

City of Coquitlam

Request for Proposals

RFP No. 23-009

Online Community Engagement Platform

Issue Date: April 13, 2023

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SUMMARY OF KEY INFORMATION

| | |
|---|--|
| RFP Reference | RFP No. 23-009 Online Community Engagement Platform |
| Overview of the Opportunity | The purpose of this RFP is to invite Proposals from qualified firms for the provision of an Online Community Engagement Platform . |
| Closing Date and Time | 2:00 p.m. local time Thursday, May 04, 2023 |
| Instructions for Proposal 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: http://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 two 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 RFP Documents | <p>RFP Documents are available for download from the City of Coquitlam’s website: https://www.coquitlam.ca/Bid-Opportunities</p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p> |
| Instructions to Proponents | The guidelines for participation that will apply to this RFP 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 three 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>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</p> |
| Withdrawal of Submission | Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.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.

“Website” means www.coquitlam.ca.

1 INSTRUCTIONS TO PROPONENTS

1.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hən̓q̓əmin̓əm' word kwikwə́ləm (kwee-kwuh-tlum) meaning “Red Fish Up the River”. The City is honoured to be located on the kwikwə́ləm (Kwikwetlem) traditional and ancestral lands, including those parts that were historically shared with the sq̓əciyaʔt təməxw (Katzie), and other Coast Salish Peoples.

1.2 Purpose

The City is looking to purchase licences for a public engagement software platform that facilitates community participation in civic engagement processes via an online portal able to support the full spectrum of public participation. Proponents should demonstrate their experience and qualifications to implement and support a platform that can integrate with the City's website (coquitlam.ca), as well as public participation best practices and web content accessibility guidelines (WCAG) standards.

The online engagement platform should provide a one-stop-shop for residents, businesses and other audiences to find information, provide digital feedback on their own time and, if they choose, to stay informed on projects that are important to them.

The platform will need to provide the ability to have an unlimited number of active projects, as well as an unlimited ability to show completed or archived projects.

The platform will need to allow for up to three administrators with platform-wide access, as well as functionality to allow for up to 30 project-specific administrators who have access to specific project pages. Platforms should also be scalable and configurable to accommodate future organizational growth and/or adaptations to accessibility and engagement best practices.

1.3 Background

Community engagement plays an important role in realizing and shaping many of Coquitlam's projects, policies and plans, and there is a public expectation to be reasonably engaged in the decision-making process.

In 2016, the City launched [Viewpoint](#) – an online community engagement research panel aimed at creating a profiled database of engaged residents willing to lend their voices to important topics.

In 2019, Coquitlam implemented letstalkcoquitlam.ca on a pilot basis to provide an online portal and a variety of digital tools to support its many engagement activities.

In 2022, the City advanced its public engagement practices with the adoption of a [Community Engagement Framework](#). This document formalizes and provides clarity to decision-makers, staff and participants about how Coquitlam informs and involves the community and other interested parties in the City's decision-making process, in line with the best practices of the International Association of Public Participation (IAP2).

With the adoption of the Framework, the City is now initiating a robust procurement process to select a long-term, digital community engagement solution that integrates the City’s Viewpoint engagement research panel with a comprehensive, digital platform that supports the City’s commitments to public participation and accessibility best practices.

1.4 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.

The City will not be responsible for any delay or for any submission not received for any reason, including technological delays or issues by either party’s network or email program, and the City will not be liable for any damages associated with submissions not received.

1.5 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, 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 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 | 20 |
| Sustainable Benefits and Social Responsibility | 10 |
| Technical | 30 |

| | |
|---------------------------|------------|
| Financial | 30 |
| Presentations | 10 |
| Total | 100 |

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
- Understanding of City Requirements
- References (on-time completion, performance, within budget, etc.)
- Staff qualifications and experience
- Value added benefits

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Hosting specifications and security meet all requirements
- Solution meets all legislative and policy requirements (i.e. FIPPA, CASL, Records Management)
- Technical and Functional requirements
- Customer Service - Software and support
- Customer Service / Service Level Agreement (SLA)
- Training

Financial

- Total Price and ongoing support

Presentation

- Shortlisted Proponents may be invited to make a presentation, which will be part of the evaluation. The demonstration will allow shortlisted Proponents to present their proposal to the City.

