

City of Coquitlam

Request for Information and Qualifications
RFIQ No. 23-036

Microsoft Enterprise Agreement Renewal & Software License Management

Issue Date: February 10, 2023

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[SUBMISSION FORM](#)

SUMMARY OF KEY INFORMATION

RFIQ Reference	RFIQ No. 23-036 Microsoft Enterprise Agreement Renewal & Software License Management
Overview of the Opportunity	The purpose of this RFIQ is to select one qualified firm to provide Microsoft Enterprise Agreement Renewal and Software License Management services.
RFIQ Closing Date and Time	2:00 pm local time Wednesday, March 29, 2023
Instructions for Submission	<p>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</p> <ol style="list-style-type: none"> 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 receipt.) <p>Phone 604-927-3037 should assistance be required.</p> <p>The City reserves the right to accept Proposals received after the Closing Date and Time.</p>
Obtaining RFIQ Documents	<p>RFIQ Documents are available for download from the City of Coquitlam's website: www.coquitlam.ca/BidOpportunities</p> <p>Printing of RFIQ documents is the sole responsibility of the Respondents.</p>
Instructions to Respondents	Respondents are advised that the guidelines for participation that will apply to this RFIQ are posted on the City's website: Instructions to Proponents
Questions	<p>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</p> <p>Questions received after that time may not receive a response.</p>
Addenda	<p>Respondents are to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: www.coquitlam.ca/BidOpportunities</p>
Withdrawal of Submission	Submissions may be withdrawn by written notice only, made by an authorized representative of the Respondent sent to email: bid@coquitlam.ca prior to the closing date and time.

DEFINITIONS

In this Request for Information and Qualifications, the following terms will have the meaning set out below:

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Respondent through the negotiation process with the City incorporating the information contained in this RFIQ, the City’s [Standard Terms and Conditions - Consulting and Professional Services](#) published on the City’s website, the accepted Submission, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

“City” means the City of Coquitlam.

“Consultant” means the firm that the City selects to implement and provide on-going support for the Microsoft Enterprise Agreement Renewal & Software License Management.

“Preferred Respondent” means the Respondent selected by the Evaluation Committee to enter into negotiations for a Contract.

“RFIQ” “Request for Information and Qualifications” shall mean and include the complete set of documents, specifications, drawings and addenda incorporated herein, and included in this Request for Information and Qualifications.

“Respondent” means an entity that submits a response to this RFIQ.

“Services” means and includes anything and everything required to be done by the Respondent described in this RFIQ.

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

“Submission” means information and qualifications submitted for evaluation in response to this RFIQ.

1. INSTRUCTIONS TO RESPONDENTS

1.1. Purpose

The City has issued this Request for Information and Qualifications (RFIQ) from professional, qualified and experienced firms to provide **Microsoft Enterprise Agreement Renewal & Software License Management**.

The City is seeking a partner to process the Renewal of the City's Microsoft Enterprise Agreement and provide Software License Management Services for Microsoft and other agreements.

Organizations wishing to respond must be an Authorized Microsoft Licensed Solutions Provider (LSP).

1.2. Submission

Respondents are to complete and submit the information requested in this RFIQ document on the Submission Form or in a format that has been approved and is acceptable to the City.

1.3. Evaluation Committee

The evaluation of Submissions will be undertaken on behalf of the City by an 'Evaluation Committee' appointed by the City.

1.4. Evaluation Criteria

Submissions will be evaluated to determine the Respondent which is most qualified and advantageous to the City, using the following criteria:

Mandatory - Pass/Fail

- Must be an Authorized Microsoft Licensed Solutions Provider (LSP).

Corporate – 40 points

- Demonstrate independence (i.e. not affiliated with any specific provider of goods or service);
- Company's competitive advantage
- Experience
- References from recent clients, description of similar services provided; indicating project, duration and client contact details.
- Revenue history
- A description of the Key Personnel including experience years with company and role the Key Personnel will conduct if awarded the Contract;
- Length of time as a Microsoft Licensed Solutions Provider
- Hours of operation to provide service during to the City during its work day

Support Services – 40 points

- Account Management
- Software management services the organization provides. In particular, compliancy, auditing and reporting services for software purchased through the organization and other vendors;

- Any additional services the organization provides in support of the Microsoft Enterprise Agreement and other software vendors;
- Methodology;
- Quality Assurance;
- Procurement;
- Performance;
- Best Value

Financial and Value Added – 20 points

- Confirm access to BC Provincial Government Contract Pricing, or if the Respondent can provide better pricing based on the City’s volume;
- Value Added;
- Sustainable Benefits and Social Responsibility.

These criteria will be used to determine best overall value to the City. Submissions will be compared to select one or more that are most advantageous.

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

- References may be contacted
- Interviews may be conducted

The criteria listed above will be used to determine best overall value to the City. Submissions will be compared to select one or more that are most advantageous.

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

The City may, at its discretion, request clarification or additional information from a Respondent with respect to any Submission and the City may make such requests to only selected Respondents. The City may consider such clarifications or additional information in evaluating a Submission.

