

City of Coquitlam

Request for Proposals

RFP No. 22-089

Firewall Upgrades

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[PROPOSAL SUBMISSION FORM](#)

[Appendix A- City’s Non-Disclosure Agreement](#)

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 22-089 Firewall Upgrades
Overview of the Opportunity	The purpose of this RFP is to invite Proposals from qualified firms for the provision of Firewall Upgrades .
Closing Date and Time	2:00 pm local time Wednesday, December 14, 2022
Instructions for Proposal Submission	Proposals are to be consolidated into one PDF file and uploaded electronically through QFile, the City's file transfer service accessed at qfile.coquitlam.ca/bid <ol style="list-style-type: none"> In the "Subject Field" enter: RFP Number and Name Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.) Phone 604-927-3060 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: https://www.coquitlam.ca/Bid-Opportunities Printing of RFP documents is the sole responsibility of the Proponents.
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: 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: bid@coquitlam.ca
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: https://www.coquitlam.ca/Bid-Opportunities
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.
Terms and Conditions of Contract	City of Coquitlam Standard Terms and Conditions - Purchase of Goods and Services are posted on the City's website and will apply to the Contract awarded as a result of this RFP.

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 of Coquitlam requests Proposals from professional, qualified, experienced companies for the provision of **Firewall Upgrades**. Refer to [Section 3, Scope of Services](#) for further details.

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: [Instructions to Proponents](#).

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 Prices

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

1.5 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 [City's Standard Insurance Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)
- d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

1.6 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

1.7 Evaluation Criteria

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

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

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

Corporate Experience, Reputation, Capacity and Resources

- Established business and demonstrated performance providing services of similar size, scope and complexity
- Proponent's qualifications, experience, and demonstrated performance providing services of similar size, scope and complexity
- References
- Sub-contractors
- Key Personnel on project team, qualifications and experience
- Manufacture authorization
- **Technical**
 - Methodology, set-up and execution of the Work
 - Disposal and reuse
 - Test and Acceptance Plan
 - Ability to comply with the stated specifications and requirements
 - Proposed Project Schedule
 - Quality assurance and risk factors
 - Support services

Financial and Value Added

- Prices
- Value Added / Sustainable benefits

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.

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.

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.

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.

1.8 Specifications and Alternatives

1. Wherever the Specifications state a brand name, make, name of manufacturer, trade name, or Supplier catalogue number, it is for the purpose of establishing a grade or standard. It is not intended to rule out competition from equal brands or makes. If vehicles or equipment other than that specified is offered, it is the Proponent's responsibility to provide information in its Proposal that enables the City to confirm equivalency and acceptance.
2. Except where stated otherwise, [Section 3 Scope of Services](#) describe what is considered necessary to meet the performance requirements of the City and Proponents should consider this in its Proposal. If the Proponent cannot meet Specifications, the Proponent may identify and offer an alternative which it believes to be an equal or better alternative.
3. Special consideration may be given to accessibility of the various units which require periodic maintenance and ease of operation.
4. Proponents shall clearly indicate any variances from the City's Specifications or conditions and attach descriptive literature.
5. Proponents may also propose alternative equipment which meets the majority of the specifications if it is immediately available for delivery. The City will review proposed alternative equipment for suitability in order to take delivery sooner; however, the City is not obligated to accept any alternatives. The City will determine what constitutes acceptable deviations and overall best value.
6. Proponents are to provide environmentally efficient equipment and services wherever possible. If there are known alternatives or substitutions for such materials that would mitigate the effects of any adverse conditions on the environment, the Proponent agrees to advise the City of such alternatives or substitutions.

2 GENERAL CONDITIONS OF CONTRACT

2.1 Terms and Conditions of Contract

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), 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.

