# Coouitlam

City of Coquitlam

Request for Proposals RFP No. 22-007

**Digital Asset Management System** 

Issue Date: January 31, 2022

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PROPOSAL SUBMISSION FORM

RFP Reference	RFP No. 22-007
KFF Reference	Digital Asset Management System
Overview of the Opportunity	The City requests Proposals from experienced qualified firms for the provision of a <b>Digital Asset Management System.</b>
Closing Date	2:00 p.m. local time
and Time	Monday, February 28, 2022
	Proposals are to be consolidated into one PDF file and uploaded electronically through QFile, the City's file transfer service accessed at <u>qfile.coquitlam.ca/bid</u>
Instructions for Proposal Submission	<ol> <li>In the "Subject Field" enter: RFP Number and Name</li> <li>Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.)</li> </ol>
	Phone 604-927-3037 should assistance be required.
	The City reserves the right to accept Proposals received after the Closing Date and Time.
Obtaining RFP Documents	RFP Documents are available for download from the City of Coquitlam's website: <u>https://www.coquitlam.ca/Bid-Opportunities</u>
Documents	Printing of RFP documents is the sole responsibility of the Proponents.
Instructions to ProponentsThe guidelines for participation that will apply to this RFP are posted on the City's Instructions to Proponents	
Questions	Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the Closing Date sent to email: <u>bid@coquitlam.ca</u>
Addenda	Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: <u>https://www.coquitlam.ca/Bid-Opportunities</u>
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: <u>bid@coquitlam.ca</u> prior to the Closing Date and Time.
Terms and Conditions of Contract	City of Coquitlam <u>Standard Terms and Conditions - Purchase of Goods and Services</u> are posted on the City's website and will apply to the Contract awarded as a result of this RFP.

## SUMMARY OF KEY INFORMATION

# DEFINITIONS

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

**"Contractor"** means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both "Contractor" and "Proponent" are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and works.

"City" "Owner" means City of Coquitlam;

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

"Project Manager" means the City staff member appointed to coordinate the work;

"Proponent" means responder to this Request for Proposals;

"Proposal" means the submission by the Proponent;

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

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

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

"Supply" "Provide" shall mean supply and pay for and provide and pay for.

# **1** INSTRUCTIONS TO PROPONENTS

#### 1.1 Purpose

The City requests Proposals from experienced qualified firms to provide a **Digital Asset Management System (DAM).** 

#### 1.2 Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

# 1.3 Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: <u>Instructions to Proponents.</u>

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

#### 1.4 <u>Requested Departures</u>

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

#### 1.5 Evaluation Criteria

Evaluation Criteria of each proposal will be determined in accordance with the following:

Proposal Evaluation Summary	Maximum Points to be Awarded
<u>Corporate</u>	30
Technical	30
Financial and Value Added	40
Total	100

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

#### **Corporate Experience, Reputation, Capacity and Resources**

- Business and technical reputation and capabilities; experience, capacity and resources
- References (on time delivery, support, performance, etc.)
- Key Personnel
- Sub-contractors
- Manufacturer Authorization

#### **Technical**

• Methodology, set-up and execution of the work

- Compliance to Specifications
- Ease of operation
- Risk factors
- Support Services
- Warranty
- Training

# **Financial and Value Added**

- Total Price
- Financial offer including, but not limited to, prices, operating and maintenance costs
- Value Added / Sustainable benefits

These criteria will be used to determine best overall value to the City as any other criteria that may become evident during the evaluation process. Proposals will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

The City may, at is 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.

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

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.

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.

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services.

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

requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

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

1.6 Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Commercial General Liability (CGL) insurance \$5M coverage provided on the <u>City's</u> <u>Standard Insurance Form</u>
- b) Be registered and provide WorkSafeBC clearance
- c) Accept the City's standard Terms and Conditions posted on the City's website: <u>Standard</u> <u>Terms and Conditions - Purchase of Goods and Services</u>
- d) A City of Coquitlam or Tri Cities Intermunicipal **Business Licence**

# 1.7 Examination of Proposal Documents

The Proponent must carefully examine the Proposal Documents. The Proponent may not claim, after the submission of a Proposal, that there was any misunderstanding with respect to the requirements and conditions imposed by the City.

