

**City of Coquitlam**

**SUBMISSION FORM**

**RFIQ No. 25-055**

**Information Technology Service Management (ITSM) Solution**

**Submissions will be received as per date and time in Key Dates Section**

**INSTRUCTIONS FOR SUBMISSION**

Submission 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: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

**1. In the “Subject Field” enter:** RFIQ Number and Name

**2. Add files and “Send Files”**

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

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

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

1. **CORPORATE**

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| 1. **CORPORATE INFORMATION** | |
| Head Office Location |  |
| Local Branch Office Location |  |

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| 1. **BACKGROUND, EXPERIENCE and CAPABILITIES** - Respondents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary)**:** |
| 1. Structure of the Respondent, background, and organizational history (e.g. mission, vision, corporate direction, years in business, etc.): |
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| 1. The Respondent is required to outline their relevant experience and qualifications pertaining to the services requested in the RFIQ. |
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| 1. The Respondent should detail any additional value-added benefits and activities they can offer in the delivery of the services. Provide details: |
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| 1. **REFERENCES –** Respondent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary): | |
| **Reference No. 1** | |
| **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 and Email: |

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| **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 and Email: |

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| **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 and Email: |

1. **SUSTAINABLE 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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2. **TECHNICAL**

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| 1. **REQUIREMENTS** - Respondents to provide information on the following key requirements (use the spaces provided and/or attach additional pages, if necessary)**:** |

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| 1. **Data Protection and Privacy:** Describe how your ITSM solution encrypts data at rest and in transit. Please describe the encryption standards and protocols you use? |

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| 1. **Security Framework and Compliance:** Describe what security frameworks and standards your solution complies with ( e.g. SOC2,ISO 27001,PCI DSS) |
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| 1. **System Integration and Compatibility:** What are the system requirements (hardware, software, network specifications) for deploying and maintaining the ITSM solution? How does your solution integrate with existing IT infrastructure and third-party systems (e.g., Active Directory, MFA, SSO, asset management and cloud platforms) |
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| 1. **Usability and User Experience:** How does your ITSM solution ensure an intuitive and easy-to-use interface for both IT staff and end-users? Does the solution provide a user-friendly, self -service web-based portal that allows users to submit requests, check statuses, and search knowledge articles? |

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| 1. **Incident Management:** Describe how the solution efficiently logs, categorizes, prioritizes, and resolves IT incidents, enabling rapid resolution times, automatic escalation, and tracking. |
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| 1. **Problem Management:** Describe how the solution supports conducting root cause analysis, tracking recurring issues, and implementing permanent solutions. |
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| 1. **Change Management:** Describe how the solution includes a system for managing IT changes, including planning, approval workflows, and rollback processes to minimize risk to production systems. |
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| 1. **Service Request Management**: Describe how the solution offers functionality for handling user requests, such as software installations and hardware provisioning, through a streamlined process. |
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| 1. **Configuration Management**: Describe how the solution integrates with a Configuration Management Database (CMDB) to track assets and their relationships, including hardware, software, and services. |
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| 1. **Knowledge Management**: Describe how the solution provides a centralized knowledge base that enables self-service and knowledge sharing among IT staff and end-users. |
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| 1. **Automation:** Describe how the solution integrates automated workflows for tasks such as incident assignment, service approvals, and escalation procedures. |
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| 1. **Asset Management:** Does the ITSM solution include an Asset Management module? If so, is this included in the cost of the solution or separate? How does your asset management module track and manage hardware and software assets? Does the solution support real-time tracking and updates of asset statuses? |
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| 1. **Reporting and Analytics**: Describe how the solution includes built-in dashboards for real-time reporting and analytics on service metrics and agreed-upon service levels. |
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1. **FINANCIAL**

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| **Total Cost Submission:** Please provide a comprehensive, itemized breakdown of all costs associated with your proposed ITSM solution, including software, licensing, hardware, implementation services, training, and any other associated costs (excluding GST). |
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| **Software Licensing Model:** a) Describe what licensing metric is used to determine the license costs (e.g. per user, per module, per transaction, etc.)  b)Assuming that the licensing metric does not change, describe how your solution pricing is determined for future years (e.g. tied to CPI, standard percentage increase, etc. |
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| **Ongoing Support and Maintenance**: Please provide a breakdown of the costs for ongoing maintenance subscription costs, and support of the ITSM solution. |
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| **Additional Services or Customization Fees:** a) Please provide the cost to add or expand ITSM modules to additional departments or teams. Include any additional licensing, configuration, and implementation costs associated with scaling the solution. |
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| **Additional Services or Customization Fees:** Are the ITIL components (such as Incident Management, Problem Management, Change Management, Service Request Management, etc.) in your proposed ITSM solution priced separately as individual modules? b) If so, please provide a breakdown of the pricing for each ITIL component. |
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| **Additional Services or Customization Fees:** What other modules or components (Asset Management, etc.) in your proposed ITSM solution is included or priced separately as individual modules? b) Please provide a breakdown of the pricing for each module that is not included. |
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**Attention Purchasing Manager:**

1. **I/We, the undersigned duly authorized representative of the Respondent**, having received and carefully reviewed all of the Submission documents, including the RFIQ and any issued addenda posted on the City’s website [www.coquitlam.ca/Bid-Opportunities](http://www.coquitlam.ca/140/Bid-Opportunities) , and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services~~,~~ submit this Submission in response to the RFIQ.
2. **I/We** agree to the rules of participation outlined in the **Instructions to Respondents** (per section 2 of RFP).
3. **I/We acknowledge** receipt of the following Addenda related to this Request for Information and Qualification and have incorporated the information received in preparing this Submission.

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| **Addendum No.** | **Date Issued** |
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**This Submission** is submitted this \_\_\_\_day of \_\_\_\_\_\_\_, 20\_\_\_\_\_\_.

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

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