PROJECT SPECIFIC TERMS AND CONDITIONS

2.2 Warranty

The Contractor shall guarantee the Work against any faulty materials supplied under the Contract, which may appear within two (2) year from the date of acceptance of the Work by the City. Faulty or damaged materials shall be replaced, and any defects discovered or failures, which occur during the guarantee period, shall be rectified to the satisfaction of the City on-site within 2 weeks of notification. This shall be at no cost to the City

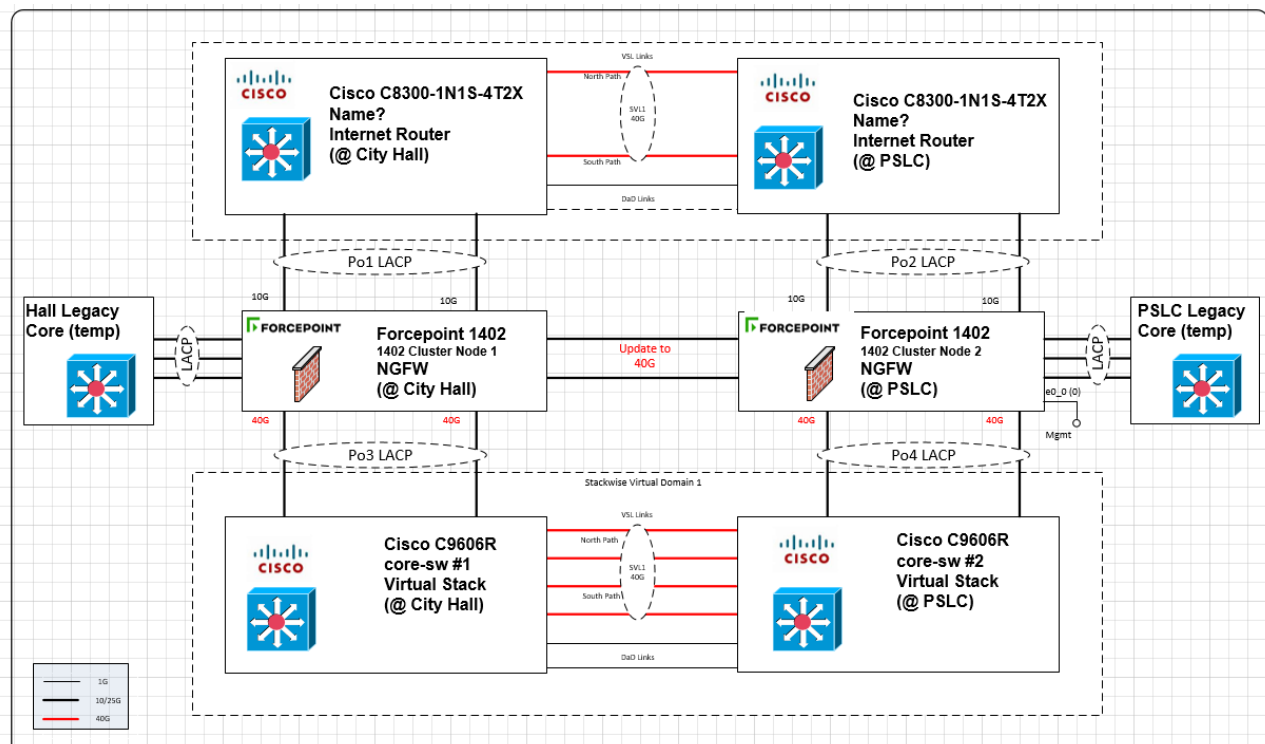
3 SCOPE OF SERVICES

3.1 Background

The City of Coquitlam operates a network refresh program that requires the replacement of aging firewall deployment. We need to address basic equipment obsolescence and support changes to the City's Network Infrastructure.