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 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](#)
- e) Accept the City's Privacy Protection Schedule attached as Appendix A

1.9 Term of Agreement

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

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.

3 SCOPE OF SERVICES

3.1 General Requirements

The City requests Proposals from professional, qualified, experienced companies for the provision of an **Online Community Engagement Platform**. The Proponent is to supply, install, implement, and/or provide training for installation/operation and implementation as well as ongoing technical support.

3.2 Scope

Provide all materials, equipment, labour, and services necessary to complete the supply, installation, programming and implementation of an **Online Community Engagement Platform**. Provide a comprehensive testing plan to verify the system is working correctly as well as user training and documentation.

The Scope of Services is to provide a system that meets or exceeds:

- Functional requirements as specified in [Proposal Submission Form Section 4D](#)
- Technical requirements as specified in [Proposal Submission Form Section 4C](#)

The version offered is to be the current version with all the latest updates including, where requested, all manuals, instructions, and training.

The Services include, but are not limited to:

a. Project Planning and Discovery

- Together with the City's Communications and Civic Engagement Division, agree on methods and approaches for delivering the Project.
- Confirm the roadmap of the software deployment.
- Establish a Project Plan with timelines, milestones, resources and risks consistent with the implementation tasks required.

b. Confirmation of user report and visualization requirements.

- Describe your tool's reporting and visualization capability.
- Provide report/visualization mock-ups.

c. Testing and Rollout

- Perform functional, performance and user acceptance testing.

d. Training and Adoption

- Provide a how-to guide and / or other resources to guide the City's use of the tool.
- Knowledge transfer to staff who will be responsible for the ongoing management
- Support of the platform.
- User Training planning and facilitation.
- Initial post go-live support.

e. Customer Support

- Ensure continued success of the tool through ongoing support and proactive account management.
- Provide opportunities for ongoing learning.
- Provide technical support and troubleshooting.
- Provide a support contract agreement or proposed method for ongoing monitoring and customer support.

The Proponent is responsible for the entire project from planning stage until post go-live support, including continued monitoring.

The Proponent is required to provide experienced and skilled staff, as well as required expertise for the project.

The Proponent must ensure protection of personal information in compliance with all applicable laws and must meet all technical and security requirements.

3.3 Software

- a) Contractor is to provide all licenses for the proposed solution.
- b) Infrastructure Security – follows industry best practices regarding the management and ongoing maintenance of network, system and application security, including layered security controls and patch management;
- c) Encryption – personal information is to be encrypted both at rest in storage and during transmission to ensure that the information is not intercepted, and a breach of the provider’s systems does not result in the unauthorized disclosure of personal information.
- d) Hosted data storage location preference is in Canada. Provide a secure data hosting location which manages and stores all data generated by City GPS data collection processes. This data must be made available for City for a period of at least 16 months for availability of data for analysis, reporting and general use. The hosted data solution must have the ability to transmit an unlimited amount of data (raw or in report format) to City when requested. All information to be stored, processed or transmitted within Canada. Solution to be compliant with Freedom of Information and Protection of Privacy Act (FOIPPA).

3.4 Training

The Contractor is responsible for establishing a training plan and providing initial training to users and administrators of the system.

Training will consist of a train-the-trainer approach to reduce the number of staff needing to be trained by the Contractor.

3.5 Data

Ensure a database system that can store the collected information and reports as required, and security/redundancy of the data at a specified primary storage site.