Respondents agree the City may disclose names of Respondents, the successful Respondent awarded a Contract, however, unevaluated results or scores will not be provided to any Respondents.

Incomplete Submissions or Submissions submitted on forms other than the Submission Form may be rejected.

The City reserves the right to reject without further consideration any Submission which in its opinion does not meet the criteria it considers essential for the work outlined in this RFIQ.

1.5. Notification of Award

The City will notify the successful Respondent (the “Supplier”) in writing of its decision to award the project by issue of a City Purchase Order (PO) that will incorporate this RFIQ documentation including all addenda issued, and the accepted Submission.

1.6. Non-Exclusivity

The intent of the City is to have one service provider but any agreement resulting from this RFIQ does not entitle any organization to exclusive rights for the provision of the services.

1.7. Eligibility

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

- a) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Consulting and Professional Services \(PDF\)](#)
- b) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

1.8. Negotiation

The City may issue a subsequent Request for Proposals (RFP) to the highest ranked Respondent(s) to submit a fee proposal based on the terms of reference provided.

The City will, prior to award, negotiate the final detailed Scope of Services, including price and sub-consultants with one or more Respondents, proposing the "best value" without having any duty to advise any other Respondent or to allow them to vary their Submission as a result of changes.

The City will finalize the detailed scope of services and price with the successful Respondent(s) and may enter into a changed or different scope of services with the Respondent(s) proposing "Best value", without liability to Respondents that are not awarded a Contract.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Terms and Conditions

Work awarded as a result of this RFIQ process will be confirmed by issue of a City Purchase Order (PO) incorporating the information contained in this RFIQ.

The City's [Standard Terms and Conditions - Consulting and Professional Services \(PDF\)](#), the Conditions listed in this RFIQ, along with the accepted Submission, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

3. SCOPE OF SERVICES

3.1. General

The City invites responses from Microsoft Authorized Licensed Solutions Providers for the provision of administration, management and advisory services with respect to Microsoft Enterprise Agreements as well as other software used by the City.

Respondents are to clearly provide in their Submission as to what separates them from other Respondents as to the Scope of Services stated within this RFIQ.

3.2. Overview

The City is looking for a reseller/partner that can offer the following services to the City:

- Assessment of current licensing, in terms of the City's Enterprise Agreement renewal and other software the City may utilize
- Maximize the City's licensing efficiency
- Ensure the City makes maximum use of the software assurance benefits that are included in the Enterprise Agreement including but not limited to planning days
- Assist the City in liaising with Microsoft and other software companies to improve the City's licensing knowledge
- Additional services the organization provides in support of the Microsoft Enterprise Agreement

3.3. Microsoft Enterprise Agreement

The City is currently engaged with Microsoft and the incumbent in an annual True-Up of licenses.

Item Name	Part Number	Quantity Ordered
Exchange Online P1 SU Exchange Online Kiosk Per User	TRA-00065	869
Exchange Online P1 Sub Per User	TRA-00047	90
M365 E3 Subscription	AAD-33203	557
M365 F1 Subscription	1PI-00001	890
O365 F3 Subscription	TPA-00001	15
Windows RDS CAL Subscription	6VC-02567	350
Core CAL L/SA - Device CAL	W06-01063	254
Exchange Server Enterprise L/SA	395-02412	2
Exchange Server Standard L/SA	312-02177	2
Office Pro Plus L/SA	269-12445	254
Project L/SA	076-01776	40
SharePoint Server L/SA	H04-00232	1
SQL Server Standard L/SA	228-04437	1
SQL Server Standard 2 Core L/SA Pack	7NQ-00302	3
System Center Standard 2 Core L/SA Pack	9EN-00494	10
Visio Pro L/SA	D87-01057	5
Visio Standard L/SA	D86-01175	46
Windows Enterprise Per Device Upgrade SA Pack	KV3-00356	254

Windows RDS CAL L/SA - User CAL	6VC-01252	50
Windows Server DataCenter 2 Core License	9EA-00039	112
Windows Server Standard 2 Core License	9EM-00562	448

Note: The quantities listed above are for estimation purposes only and not a commitment by the City. These are subject to change upon review and confirmation at a later date.

3.4. Other Software – non Microsoft

In addition to the Microsoft products, the City utilizes non-Microsoft office productivity software. The successful Respondent would provide assistance and guidance to the City on licensing requirements, software renewal, software options, etc. in respect as to what provides best value to the City.

3.5. Software License Management

The successful Respondent will assist the City with the management of software licenses including but not limited to:

- Record keeping of the software and the respective licenses
- Provide reports at regular intervals, as determined by the City, as to the software license inventory vs actual software installed
- Management of software licensing end dates/renewal dates to ensure the City’s software is current and properly licensed for quantities and use
- Report and track costs and spending with the view of providing information and feedback as to the preferred approach for the City to maximize return on spend while providing value to the City

3.6. Other Services

The Respondent is to provide a list of additional services, not stated in this RFIQ, that may be of interest to the City.