COUNTS	DETAILS
# of Clients	1184 workstations, 240 of which are laptops. The city is moving towards replacing most desktops with laptops in the next 2 years
# of printers	84
# of employees	1700+
# of servers	300+
# of vans	347
# of VPN sites	9 and will continue to increase
# of internet backbone	10G
# of physical Phones	~100
# of softphones	~2500 (the City is currently upgrading the phone system and moving towards softphones)

3.2 City of Coquitlam's High Level Network Architecture



3.3 Mandatory Functional Requirements

Mandatory Functionality Requirements	Compliant (Y/N)	Describe compliancy
The solution must be ICSA certified.		
The solution must support SPI.		
The solution must have application identification feature		
The solution must have cloud application identification		
The solution must allow administrators to create Firewall policies based on application		
The solution must be appliance based		
The solution must be able provide HA with seamless failover.		
The solution must support a minimum of 4.5Gbps throughput, Max UDP firewall throughput 40Gbps, 14Gbps inspection throughput. 2.5Gbps TLS inspection performance with no performance Impact or latency.		
The solution must be able to apply QoS traffic management at the application level.		
The solution must support integrated and offloaded logging.		
The solution must have integrated troubleshooting tools (i.e. live log tracking, packet capturing, etc.).		
<p>The solution must support site-to-site VPN using IPSEC.</p> <p>Note that this does not need to be part of the same appliance.</p> <p>Including licensing details for VPN connections (e.g. per site, per session)</p>		
The solution must support client based SSL/TLS for remote management.		
The solution must be IPv6 capable.		

The solution must support a current Internet connection of 10G, scalable to at least 20G.		
The solution must be able to handle at least 100,000 concurrent sessions.		
The solution must have role based administration to limit visibility based on job duty (Help Desk, Manager, and Network Admin).		
The solution must have MFA capability for Administration access		
The solution should be able to integrate with Active Directory and create user/group based rules		
The solution must have the ability to do rules analysis and audit. Provide details on how this is done with the proposed solution.		
The solution must have the ability for network segmentation. Provide details on how this is done with the proposed solution.		
The solution must have out of the box integration with CISCO, McAfee/Trellix/SkyHigh		
The solution must have dual power supply		

3.4 Optional Functional Requirements

Optional Functionality Requirements	Compliant (Y/N)	Describe compliancy
The solution should be able to perform URL filtering, based on Active Directory users/groups.		
The solution should support control for optimizing VoIP traffic (H.323, SIP, etc.). The solution should have web application firewall functionality		
The solution should have a mail gateway functionality		

3.5 Specifications of Goods and Scope of Services

To maintain interoperability with existing equipment, software and services, the City is replacing a High Availability pair of Firewalls that is reaching end of life in 2023. The City is using Forcepoint for the Firewall (refer to section 3.2)

3.6 Schedule

The successful Proponent will commence Work approximately Jan 30, 2023 and be substantially complete on or before April 28, 2023.

Final acceptance is to be completed by May 19, 2023.

3.7 Manufacturer-Authorized

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.

3.8 Rejected Work

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.

3.9 Training

The Contractor shall provide instruction and documentation on configuration and day to day operation.

All training equipment and material shall be provided by the Contractor.

Training shall be scheduled within (30) days of Acceptance and shall consist of, at minimum, a 1/2-day operational training program for up to 4 City staff, at the discretion of the City. The training shall be provided during the City's regular working hours.

3.10 Confidentiality

The Contractor will be required to complete and submit [Appendix A- City's Non-Disclosure Agreement](#)

NON-DISCLOSURE AGREEMENT

In consideration of participating in an RFP process conducted by the City of Coquitlam (the “City”) as a Proponent, **XXXXXX** (the “Proponent”) agrees as follows:

1. The Proponent acknowledges that during the RFP evaluation process he/she may have access to certain trade secrets and confidential information of the City, its contractors, suppliers or residents (the “Information”). Information includes but is not limited to any of the following:
 - i. business methods, practices, and strategies;
 - ii. compilations of data, information, or other documents concerning business, methods, practices, and strategies;
 - iii. information deemed sensitive or private under the laws of British Columbia;
 - iv. information about residents of the City;
 - v. confidential, proprietary or trade secret information submitted by suppliers, consultants or co-venturers to the City for study, evaluation or use; and
 - vi. any other information not generally known to the public (including but not limited to information about operations, products or services) which, if misused or disclosed, could adversely affect the reputation and/or business of the City.
2. The Proponent recognizes that disclosure of the Information to any unauthorized person may expose the City to substantial and irreparable harm, and agrees that, except as directed by the City, he/she will not at any time, whether during the RFP process or after an award as a result of the RFP process, his/her involvement as a Proponent, disclose any Information to any person or permit any person to examine and/or make copies of any documents which contain or are derived from the Information.
3. The Proponent acknowledges that disclosure of any confidential information will give rise to irreparable injury to the City, inadequately compensable to damages. Accordingly, the City may seek and obtain injunctive relief against any breach or threatened breach of this Agreement, in addition to any other legal remedies which may be available.
4. The provisions of this Agreement shall be enforceable notwithstanding the existence of any claim or cause of action of by either party against the other whether predicted on this Agreement or otherwise, and shall survive the conclusion of the RFP process and subsequent contract award.
5. This Agreement shall be enforceable in and construed in accordance with the laws of the Province of British Columbia, Canada.