3.6 Miscellaneous

- a) Provide hard copy, and/or web-based documentation for:
 - I. “administrators” to configure and manage the application, user interface, and generating reports
 - II. “managers” to generate reports and statistics of operational usage and incidents involving vehicles
 - III. “casual” end-users in the general operation of the user interface
- b) Once the solution is accepted by City, the Contractor will provide all required services to ensure adequate technical support and maintenance both during roll-out and continuing thereafter for future prescribed periods as will be defined within support and maintenance agreements with City prior to contract award. The Contractor will coordinate with City representatives to enter into an agreed Service Level Agreement (SLA) in which all service expectations will be outlined;
- c) Be designed upon an industry standard web architecture platform that can integrate with City systems.
- d) Solution to be technologically relevant, scalable, and extensible to accommodate future solution enhancements that will be required to satisfy various City business units’ operational requirements.

3.7 Documentation

Upon completion of installation and systems commissioning, the Contractor shall submit record documents for review, documents, including:

- Operating & Maintenance (O&M) Manual, including:
 - Operator’s Manual with Manufacturers’ complete operating instructions.
- Programming Manual, including:
 - All necessary system Administrator-Level passwords and/or required access credentials

Appendix A

Privacy Protection Schedule

PRIVACY PROTECTION SCHEDULE

This Schedule forms part of the agreement between _____
(the "Public Body") and _____
(the "Contractor") respecting _____
(the "Agreement")

Definitions

1. In this Schedule,
 - (a) "**access**" means disclosure by the provision of access;
 - (b) "**Act**" means the *Freedom of Information and Protection of Privacy Act* (British Columbia), as amended from time to time;
 - (c) "**contact information**" means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (d) "**personal information**" means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Public Body and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the "control of a public body" within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable the Public Body to comply with its statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a service provider, the Contractor is aware of and complies with

its statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the Public Body to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Public Body to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body unless the Agreement expressly requires the Contractor to provide such access and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 business days of receiving a written direction from the Public Body to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.
9. When issuing a written direction under section 8, the Public Body must advise the Contractor of the date the correction request to which the direction relates was received by the Public Body in order that the Contractor may comply with section 10.
10. Within 5 business days of correcting or annotating any personal information under

section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Public Body, the Contractor disclosed the information being corrected or annotated.

11. If the Contractor receives a request for correction of personal information from a person other than the Public Body, the Contractor must promptly advise the person to make the request to the Public Body and, if the Public Body has advised the Contractor of the name or title and contact information of an official of the Public Body to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Public Body otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Public Body in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Public Body otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

16. Unless the Public Body otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Public Body if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

17. Unless the Agreement otherwise specifies or the Public Body otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Notice of unauthorized disclosure

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in its custody or under its control, the Contractor must immediately notify the Public Body. In this section, the phrase "unauthorized disclosure of personal information" will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

19. In addition to any other rights of inspection the Public Body may have under the Agreement or under statute, the Public Body

may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect any personal information in the possession of the Contractor or any of the Contractor's information management policies or practices relevant to its management of personal information or its compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

20. The Contractor must in relation to personal information comply with:

- (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
- (b) any direction given by the Public Body under this Schedule.

21. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

22. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Public Body of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

23. In addition to any other rights of termination which the Public Body may have under the Agreement or otherwise at law, the Public Body may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.
26. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.
27. If a provision of the Agreement (including any direction given by the Public Body under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.

Interpretation

24. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.
25. Any reference to the “Contractor” in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.
28. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.
29. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

Appendix B

Privacy Impact Assessment

Privacy Impact Assessment for Non-Ministry Public Bodies

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Use this privacy impact assessment (PIA) template if you work for or a service provider to a non-ministry public body in B.C. and are starting a new initiative or significantly changing an existing initiative.