There will be no opportunity to make any additional claim for compensation or invoice for additional charges that were not considered and included in the Proposal price submitted, unless the City, at its sole discretion, deems that it would be unreasonable to do so, or there are additional work requirements due to unforeseen circumstances.

All information in this RFP Document, Site Visit and any resulting Addenda will be incorporated into any Contract between the City and the successful Proponent, and therefore must be considered by the Proponent in preparing their Proposal.

# 2 GENERAL CONDITIONS OF CONTRACT

# 2.1 Terms and Conditions of Contract

The City's <u>Standard Terms and Conditions - Purchase of Goods and Services</u>, as published on the City's website, the Conditions listed below, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

# **3** SCOPE OF SERVICES

#### 3.1 Purpose

The City requests Proposals from experienced qualified firms to provide a **Digital Asset Management System.** 

#### 3.2 <u>Scope</u>

The implementation of the DAM System is anticipated to include five admin users that will actively manage assets as well as upwards of 50 read-only users.

The scope of services for the DAM System implementation includes, but is not limited to:

- Initial software licence;
- Professional services for design, implementation, configuration and project management (if applicable) working in conjunction with the City's technical and functional teams;
- Support services for the migration of the City's existing assets (approximately 1 TB);
- End-user and administrator training, including training materials and documentation;
- Software support, maintenance and/or subscription costs for an initial one-year period.

#### 3.3 System Requirements

The City's selected DAM System should provide a majority of the following high-level features:

- Ability to manage and store a large volume of digital assets, including images and videos;
- Software-as-a-Service (SaaS Preferred) or on premise hosting;
- Must ensure asset security and user privacy, including compliance with current FIPPA requirements. Refer to https://www.oipc.bc.ca for more information.
- Must contain a keywording system that can be pre-populated using City-determined taxonomy.
- Must integrate with Adobe Creative Cloud, specifically InDesign, Photoshop, Illustrator and Acrobat applications;
- Ability to integrate with existing corporate and archival systems, including the City's OpenText eDOCS Coquitlam Enterprise Document Management System (CEDMS), and Archivematica which uses METS, PREMIS, Dublin Core, the Library of Congress BagIt specifications and is compatible with hundreds of file formats
- Ability to easily migrate existing assets to the new DAM system;
- Ability to apply descriptive metadata (i.e. tag/catalogue) assets;
- Provides self-service options for users to search, access, and use assets;
- Ability to automate account creation and log in;
- Ability to assign different accessibility settings;
- Ability for City staff to manage, track and report on the usage of all assets;
- Ability to accommodate multiple users and share assets between clients using individual logins or shared links;

- Ability to import assets from external users through an approval process;
- Ability to provide approval workflows for the creation of assets;
- Ability to purge information from the system either manually or on a retention schedule
- Ability to relate copyright/privacy permissions forms to assets.
- Ability to integrate with Multi-Factor Authentication and Single Sign-On Solutions Scope of Services

Respondents are expected to include detailed information on how they will be able to meet the City's needs, as well as information on any functionality of their solution that would be of use to the City but has not been identified here.

The successful Respondent ("Consultant") would facilitate the installation of software, training and support for staff during installation and throughout all future software updates (the "Services).

3.4 Training

The Contractor shall provide administrator and end-user training in addition to supplementary training resources such as how-to videos, manuals, and FAQs.

3.5 <u>Manufacturer-Authorized</u>

Contractor must be authorized by the manufacturer to sell equipment where such authorization is granted by the manufacturer. The relationship with the manufacturer must be direct and not indirect through a third party.

3.6 <u>Rejected Work</u>

Defective Work, whether the result of poor workmanship, use of defective products or damage through carelessness or other act or omission of the Contractor, shall be rectified at the Contractor's expense.



