflows | Required |  |  | $ |
|  | Ability to distribute approved materials to pre-identified and restricted groups | Preferred |  |  | $ |
|  | The ability to automatically number, bookmark, place headers/footers and organize document pages | Preferred |  |  | $ |

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| 1. **Customer Service** - Software and Support | | |
| **Item** | **Description** | **Provide Details** |
|  | **Software Name and Version** |  |
|  | 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) |  |
|  | **How is the software licensed**? (Named-user, concurrent-user, server-based, subscription etc.) |  |
|  | **Training** – provide information regarding end-user and administrator training, including training materials and documentation; |  |
|  | How do we access support? (email, phone, web) |  |
|  | What are the hours of availability and response time for support? |  |
|  | What support services are chargeable during the support period? |  |
|  | What support services are non-chargeable during the support period? |  |
|  | Describe the process and frequency for providing upgrades and patches for the software. |  |
|  | 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.) |  |
|  | Confirm your company will be able to provide a Privacy Impact Assessment upon request by the City |  |

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| 1. **SOFTWARE-AS-A-SERVICE (SAAS) MODEL**   If a hosted or SaaS model is being proposed, please provide the following information. | | |
| **Item** | **Description** | **Provide Details** |
|  | 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. |  |
|  | How is the data protected and encrypted? At rest and in transit? |  |
|  | How is the data backed up? |  |
|  | How are data restores handled? |  |
|  | What controls are in place for intrusion detection, perimeter security, physical security and security patching? |  |
|  | Who has access to the data and why? |  |
|  | What policies and procedures are in place to detect, prevent and mitigate the unauthorized access, use or disclosure of personal information? |  |
|  | Have there been any instances of unauthorized access, use or disclosure of personal information in the last two years? Please describe. |  |
|  | How are security incidents and breaches reported internally and to clients? |  |
|  | What is your high-level disaster recovery plan and how is client information protected in such an event? |  |
|  | Who owns the data collected during and after the services have been terminated, or if the vendor goes out of business? |  |
|  | How will the City get its data back in the event the Consultant goes out of business? |  |
|  | How are routine reviews of your security and disaster recovery environments undertaken? |  |
|  | How is third-party verification of your security and disaster recovery environments undertaken? |  |
|  | 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. |  |

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| 1. **TRAINING** |
| 1. **Describe types of training that will be provided by Proponent’s professional Technicians:** |
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| 1. **Operators – State duration of training, number of attendees and number of on-site workshops at each location:** |
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| 1. **State Training Material used/provided** |
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1. **FINANCIAL**

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| * 1. **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) |
|  | Strategy and design costs | Each | $ |
|  | Development, implementation and configuration | Each | $ |
|  | Administrator and End-User Training | Each | $ |
|  | Licence costs including subscription, support and maintenance for initial three-year term, if applicable | Each | $ |
|  | Any other costs (please describe in detail what the fees include). | Each | $ |
|  | Costs beyond year three **–** Subscription, Upgrades, Support & Maintenance per year, if applicable | Each | $ |
|  | Price for adding additional licences in future years , if applicable (specify licence metric) | Each | $ |
|  | Other not Listed: | Hour | $ |
|  | Other not Listed: |  | $ |
| **Total** | | | **$** |

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| * 1. **Hourly Rate: -** Hourly rate for additional Consulting services, if applicable |
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**Attention Purchasing Manager:**

1. **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](http://www.coquitlam.ca/140/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.
2. **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.
3. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

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| **Addendum No.** | **Date Issued** |
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**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.**

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