

City of Coquitlam

Request for Proposals

RFP No. 25-114

Consulting Services

Community Safety Strategy Workshop

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**[PROPOSAL SUBMISSION FORM](#)**

**1 KEY DATES**

<b>RFP Issue Date</b>	<b>Thursday, December 4, 2025</b>
<b>Deadline for Questions</b> Send questions to: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> referencing the RFP name and number.	<b>2:00 PM (local time)</b> <b>Tuesday, January 20, 2026</b>
<b>Submission Deadline</b>	<b>2:00 PM (local time)</b> <b>Friday, January 23, 2026</b>

**Please Note:** The Procurement Department at City Hall will be closed at 12:00 PM on Wednesday, December 24, 2025 and reopen at 08:00 AM on Friday, January 02, 2026. Inquiries will not be reviewed until January 02, 2026. City Service Operations will remain in full service.

**2 PROCUREMENT REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS**

All applicable requirements, guidelines, and terms and conditions for City procurement processes including, but not limited to, RFPs, RFIQs, and RFIs etc. are available on the City's website under [City Purchasing Information](#).

To be eligible for the award, the City requires only the successful Proponent to agree to and have the following in place before providing any Goods or Services. The applicable requirements to this process are:

- a) Instructions to Proponents
- b) City Standard Terms and Conditions - Consulting and Professional Services

**Do Not Submit – The items below are not required as part of this RFP Proposal. The City will request this documentation from the successful Proponent prior to entering into an agreement for Services.**

- c) Commercial General Liability (CGL) insurance with \$5M coverage on the City's Certificate of Insurance - Consultant Form
- d) A City of Coquitlam or Tri Cities Intermunicipal Business License is required for any Consultant performing Work within the City or if their office is located within the City, excluding delivery-only services

### 3 DEFINITIONS

**“Agreement” “Contract”** means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through the negotiation process with the City incorporating the information contained in this RFP, the City’s Standard Terms and Conditions - Consulting and Professional Services (as per Section 2), the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

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

**“Consultant”** means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services outlined in this Request for Proposals and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both **“Consultant”** 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.

**“Evaluation Team”** means the team appointed by the City.

**“Price”** means the amount that will be paid by the City to the Consultant 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 Consultant.

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

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

## 4 INTRODUCTION

### 4.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́hə́míhə́m (HUN-kuh-MEE-num) word kwíkʷə́lə́m (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kwíkʷə́lə́m traditional and ancestral lands, including those parts that were historically shared with the qí́cə́y (kat-zee), and other Coast Salish Peoples.

### 4.2 Purpose

This RFP is intended to invite qualified Consultants who are interested in, and who have the expertise, experience, resources and knowledge to perform the **Community Safety Strategy Workshop**.

### 4.3 Project Timeline

The Consultant is responsible for their availability and ability to meet time schedule and completion date. Proponents are to confirm they will meet the City’s expectations with a written acknowledgement of the ability to deliver the required Services to the City given the Proponents’ existing workload and future commitments.

Task	Timeline
Provide background research report	February 2026
Provide City Council workshop presentation and facilitation plan	March 2026
Facilitate City Council workshop	April 2026
Submit draft final report for staff review	May 2026
Deliver final report to staff	June 2026

### 4.4 Sub-Consultants

The use of sub-Consultants is acceptable providing they are fully identified in the Proposal and understand the conditions of this document will apply to all Consultants named. Joint submissions must identify a prime Proponent who assumes responsibility for the Proposal as well as for the professional standards, actions and performance for all Proponents, if awarded the work.

### 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. The City may not consider any departures not stated in the Proponent’s Proposal Submission.

4.6 Evaluation Criteria

a) 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."

b) 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.

c) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

<b>Proposal Evaluation Summary</b>	<b>Maximum Points to be Awarded</b>
<a href="#"><u>Corporate</u></a>	20
<a href="#"><u>Sustainable Benefits and Social Responsibility</u></a>	10
<a href="#"><u>Technical</u></a>	25
<a href="#"><u>Project Experience and Service Delivery</u></a>	30
<a href="#"><u>Financial</u></a>	15
<b>Total</b>	<b>100</b>

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

**Corporate**

- Project Understanding - Comprehensive understanding of the project objectives, outcomes and vision; major issues and opportunities presented in the Proposal;
- Project Team - description and role of Consultant team members and any sub-Consultants; Experience and Qualifications of team members;
- Value Added Benefits to the City - Describe your competitive advantage, value added services and benefits that would be provided to the City.