# **City of Coquitlam**

# **REQUEST FOR PROPOSALS**

# **RFP No. 22-007**

# **Digital Asset Management System**

#### Proposals will be received on or before 2:00 p.m. local time on

#### Monday, February 28, 2022

(Closing Date and Time)

#### INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

#### 1. In the "Subject Field" enter: RFP Number and Name

#### 2. Add files in .pdf format and "Send"

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

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

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

#### 1.

# **DEPARTURES AND AWARD**

**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)

c) AWARD - For eligibility of award, the City requires the succesful Proponent to complete and hav	e
the following in place before providing the Goods and Services.	

i. Vendor Info - Complete and retu	rn the City's <u>Vendor Profile and Electronic</u>
Funds Transfer Application (PDF)	

ii.	Business Licence - A City of Coquitlam or Tri Cities Intermunicipal	<b>Business</b>
	Licence	

iii.	Insurance – Provide Insurance coverage as per	the	City	<u>'s Standard</u>	Insurance	
	Form					

As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):

#### 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. Organizational structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate direction/priorities, years in business, etc.):

ii. Relevant experience and qualifications as to the Services requested in the RFP:

iii. Narrative that demonstrates proponent's ability to provide the Services requested in the RFP:

iv. Proponent capabilities and resources, as relevant to the Services requested in the RFP, including capacity to take on this project in conjunction with other work they may have ongoing:

**b) REFERENCES** – Proponent shall be competent and capable of performing the Services requested and have 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:

c) KEY PERSONNEL – Proponent proposes the following key personnel for the Services stated in the RFP. If awarded the contract, 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.				

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. If awarded the contract, 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) STATE MANUFACTURER(S) YOU REPRESENT:

#### f) MANUFACTURER AUTHORIZATION

Provide as an attachment a letter from the manufacturer that verifies that you are an authorized dealer for them:

	TECHNICAL
a)	<b>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.
i.	<b>Delivery, Set-Up and Execution -</b> Proposals should address the plan for the delivery, set up and execution of the work.
ii.	<b>Quality Assurance -</b> What measures will the Proponent use to maintain quality control for the Services being performed.
iii.	<b>Risk Factors -</b> Describe the anticipated risk factors and how the Proponent intends to mitigate these.
iv.	<b>Safety -</b> How will the Proponent address safety on the work site.
iv.	<b>Safety -</b> How will the Proponent address safety on the work site.

# b) State manufacture with model or version number:

c) WARRANTY - State standard warranty:

# d) Training and Manuals

# i. Describe types of training that will be provided by Proponent:

**ii. Operators –** State duration of training, number of attendees per session

# iii. State Training Material used/provided, including format (e.g. online, web-based, print):

e) 9	e) Software, Support, and Data Security		
	Description	Provide Details	
1.	Software Name and Version		
2.	Provide <b>Technical details</b> concerning software functionality, how it will meet the City's business needs as outlined in <b>Section 1.4</b> and how it would integrate with the City's current systems (attach specifications).		
3.	<b>How is the software licensed</b> ? (Named-user, concurrent-user, server-based, storage etc.)		
4.	How do we access support? (email, phone, web)		
5.	What are the hours of availability and response time for support?		
6.	What support services are chargeable during the support period?		
7.	What support services are included (non-chargeable) during the support period?		
8.	Describe the process and frequency for providing upgrades and patches for the software.		
9.	How is 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.)		
10.	Confirm your company will be able to provide a Privacy Impact Assessment upon request by the City.		

11.	Confirm your company is willing to enter into an agreement with the City containing our standard privacy, security and records management language – see Appendix A.	
12.	Where is the solution and platform, including data backups, hosted (e.g. by respondent or 3rd party)? Please include flows of information in transit and at rest. Note: solutions hosted outside Canada are subject to additional privacy regulations than Canada-based solutions.	
13.	How is the data protected?	
14.	How is the data backed up?	
15.	What controls are in place for intrusion detection, perimeter security, physical security and security patching?	
16.	Who has access to the data and why?	
17.	Do staff outside of Canada have access to the data?	
18.	What policies and procedures are in place to detect, prevent and mitigate the unauthorized access, use or disclosure of personal information?	
19.	Have there been any instances of unauthorized access, use or disclosure of personal information in the last two years? Please describe.	
20.	How are security incidents and breaches reported internally and to clients?	
21.	What is your high-level disaster recovery plan and how is client information protected in such an event?	
22.	Who owns the data collected during and after the services have been terminated, or if the Proponent goes out of business?	
23.	How will the City get its data back in the event the Proponent goes out of business?	
24.	How are routine reviews of your security and disaster recovery environments undertaken?	
25.	How is third-party verification of your security and disaster recovery environments undertaken?	