BEFORE YOU START

- If you are in a non-ministry public body, you may use this template to document a PIA. This template leads you through a complete PIA, but you are welcome to use another template or method for documenting your PIA
- An initiative is an enactment, system, project, program or activity
- Find information on the [PIA review process](#) and [question-by-question guidance](#)
- If you have any questions, email Privacy.Helpline@gov.bc.ca or phone [250 356-1851](tel:250-356-1851)

1. PART 1: GENERAL INFORMATION

PIA file number:

| | |
|--|--|
| Initiative title: | |
| Organization: | |
| Branch or unit: | |
| Your name and title: | |
| Your work phone: | |
| Your email: | |
| Initiative Lead name and title: | |
| Initiative Lead phone: | |
| Initiative Lead email: | |
| Privacy Officer: | |
| Privacy Officer phone: | |
| Privacy Officer email: | |

General information about the PIA:

| |
|--|
| Is this initiative a data-linking program under FOIPPA? If this PIA addresses a data-linking program, you must submit this PIA to the Office of the Information and Privacy Commissioner. |
| |
| Is this initiative a common or integrated program or activity? Under section FOIPPA 69 (5.4), you must submit this PIA to the Office of the Information and Privacy Commissioner. |
| |
| Related PIAs, if any: |
| |

1. What is the initiative?

Describe your initiative in enough detail that a reader who knows nothing about your work will understand the purpose of your initiative and who your partners and other stakeholders are.

Describe what you're doing, how it works, who is involved and when or how long your initiative runs.

2. What is the scope of the PIA?

Your initiative might be part of a larger one or might be rolled out in phases. What part of the initiative is covered by this PIA? What is out of scope of this PIA?

3. What are the data or information elements involved in your initiative?

Please list all the elements of information or data that you might collect, use, store, disclose or access as part of your initiative. If your initiative involves large quantities of information or datasets, you can list categories or other groupings of personal information in a table below or in an appendix.

4. Did you list personal information in question 3?

Personal information is any recorded information about an identifiable individual, other than business contact information. Personal information includes information that can be used to identify an individual through association or reference.

Type “yes” or “no” to indicate your response.

- If yes, go to [Part 2](#)
- If no, answer [question 4](#) and submit questions 1 to 4 to your Privacy Officer. You do not need to complete the rest of the PIA template.

5. How will you reduce the risk of unintentionally collecting personal information?

Some initiatives that do not require personal information are at risk of collecting personal information inadvertently, which could result in an information incident.

PART 2: COLLECTION, USE AND DISCLOSURE

This section will help you identify the legal authority for collecting, using and disclosing personal information, and confirm that all personal information elements are necessary for the purpose of the initiative.

6. Collection, use and disclosure

Use column 2 to identify whether the action in column 1 is a collection, use or disclosure of personal information. Use columns 3 and 4 to identify the legal authority you have for the collection, use or disclosure.

| Use this column to describe the way personal information moves through your initiative step by step as if you were explaining it to someone who does not know about your initiative. | Collection, use or disclosure | FOIPPA authority | Other legal authority |
|---|-------------------------------|------------------|-----------------------|
| Step 1: | | | |
| Step 2: | | | |
| Step 3: | | | |
| Step 4: | | | |

Optional: Insert a drawing or flow diagram here or in an appendix if you think it will help to explain how each different part is connected.

7. Collection Notice

If you are collecting personal information directly from an individual the information is about, FOIPPA requires that you provide a collection notice (except in limited circumstances).

Review the [sample collection notice](#) and write your collection notice below. You can also attach the notice as an appendix.

PART 3: STORING PERSONAL INFORMATION

If you're storing personal information outside of Canada, identify the sensitivity of the personal information and where and how it will be stored.

8. Is any personal information stored outside of Canada?

Type "yes" or "no" to indicate your response.

9. Does your initiative involve sensitive personal information?

Type "yes" or "no" to indicate your response.

- If yes, go to [question 9](#)
- If no, go to [question 10](#)

10. Is the sensitive personal information being disclosed outside of Canada under FOIPPA section 33(2)(f)?

Type "yes" or "no" to indicate your response.

- If yes, go to [question 10](#)
- If no, go to [Part 4](#)

11. Where are you storing the personal information involved in your initiative?

After you answer this question go to [Part 5](#).

PART 4: ASSESSMENT FOR DISCLOSURES OUTSIDE OF CANADA

Complete this section if you are disclosing sensitive personal information to be stored outside of Canada. You may need help from your organization’s Privacy Officer. More help is available in the [Guidance on Disclosures Outside of Canada](#).