**Sustainable Benefits and Social Responsibility**

- Sustainable benefits
- Reconciliation
- Social Responsibility

**Technical**

- Proposed methodology, work plan and approach, including breakdown of tasks necessary to complete the project
- Availability and time schedule
- Quality control measures

**Project Experience and Service Delivery**

- Examples of similar successful projects, project dates, client names and contact information, description of team members role in each project
- Challenges encountered and how they were addressed
- Comparability of the examples to Coquitlam
- Experiences working with municipal Councils and large government organizations
- Experiences developing scope and engagement plans
- Experiences facilitating workshops and supporting decision-making processes

**Financial**

- Price Schedule - Fee matrix with hourly rates and charges by level of effort (hours) associated to task and total lump sum fee including disbursements (exclude GST)

d) 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.

e) Reference Checks and Interviews

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

- References may be contacted
- Interviews may be conducted
  - As part of the evaluation of Corporate Experience

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.

f) 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.

g) 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.

h) 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.

## **5 PROJECT SPECIFIC TERMS AND CONDITIONS**

### **5.1 Intellectual Property Rights**

The Contract establishes the City as the owner of the “Instruments of Service” in connection with this Project specifically the immediate plans, data sets, models, graphics, spreadsheets, etc. and other materials requested and provided as defined as deliverables under this RFP.

## **6 SCOPE OF SERVICES**

### **6.1 Background**

The City of Coquitlam is the sixth largest city in the province of British Columbia, Canada, with a population of approximately 150,000 residents, and one of 21 municipalities within the Metro Vancouver region. As part of the City's ongoing commitment to enhance community safety and streamline operations for greater efficiency, the City established a Community Safety Department comprising Fire/Rescue Services, Bylaw Enforcement, Animal Services and Business Licensing, and Risk and Emergency Management. The Department also works closely with the Coquitlam Royal Canadian Mounted Police (RCMP), the City's contracted policing service provider. This department is central to the City's efforts to address community safety concerns.

### **6.2 Scope of Work**

The City of Coquitlam is a safe place to live and is being well-served by its Community Safety Department and the Coquitlam RCMP. In order to maintain and enhance safety and the feeling of safety in the community, the City is developing a Community Safety Strategy. Given the complexities around safety, feelings of safety, and the wide range of issues that contribute to them, the City is seeking to engage a qualified Consultant to design and facilitate a workshop with City Council to clarify the overall direction, scope, and desired level of engagement for the forthcoming strategy.

The Consultant will conduct a review of the current provision of community safety services within the City of Coquitlam, as well as existing strategies, plans, and operations that contribute to safety in Coquitlam, to inform the development of the workshop. The Consultant will also examine formal community safety strategies from other jurisdictions and provide City Council an analysis of the strengths and limitations of different strategy scopes and engagement approaches.

The Consultant will use the review and analysis to facilitate a workshop with City Council in order to determine the strategy's scope and level of engagement. The Consultant will present lessons learned, summarize key considerations associated with strategy scopes and engagement approaches taken by other jurisdictions, and help City Council identify their preferred blend of strategy and engagement scope.

This Project Work represents the first step in the larger process of generating a Community Safety Strategy. Once the scope of work detailed in this Request for Proposals is complete, the City will consider the recommendations provided and may issue a new Request for Proposals to continue developing the Strategy.

### **6.3 Deliverables**

The Consultant will need to prepare a background research report, plan and facilitate a City Council workshop, and author a workshop summary report.