3.7. Value Added Services and Benefits

The Respondent will provide a list of value added services and benefits and what benefit they bring to the City in respect to the Services stated.

3.8. Service Hours

The City’s business hours are 7:30am to 5:00pm Pacific Standard Time. The Consultant is to have personnel available during these hours.

3.9. Term

The term of the Contract for the Microsoft License renewal will be in effect for three (3) years.

The Contract for all other Software License renewal services will be in effect for three (3) years.

3.10. Respondent’s Experience and Qualifications

The Respondent must be designated an Authorized Microsoft Licensed Solutions Provider (LSP).



City of Coquitlam

SUBMISSION FORM

RFIQ No. 23-036

CITY OF COQUITLAM

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

Monday, March 6, 2023

(Closing Date and Time)

INSTRUCTIONS FOR SUBMISSION

Submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City’s file transfer service accessed at website: qfile.coquitlam.ca/bid

- 1. In the “Subject Field” enter:** RFIQ 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.)

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

Legal Name of Respondent	
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 - Consulting and Professional Services \(PDF\)](#) 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 RFIQ 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 successful Respondent to complete and have the following in place before providing the Goods and Services.

i. Insurance – Provide Insurance coverage as per the City's Standard Insurance Form	
ii. Vendor Info - Complete and return the City’s Vendor Profile and Electronic Funds Transfer Application (PDF)	
iii. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License	

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

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1. Pass/Fail

a) Confirmation that the company is an Authorized Microsoft Licensing Solution Provider Attach Authorized License	
<input type="checkbox"/> Yes	<input type="checkbox"/> No

2. CORPORATE

b) AFFILIATION - Respondent is to provide a statement demonstrating their independence that they are not affiliated with any specific provider of goods or services:

c) Corporate Information	
Length of time (Years) as a Microsoft LSP	
Years in Business	
Head Office Location	
Local Branch Office Location	
Service Hours (state as Pacific Standard time)	

d) COMPETITIVE ADVANTAGE - Respondent is to provide a narrative as to what separates their company from other companies and what are the competitive advantages compared to their competitors in respect to the Services outlined within this RFIQ.

e) Experience - Provide a narrative as to Respondent and their team's experience in managing clients of similar size, scope and complexity:

f) REFERENCES – Respondent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):

Reference No. 1	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	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:

g) REVENUE HISTORY - Provide a 3-year revenue history and any forecasts as it relates to Microsoft Software. Indicate Canadian sales only.			
2019 (Actual, \$M)	2020 (Actual, \$M)	2021 (Actual, \$M)	2022 (Forecast, \$M)

h) KEY PERSONNEL – Respondent proposes the following key personnel for the Services stated in the RFIQ. 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.				
v.				

2. TECHNICAL

a) ACCOUNT MANAGEMENT AND SERVICES - Provide details for engagement with the City as to how your organization would provide the following:	
Description	Response
Records of software and respective licenses	
Pre-sales software support	
Annual audits	
Third Party software license management	
Management of end dates and renewals	
Maximize return on spend of software licensing	

b) Software Management
I. provide a narrative on how the Respondent will maximize licensing efficiency while providing best value to the City:
II. Provide details as to how the Respondent will ensure the City utilizes the maximum use of the software assurance benefits:

c) METHODOLOGY, PROCUREMENT & QUALITY ASSURANCE
Summarize the key features of your Submission and the approach to be used. Provide a brief description the various components required for successful delivery of the Services.
Process – Submissions should provide an overview of the process, from the City contacting the Consultant right through to the successful delivery of the Services. Include an overview for each service offered
Procurement - Respondent is to describe their software procurement process
Performance - Provide details of your escalation process for addressing unsatisfactory performance.

Quality Assurance – Describe in detail any quality assurance programs or incentives your company has in place supporting such a culture, citing specific examples of results where applicable.

Best Value – Provide how you will assure best value is provided to the City as to the Services stated in this RFIQ.

I. Process

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II. Procurement.

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III. Performance

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IV. Quality Assurance

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V. Best Value

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d) ADDITIONAL SERVICES - Respondent is to provide information as to all services offered by their firm, in addition to the Services requested within this RFIQ:

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3.

FINANCIAL

E) PRICING - Respondent is to state	
Able to provide BC Provincial Government contract pricing (yes/no)	
Able to Provide Pricing Better Than BC Provincial Government Pricing (Yes/No)	

f) 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

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g) 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

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Attention Purchasing Manager:

- h) **I/We, the undersigned duly authorized representative of the Respondent**, having received and carefully reviewed all of the Submission documents, including the RFIQ and any issued addenda posted on the City’s website www.coquitlam.ca/Bid-Opportunities, 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 Submission in response to the RFIQ.
- i) **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Submission 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 RFIQ document.
- j) **I/We acknowledge** receipt of the following Addenda related to this Submission Form and have incorporated the information received in preparing this Submission.

Addendum No.	Date Issued

This Submission is submitted this ____ day of _____, 20____.

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

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