12. Is the sensitive personal information stored by a service provider?

Type “yes” or “no” to indicate your response.

- If yes, fill in the table below (add more rows if necessary) and go to [question 13](#)
- If no, go to [question 12](#)

| Name of service provider | Name of cloud infrastructure and/or platform provider(s) (if applicable) | Where is the sensitive personal information stored (including backups)? |
|--------------------------|--|---|
| | | |
| | | |

13. Provide details on the disclosure, including to whom it is disclosed and where the sensitive personal information is stored.

14. Does the contract you rely on include privacy-related terms?

Type “yes” or “no” to indicate your response.

- If yes, describe the contractual measures related to your initiative.

15. What controls are in place to prevent unauthorized access to sensitive personal information?

16. Provide details about how you will track access to sensitive personal information.

17. Describe the privacy risks for disclosure outside of Canada.

Use the table to indicate the privacy risks, potential impacts, likelihood of occurrence and level of privacy risk. For each privacy risk you identify describe a privacy risk response that is proportionate to the level of risk posed.

This may include reference to the measures to protect the sensitive personal information (contractual, technical, security, administrative and/or policy measures) you outlined. Add new rows if necessary.

| Privacy risk | Impact to individuals | Likelihood of unauthorized collection, use, disclosure or storage of the sensitive personal information (low, medium, high) | Level of privacy risk (low, medium, high, considering the impact and likelihood) | Risk response (this may include contractual mitigations, technical controls, and/or procedural and policy barriers) | Is there any outstanding risk? If yes, please describe. |
|---------------------|------------------------------|--|---|--|--|
| | | | | | |
| | | | | | |

Outcome of Part 4

The outcome of Part 4 will be **a risk-based decision made by the head of the public body on whether to proceed with the initiative**, with consideration of the risks and risk responses, including consideration of the outstanding risks in question 17. **The public body may document the decision in an appropriate format as determined by the head of the public body or by using this PIA template.**

PART 5: SECURITY OF PERSONAL INFORMATION

In Part 5 you will share information about the privacy aspect of securing personal information. People, organizations or governments outside of your initiative should not be able to access the personal information you collect, use, store or disclose. You need to make sure that the personal information is safely secured in both physical and technical environments.

18. Does your initiative involve digital tools, databases or information systems?

Type “yes” or “no” to indicate your response.

If yes, work with your Privacy Officer to determine whether you need a security assessment to ensure the initiative meets the reasonable security requirements of [FOIPPA section 30](#)

19. Do you or will you have a security assessment to help you ensure the initiative meets the security requirements of [FOIPPA section 30](#)?

Type “yes” or “no” to indicate your response.

- If yes, you may want to append the security assessment to this PIA. Go to [question 21](#)
- If no, go to [question 19](#)

20. What technical and physical security do you have in place to protect personal information?

Describe where the digital records for your initiative are stored (e.g., on your organization’s LAN, on your computer desktop, etc.) and the technical security measures in place to protect those records. Technical security measures include secure passwords, encryption, firewalls, etc. Physical security measures include restricted access to filing cabinets or server locations, locked doors, security guards, etc.

If you have completed a security assessment, you may want to append it to the PIA.

21. Controlling and tracking access

Please check each strategy that describes how you limit or restrict who can access personal information and how you keep track of who has accessed personal information in the past. Insert your own strategies if needed.

| | |
|---|--|
| Strategy | |
| We only allow employees in certain roles access to information | |
| Employees that need standing or recurring access to personal information must be approved by executive lead | |
| We use audit logs to see who accesses a file and when | |
| Describe any additional controls: | |

PART 6: ACCURACY, CORRECTION AND RETENTION

In Part 6 you will demonstrate that you will make a reasonable effort to ensure the personal information that you have on file is accurate and complete.

22. How will you make sure that the personal information is accurate and complete?

[FOIPPA section 28](#) states that a public body must make every reasonable effort to ensure that an individual's personal information is accurate and complete.