- a) Background Research Report
  - An overview of existing strategies, plans, and operations that contribute to safety in Coquitlam;
  - An overview of current community safety and well-being frameworks and strategies from comparable municipalities across Canada; and
  - A lessons-learned document discussing key considerations associated with strategy scope and engagement approaches.
- b) City Council Workshop
  - A workshop facilitation plan, complete with presentation materials; and
  - A City Council workshop to promote discussion among City Council members to identify key priorities, guiding principles, and outcomes for the City's own Community Safety Strategy.
- c) Workshop Summary Report
  - A summary of the workshop outcomes regarding the appropriate scope, scale, and level of engagement for the development of the Community Safety Strategy.

#### 6.4 Regulatory and Compliance Requirements

The Consultant shall perform all Services in accordance with the latest editions of applicable codes, standards, and regulations, including all provincial amendments and local by-laws. Where multiple requirements apply, the most stringent shall govern.

#### 6.5 Project Organization and Management

The Consultant will work with staff from the City, including regular in-person and/or virtual update meetings. It is intended that the Consultant will work collaboratively with the Project Lead and other City staff, as required, throughout the process.

The Consultant will be responsible for recording all meeting minutes, including significant proceedings and decisions, identifying 'action by' parties, and will reproduce and distribute copies of minutes within two (2) working days after each meeting. The Consultant will transmit the meeting minutes to meeting participants including those who were not in attendance.

The Consultant will lead and otherwise be responsible for all elements of the Services, including reporting at key milestones, timely communications with the City's Project Lead on emerging project issues, and maintaining complete documentation (i.e. minutes, presentations) from internal and external meetings.

The Consultant lead must receive written approval from the Project Lead for any task or personnel reassignments on the Consultant team.

## 6.6 Fee Schedule and Cost of Services

- a) Proponents to submit with their Proposal, a **Schedule of Fees and Effort**, for all of the Services outlining level of effort by each team member, including hourly rates and total lump sum pricing. The hourly rates will be used to value additional Services if required. The fee schedule should show the maximum upset limits that the Consulting Team will not exceed unless the City's Project Manager requests additional Services which are beyond the Scope of Services as outlined in this RFP.
- b) The Proponent shall include in the fee schedule all sub Consultant fees and all Consulting Team disbursements.
- c) The Proponent shall indicate any additional 'Optional Services' or costs not accounted for in the fee schedule as part of the proposal submission.
- d) The successful Consultant will not be able to claim any additional cost as a result of changes to the Schedule or order of works. This condition shall be in effect for the duration of the project.

The Consulting Services Price Total will form the budget for the full scope of the Services, including all details and deliverables specified in this RFP.

The Price total includes business administration services, disbursements, costs, charges, expenses, of any sort (excluding GST) for the Consultant to complete the Project to the City's standards in accordance with the work schedule provided in this RFP.



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 25-114

### Community Safety Strategy Workshop

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

1. In the "Subject Field" enter: RFP 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.)

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

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

**1. DEPARTURES**

**a) CONTRACT - I/We have reviewed the City's Standard Terms and Conditions - Consulting and Professional Services** (per Section 2 of RFP) and would be prepared to enter into an agreement that incorporates the City's Stand 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. 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:

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<b>b) REFERENCES</b> – 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):	
<b>Reference No. 1</b>	
<b>Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Contract Value</b>	
<b>Project completed on budget</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company
	Name:
	Phone Number and Email:
<b>Reference No. 2</b>	
<b>Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Contract Value</b>	
<b>Project completed on budget</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company
	Name:
	Phone Number and Email:
<b>Reference No. 3</b>	
<b>Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Contract Value</b>	
<b>Project completed on budget</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company
	Name:
	Phone Number and Email:

**c) SUB-CONSULTANTS** - The following Sub-Consultants will be utilized in provision of the services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these sub-Consultants without the City's written approval:

<b>Sub-Consultants No. 1</b>	
<b>Legal Name</b>	
<b>Trade/Services Performed</b>	
<b>Background and Experience</b>	
<b>Qualifications</b>	
<b>Contact Information</b>	Name:
	Phone Number:
	Email Address:
<b>Sub-Consultants No. 2</b>	
<b>Legal Name</b>	
<b>Trade/Services Performed</b>	
<b>Background and Experience</b>	
<b>Qualifications</b>	
<b>Contact Information</b>	Name:
	Phone Number:
	Email Address:

**d) 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. (Add rows as needed). Please include resumes as an Attachment to this Submission, at a maximum of 2 pages per resume.

