

City of Coquitlam

Request for Proposals

RFP No. 26-059

Plumbing Maintenance and Repair
Services

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1. KEY DATES

RFP Issue Date	Wednesday, March 25, 2026
Deadline for Questions Send questions to: bid@coquitlam.ca referencing the RFP name and number.	12:00 PM (local time) Monday, April 13, 2026
Submission Deadline	2:00 PM (local time) Thursday, April 16, 2026

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) [Standard Terms and Conditions - Purchase of Goods and 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 \$5M coverage provided on the City's Certificate of Insurance – Contractor Form
- d) Be registered and provide WorkSafeBC clearance; upon request, the City may request an employer report
- e) 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

3. DEFINITIONS

“Agreement” “Contract” means the City Purchase Order that will be issued to formalize the Contract with the successful Proponent through negotiation process with the City based on the Proposal submitted and will incorporate by reference the Request for Proposals, the Terms and Conditions of Contract included in this RFP, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City

“City” “Owner” means City of Coquitlam

“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

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

“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

4. INSTRUCTIONS TO PROPONENTS

4.1. Acknowledgement

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

4.2. Purpose

The purpose of this RFP is to invite Proposals from qualified, experienced and licensed companies for “as, if and when required,” for the supply and delivery of **Plumbing Maintenance and Repair Services** as stated within this RFP.

4.3. Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission.

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, 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. 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

- The City preference is for Proposals to be original and directly aligned with the requirements outlined in this RFP. Proposals will be evaluated on specificity and relevance of content. Proposals containing generic, boilerplate, non-responsive 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:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	30
Sustainable Benefits and Social Responsibility	10
Technical	30
Financial	30
Total	100

d) 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
- References
- Sub-Contractors
- Staff qualifications and experience
- Health and Safety

- Equipment
- Value added benefits

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Quality Assurance and Safety
- Risk factors
- Understanding of City's Requirements and Objectives
- Response Time

Financial

- Labour Rates
- Mark up rates

e) 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.

f) 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.

g) 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.

h) 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.

i) 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

The initial term of the Contract is two (2) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

5. SCOPE OF SERVICES

5.1. Scope

The purpose of this RFP is to invite Proposals from qualified, experienced and licensed companies for “asand when required,” **Plumbing Maintenance and Repair Services** at various City buildings, as stated within this RFP.

The Scope of Work may include, but not limited to:

- a) Scheduled Preventative Maintenance tasks:
 - Drain cleaning and camera inspection
 - Sump system servicing
 - Lift stations
- b) Corrective Maintenance and Repair Services:
 - Piping system leaks
 - Clogged drains
 - Camera inspection of piping systems
 - Failed plumbing fixtures
 - Underground plumbing system/pipe repairs
- c) Minor project work and asset replacements:
 - Plumbing fixtures (sinks, toilets, showers, faucets, etc.)
 - Hot water heaters and storage tanks
 - Hot water on demand units
 - Drinking fountains
 - Piping system

The Contractor to diagnose the failure and determine cause. Contractor to correct the failure prior to repair. The Contractor to work as quickly and efficiently as possible as City buildings/facilities must remain open to the public.

5.2. Regular Working Hours

The regular working hours shall be 7:00AM to 4:30PM, Monday through Friday. No work will be performed outside of regular working hours without prior approval of the City.

5.3. Service Requests

a) Emergency Service Requests:

The Contractor shall maintain a twenty-four (24) hour emergency response service for the duration of the Contract and have one or more qualified technicians available for after hour emergencies.

The Contractor shall respond on-site within one (1) hour to emergency requests. The Contractor must phone the City representative within fifteen (15) minutes to confirm that a timely on-site response will be made.

b) Non-Emergency Service Requests:

The Contractor shall respond to non-emergency requests within twenty-four (24) hours.

5.4. Permits and Regulations

The Contractor is to obtain permits, pay all fees therefore and comply with all Provincial, Municipal and other legal regulations and by-laws applicable to the Work. If no local regulations, comply with the National Building Codes of Canada, latest revision. Workers Compensation Act and Workplace Hazardous Material Information System ("W.H.M.I.S.") requirements and regulations are to be strictly adhered to.

5.5. Site Control and Organization

The Contractor shall at all times be responsible for maintaining safety zones around the worksite with safety barricades and signage to protect workers, City Staff and Public.

The Contractor shall at all times keep the site secure, safe, clean and orderly as the Work allows, with the removal of trash and debris daily.

5.6. Qualifications

All Work must be performed by certified journeyman plumber holding valid trade qualifications recognized in the Province of British Columbia. Apprentices must work under the supervision of a certified Journeyman.

All personnel performing plumbing services shall be properly trained, certified, and authorized to carry out the Work in accordance with applicable legislation and regulatory requirements, including but not limited to WorkSafeBC regulations, WHMIS legislation, and Technical Safety BC requirements.

The Contractor shall provide proof of qualifications, certifications, and licensing upon request by the City.

5.7. RCMP Security Check – Post Award

Where the Work requires access to the Public Safety Building (RCMP building), or other security-designated sites identified by the City, the Contractor's personnel working at those locations must obtain and maintain an RCMP Security Check for the duration of the Contract.

The Contractor must provide a list of all employees who will require access, along with a copy of their driver's licence. Approved Sub-Contractors must meet the same requirements.