23. Requests for correction

[FOIPPA](#) gives an individual the right to request correction of errors or omissions to their personal information. You must have a process in place to respond to these requests.

24. Do you have a process in place to correct personal information?

Type "yes" or "no" to indicate your response.

25. Sometimes it's not possible to correct the personal information. [FOIPPA](#) requires that you make a note on the record about the request for correction if you're not able to correct the record itself. Will you document the request to correct or annotate the record?

Type "yes" or "no" to indicate your response.

26. If you receive a request for correction from an individual and you know you disclosed their personal information in the last year, [FOIPPA](#) requires you to notify the other public body or third party of the request for correction. Will you ensure that you conduct these notifications when necessary?

Type "yes" or "no" to indicate your response.

27. Does your initiative use personal information to make decisions that directly affect an individual?

Type “yes” or “no” to indicate your response.

- If yes, go to [question 29](#)
- If no, skip ahead to [Part 7](#)

28. Do you have an information schedule in place related to personal information used to make a decision?

[FOIPPA](#) requires that public bodies keep personal information for a minimum of one year after it is used to make a decision. In addition, the [Information Management Act](#) requires that you dispose of government information only in accordance with an approved information schedule.

Type “yes” or “no” to indicate your response.

- If no, describe how you will ensure the information will be kept for a minimum of one year after it’s used to make a decision that directly affects an individual.

PART 7: PERSONAL INFORMATION BANKS

A personal information bank (PIB) is a collection of personal information searchable by name or unique identifier.

29. Will your initiative result in a personal information bank?

Type “yes” or “no” to indicate your response.

- If yes, please complete the table below.

| |
|---|
| Describe the type of information in the bank |
| |
| Name of main organization involved |
| |
| Any other ministries, agencies, public bodies or organizations involved |
| |
| Business contact title and phone number for person responsible for managing the Personal Information Bank |
| |

PART 8: ADDITIONAL RISKS

Part 8 asks that you reflect on the risks to personal information in your initiative and list any risks that have not already been addressed by the questions in the template.

30. Risk response

Describe any additional risks that arise from collecting, using, storing, accessing or disclosing personal information in your initiative that have not been addressed by the questions on the template.

Add new rows if necessary.

| Possible risk | Response |
|----------------------|-----------------|
| Risk 1: | |
| Risk 2: | |
| Risk 3: | |
| Risk 4: | |

PART 9: SIGNATURES

You have completed a PIA. Submit the PIA to your Privacy Officer for review and comment, and then have the PIA signed by those responsible for the initiative.

Privacy Office Comments

Privacy Office Signatures

This PIA is based on a review of the material provided to the Privacy Office as of the date below.

| Role | Name | Electronic signature | Date signed |
|---|-------------|-----------------------------|--------------------|
| Privacy Officer / Privacy Office Representative | | | |

Program Area Signatures

This PIA accurately documents the data elements and information flow at the time of signing. If there are any changes to the overall initiative, including to the way personal information is collected, used, stored or disclosed, the program area will engage with their Privacy Office and if necessary, complete a PIA update.

Program Area Comments:

| Role | Name | Electronic signature | Date signed |
|---|-------------|-----------------------------|--------------------|
| Initiative lead | | | |
| Program/Department Manager | | | |
| Contact Responsible for Systems Maintenance and/or Security Only required if they have been involved in the PIA | | | |
| Head of public body, or designate (if required) | | | |



City of Coquitlam

REQUEST FOR PROPOSALS

RFP No. 23-009

Online Community Engagement Platform

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

Thursday, May 04, 2023

(Closing Date and Time)

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: <http://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

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 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) |
|--|
| |

c) AWARD - For eligibility of award, the City requires the successful 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 Licence - A City of Coquitlam or Tri Cities Intermunicipal Business Licence | |