26.	What is your Service Level Agreement (SLA) and associated terms, including performance and latency targets? (Please attach.) If applicable, provide information on recommended infrastructure to reach these targets.	
27.	Do you share customer data with any third parties?	
28.	What information is collected from users when they visit your site and why (i.e. IP addresses, device IDs, etc.)	
29.	Do you host your own cloud or will you be using another company to provide a hosting solution? If yes, please provide name of said company.	

f) F	f) Functional Requirements		
	Description	Detailed Description of Functionality	Additional Cost for Functionality if Applicable
1.	Ability to manage and store a large volume of digital assets, including images and videos.		
2.	Software-as-a-Service (SaaS - Preferred) or on premise hosting.		
3.	Must ensure asset security and user privacy, including compliance with current FIPPA requirements. Refer to https://www.oipc.bc.ca for more information.		
4.	Must contain a keywording system that can be pre-populated using City-determined taxonomy.		
5.	Must integrate with Adobe Creative Cloud, specifically InDesign, Photoshop, Illustrator and Acrobat applications.		
6.	Ability to integrate with existing corporate and archival systems, including the City's OpenText eDOCS Coquitlam Enterprise Document Management System (CEDMS), and Archivematica which uses METS, PREMIS, Dublin Core, the Library of Congress		

	BagIt specifications and is compatible with	
	hundreds of file formats.	
7.	Ability to easily migrate existing assets to the new DAM system.	
8.	Ability to apply descriptive metadata (i.e. tag/catalogue) assets.	
9.	Provides self-service options for users to search, access, and use assets.	
10.	Ability to automate account creation and log in.	
11.	Ability to assign different accessibility settings.	
12.	Ability for City staff to manage, track and report on the usage of all assets.	
13.	Ability to accommodate multiple users and share assets between clients using individual logins or shared links.	
14.	Ability to import assets from external users through an approval process.	
15.	Ability to provide approval workflows for the creation of assets.	
16.	Ability to purge information from the system either manually or on a retention schedule.	
17.	Ability to relate copyright/privacy permissions forms to assets.	
18.	Ability to integrate with Multi-Factor Authentication and Single Sign-On Solutions.	

#### 4.

# FINANCIAL

a) **PRICE** - Prices proposed are to be provided in Canadian dollars and all inclusive, including 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	PRICE (exclude
		Measure	GST)
i.	Initial Software Licence Cost		\$
ii.	Implementation & Configuration Services (incl. travel expenses if applicable)		\$
iii.	Integration Services (incl. travel expenses if applicable)		\$
iv.	Administrator and End-User Training		\$
V.	Software Support, Maintenance and/or Subscription for initial one-year term		\$
vi.	Total (exclude PST & GST)		\$
vii.	Subsequent Years – Example: Years 2 through 5 – Software Upgrades, Support, Maintenance and/or Subscription – Price per year Year 2 Year 3 Year 4 Year 5		
viii.	Price for adding additional users in future years (specify licence metric)		\$
ix.	Other not Listed:		
Х.	Other not Listed:		\$
	TOTAL		\$

# b) VALUE ADD

Provide information on what makes your firm innovative, what is your competitive advantage, and what other services you provide that would assist or be of benefit to the City.

## c) 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.

What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:
 What policies does your organization have for the procurement of goods and services from local small and medium-sized business or social enterprises:

#### **Attention Purchasing Manager:**

- 5. 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 <a href="http://www.coquitlam.ca/Bid-Opportunities">www.coquitlam.ca/Bid-Opportunities</a>, 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.
- 6. I/We agree to the rules of participation outlined in the <u>Instructions to Proponents</u> and should our Proposal be selected, agree to the City's <u>Standard Terms and Conditions Purchase of Goods and</u> Services and will accept the City's Contract as defined within this RFP document.
- **7. I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

Addendum No.	Date Issued

This Proposal is submitted this \_\_\_\_\_day of \_\_\_\_\_\_, 20\_\_\_\_\_.

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

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