For any Work occurring directly within the Public Safety Building, RCMP security will be present at all times. No photographs may be taken inside these facilities without prior written approval. The Contractor must have at least one security-cleared employee available for after-hours callouts when emergency Work at these facilities is required.

Any employee denied security clearance shall not be permitted to enter the designated facilities, and the Contractor must provide a qualified replacement who has obtained the required security clearance.

All costs associated with obtaining security clearances and any required criminal record checks will be the responsibility of the Contractor.

5.8. Extra Work

The Contractor shall not proceed with any additional Services that will increase costs beyond the approved purchase order amount without prior written authorization from the City.

Where additional Services or separate projects arise, the City may, at its discretion, request a quotation from the Contractor for lower-value work in accordance with applicable approval limits. For higher-value work, the City may request competitive quotations or conduct a formal competitive procurement process in accordance with its purchasing policies. Nothing in this Agreement guarantees the Contractor the award of additional Services or projects beyond the scope of this Contract.

Any invoice for additional Services not previously authorized in writing will not be accepted by the City.

5.9. Contractor Field Reports

A report is required to be completed by the Contractor for any Services performed. The reports shall itemize the labour type and amount of hours based upon the time of arrival and departure from the site, any materials used, any other additional charges. Provide a sample of a typical field report with the submission.

5.10. Public Relations

Good public relations must be maintained at all times by the Contractor, the Contractor's employees, and representatives. All enquiries and complaints must be satisfactorily resolved in a courteous and businesslike manner and be acted upon within a twenty-four (24) hour period.

5.11. Protection of Public

The Contractor shall take adequate measures to protect the public, City staff, and all others on site from injury, damage, or other loss resulting from maintenance operations and related activities.

The Contractor shall promptly report to the City any safety incidents as they occur.

5.12. Work Hazards

- a) It is the responsibility of the Contractor to address all Work hazards that could be reasonably expected on any job site(s) and to develop both training and written policy and procedures, where necessary, for the protection of the workers and the general public.
- b) It is the responsibility of the Contractor to monitor compliance and where necessary correct and/or discipline workers.

5.13. Environmental Protection

The Contractor shall be responsible to take all necessary measures to comply with requirements of the Federal and Provincial Environmental Protection Agencies and Municipal Acts and Bylaws in respect to air, earth and water pollution.

5.14. Clean Up

At the end of each day, the Contractor shall ensure the site is safe and secure and, at the conclusion of Work, the Contractor shall clean out all debris, promptly remove and equipment or materials, and leave the site of the Work in a clean and tidy condition.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 26-059

Plumbing Maintenance and Repair Services

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: <https://qfile.coquitlam.ca/filedrop/purchasing>

1. In the “From” field enter: your email address
2. In the “Subject” field enter: Bid Name
3. In the “Bid Number” field enter: Bid Number
4. In the “Type” field enter **New** if this is a new submission or **Update** if this is an updated submission
5. Add files and Send (ensure your browser remains open until you receive a files sent message. You will also receive an email from QFile confirming the submission).

Proponents are responsible to allow ample time to complete the Proposal submission process prior to the closing date and time. Late submissions will not be accepted. If assistance is required phone 604-927-3037.

Legal Name of Company	
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 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. 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 pages, if necessary)

Reference No. 1

Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

Reference No. 2

Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

Reference No. 3

Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

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.				

d) SUB-CONTRACTORS - The following Sub-Contractors 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-Contractors without the City’s written approval:

Sub-Contractor No. 1	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:
Sub-Contractor No. 2	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

e) HEALTH AND SAFETY

I. Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?

Yes

No

II. Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC?

Yes

No

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

a) APPROACH and METHODOLOGY - Summarize the key features of your Proposal and outline the Technical Approach to be used. Provide a brief description of the components required for the successful completion of the Work.
I. Delivery, Set-Up and Execution - Proposals should outline the plan for the delivery, set up, and execution of the Work.
II. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed.

III. Risk Factors - Describe the risk factors anticipated and how the Proponent intends to mitigate these.
IV. Safety - Proponent is to state how they will address safety on the Work site.

b) RESPONSE TIME: Indicate Response time in hours for Emergency & Non-Emergency Call outs:	
Emergency Call Out:	
Non-Emergency Call Out:	

5. FINANCIAL

a) PRICE – The following are rates for qualified trades personnel that would be used for valuing additional Work and Services beyond the Scope of this RFP on an “as needed and when requested” basis.
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.	Journeyman Plumber / Gas Fitter, Regular Rates: Monday to Friday 7:00 AM to 4:30 PM	Hour	\$
ii.	Journeyman Plumber / Gas Fitter, Overtime Rates:	Hour	\$
iii.	Apprentice Plumber / Gas Fitter, Regular Rates: Monday to Friday 7:00 AM to 4:30 PM	Hour	\$
iv.	Apprentice Plumber / Gas Fitter, Overtime Rates:	Hour	\$
v.	Minimum number of hours billed per mobilization:	Hour	\$
vi.	Other not listed		\$
vii.	Other not Listed:		\$
viii.	Other not Listed:		\$
Total			\$

b) MATERIAL MARKUP RATES

Mark-up rate on materials	%
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Attention Purchasing Manager:

6. **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.
7. **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 - Purchase of Goods and Services** (per Section 2 of RFP) and will accept the City’s Contract as defined within this RFP document.
8. **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.

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