6. This Agreement contains the entire agreement of the parties relating to the Information. This Agreement may be modified only by an instrument in writing signed by both parties hereto.

IN WITNESS WHEREOF, the Consultant has executed and delivered this Agreement as of the ____ day of _____, 2021.

Witnessed by: _____ Signed: _____

Name of Proponent/Contractor

Print Name

Signed on behalf of the City of Coquitlam:

Witnessed by: _____ By: _____

Manager

City of Coquitlam

Print Name

Print Name: _____

Title: _____

Date: _____



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 22-089

Firewall Upgrades

Proposals will be received on or before 2:00 pm local time on

Wednesday, December 14, 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 604-927-3060.

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

1.

DEPARTURES AND AWARD

a) CONTRACT - I/We have reviewed the City's [Standard Terms and Conditions - Purchase of Goods and Services](#) and would be prepared to enter into in 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)

c) AWARD - For eligibility of award, the City requires the succesful Proponent to complete and have the following in place before providing the Goods and Services. **Section 1c items are not required as part of this Proposal but may be required prior to entering into an agreement with the City.**

i. WCB - WorkSafe BC coverage in goodstanding and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided:	WCB Registration Number:
ii. Insurance – Provide Insurance coverage as per the City's Standard Insurance Form	
iii. Vendor Info - Complete and return the City's Vendor Profile and Electronic Funds Transfer Application (PDF)	
iv. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License	

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):

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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. Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):
ii. Proponent is to state relevant experience and qualifications as to the Services requested in the RFP:
iii. Proponent is to provide a narrative as to their demonstrated ability to provide the Services requested in the RFP :
iv. Proponent is to describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Proponent may have ongoing:

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	
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. No changes, additions or deletions are to be made to these Key Personnel without the City's written approval.

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				
(use the spaces provided and/or attach additional pages, if necessary)				

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 subcontractors 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) MANUFACTURE AUTHORIZATION

Provide as an attachment a letter from manufacturer that you are an authorized dealer for resale:

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3.

TECHNICAL

a) **APPROACH and METHODOLOGY**

Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the work.

- I. Delivery, Set-Up and Execution** - Proposals should address the plan for the delivery, set up and execution of the work; as well as the disposal, recycle or reuse for the surplus materials. Include any safety and pedestrian control measures.

- 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. Disposal and Recycling** - Provide details on all disposal location and recycling location.

- V. Support Services** - include an in-depth view of support services including online resources (forums, support groups, etc) and emphasis on availability of local resources who are highly qualified to support the product.

- b) TEST AND ACCEPTANCE TEST** - Attached how you will perform the test and acceptance procedures and how will you perform site acceptance test and final sign off

☐ Yes

☐ No

4.

FINANCIAL

a) PRICE - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST):			
ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	Material/Equipment/Licenses		\$
ii.	Architecture		\$
iii.	Design		\$
iv.	Implement		\$
v.	Project Management		
vi.	Other not Listed:		\$
	TOTAL		\$

b) VALUE ADD Provide information on what makes your firm innovative, what is your competitive advantage, and what other services your firm provides 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
II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:
III. 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 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.
6. **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, agree to the City's [Standard Terms and Conditions - Purchase of Goods and 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.