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

### 3. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

i. 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:
ii. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:
iii. 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:
iv. What policies does your organization have to support reconciliation with indigenous peoples:

### 4. TECHNICAL

<b>a) APPROACH and METHODOLOGY</b> - 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.
<b>I. Approach</b> - Proponent is to state how their organization will approach the Project and engage with the City to deliver the Services:
<b>II. Methodology</b> – State the methodology the Proponent will utilize to deliver the Services:

<b>III. Work Plan</b> – Provide a work plan that provides a breakout of the tasks necessary for each Phase of the Services along with proposed outcomes for each Phase. Clearly state any deviations from the City’s suggested Scope of Services:
<b>IV. Challenges</b> – Describe the challenges anticipated and how the Proponent intends to mitigate these:
<b>V. Quality Assurance</b> - Provide the measures the Proponent will use to maintain quality control for the Services being performed:

<b>b) PROPOSED WORK SCHEDULE AND MILESTONE DATES</b>	
<p>The City has included a proposed work schedule along with milestone dates within this RFP. The work schedule will be an important part of the evaluation process. Proponent is to state if they are able to meet these dates or provide an alternate schedule for consideration:</p> <p>The Proponent is able to meet Proposed Work Schedule:</p>	
<input type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>
<b>I. If NO,</b> please provide explanation and alternate schedule for consideration:	

## 5. PROJECT EXPERIENCE AND SERVICE DELIVERY

**a) EXPERIENCE AND ENGAGEMENT** - 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. Project Scale** – Describe previous project work involving large government organizations (i.e., organization strength of over 500 people):

**II. Political Dexterity**– Please describe previous experiences working directly with municipal Councils, highlighting an ability to navigate complex topics and summarize different perspectives:

**III. Development** – Please speak to previous experiences developing scope and engagement documentation for community safety strategies/plans:

**IV. Facilitation** – Please explain previous experience developing and facilitating workshops for City Councils or Senior Leadership Teams. Please be clear about how you would support workshop members in their decision-making process:

**V. Challenges** –Describe previous experience developing scope and engagement plans for large scale projects, making specific mention of how you have navigated scope creep and how you evaluated the effectiveness of your engagement plan:

## 6. FINANCIAL

**a) SCHEDULE OF FEES AND EFFORT** - The fee schedule shall show an appropriate level of hours/effort for each of the project components, broken down Proponent’s team member(s) assigned to each component. The fee schedule shall show the maximum upset limits that the ‘Consulting Team’ will not exceed unless the City Project Manager requests additional services which are beyond the Scope of Services as outlined in this RFP. Proponent is to include any additional “Optional Services” or costs not accounted for in the fee schedule as part of the Proposal submission. The successful Proponent will not be able to claim any additional cost as a result of changes to the schedule or order of works or for project delays.

ITEM NO.	TASK/DELIVERABLE	Assigned Staff	Number of Hours	Rate per Hour	TOTAL PRICE (LUMP)
1.					\$
2.					\$
3.					\$
4.					\$
5.					\$
6.					\$
<b>Total</b>					<b>\$</b>

**b) MONTHLY INVOICING BREAKDOWN** – In line with the above fee schedule, the Proponent will be prepared to provide an approximate monthly cost status breakdown that clearly delineates hours worked toward completing each task/deliverable. This cost breakdown should include the amount billed to each project component using hours spent and rate per hour, and should include an estimate of hours and budget remaining for each component.

Consultant	(Month) Billed \$	(Month) Billed Hours	Total Budgeted Hours	Total Budgeted \$	Total Billed \$	Hours Remaining	Budget Remaining	Budget % Remaining
Consultant #1								
Consultant #2								

**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](http://www.coquitlam.ca/Bid-Opportunities) (or having received directly), 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 **Standard Terms and Conditions - Consulting and Professional Services** (per Section 2 of RFP) 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.**

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