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. MANDATORY REQUIREMENTS

| | |
|--|------------------------------|
| a) Proponents MUST provide the following Mandatory Requirements for their Proposals to be evaluated: | |
| I. <u>Privacy Protection Schedule (PPS)</u> Proponent MUST agree to the City's PPS. | |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No. |
| II. <u>Privacy Impact Assessment (PIA)</u> Proponent MUST either provide a PIA or have one completed by the City. | |
| <input type="checkbox"/> Privacy Impact Assessment attached <input type="checkbox"/> Agree to have one completed | |

3. 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 state any value added benefits and activities they can provide in delivering the Services. Provide details:. |
| | |
| iv. | Proponent is 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. (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. | | | | |

Sustainable Benefits and Social Responsibility

| |
|--|
| a) 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 |
| |
| b) What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups: |
| |
| c) 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: |
| |
| d) 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 the Technical Approach to be used. Provide a brief description the various components required for successful completion of the Work. |
| I. Provide details as to how your organization would approach this project and engage with the City. Identify all the steps to be taken; hours/days that would be required of City staff and Proponent team; all project phases including any consultation, design, development, testing, training and implementation. Identify any challenges you anticipate in this project and how you propose to mitigate them. |
| |
| II. Proponents should provide a narrative or examples detailing the typical look and feel of their online engagement portal and how it would incorporates visual elements that reflect the City’s existing brand. |
| |
| III. Provide details about how your solution supports equity, diversity and inclusion and meets web content accessibility guidelines (WCAG) including accommodation for translation and accessibility for people with a diverse range of hearing, movement, sight and cognitive abilities. |
| |
| IV. Provide details about the types of engagement tools available through your tool (e.g. mapping, surveys, discussion forums, etc.) and whether any moderation is provided by the proponent on these tools. |
| |

V. Please explain how the project proposes to integrate the City’s existing Viewpoint public research panel. Describe how the database will be integrated into the proposed solution and managed over time.

VI. Proponents to discuss their approach to security including at least the following:

- Confirm that the solution is hosted in Canada.
- List and describe all security practices, standards or methodologies the Proponent’s solution follows to ensure client websites are secured against malicious activity.
- Describe any security breaches the Proponent or their clients have incurred in the past five years as a result of using the Proponent’s solution.
- What is the Proponent’s typical response to a security breach? What steps are taken? What if any access to the network does the solution require?
- Other security measures taken by the Proponent

VII. Proponent is to provide a high-level context diagram of the solution that will illustrate at minimum:

- the network (e.g. technical architecture including servers, ports and protocols), the solution (including all components within the solution) and interactions that occur between these; and
- how the solution will connect to our website coquitlam.ca and what impacts, if any, would exist on our network or environment.

b) Customer Service / Service Level Agreement (SLA)

In the event of a contract award, describe the steps you will have in place to ensure deliverables are met and communications are maintained.

If the Proponent is including an SLA in their proposal, please provide an example of a standard SLA, along with:

- The Proponent’s “up” history and how it is calculated.
- Details on what, if anything, the Proponent provides as an alternate system in the event the primary system is down?
- Details, on penalties to the Proponent, if any, for violating SLA terms?
- Description of the Proponent’s approach to regular maintenance including:
 - i. Notification given to customers prior to scheduled maintenance periods
 - ii. Times/days when maintenance occurs and resulting downtime incurred by clients
- Number of anticipated minor and major upgrades in a calendar year and how these impact continuity of services?
- Response and repair time guarantee.

c) Technical Requirements

| Item | Description | Requirement | Included Yes/ No | Additional Comments (e.g. How? Is it included functionality or an Add-on?) | Price for Optional Add-on |
|------|--|-------------|------------------|--|---------------------------|
| a) | Hosted in Canada | Required | | | \$ |
| b) | If applicable, state if the proposed solution makes use of multiple computer sites, data storage or content delivery locations? If so where are these located? | Required | | | \$ |

| c) Technical Requirements | | | | | |
|----------------------------------|--|--------------------|------------------------|---|----------------------------------|
| Item | Description | Requirement | Included Yes/No | Additional Comments (e.g. How? Is it included functionality or an Add-on?) | Price for Optional Add-on |
| c) | Ability to comply with BC Freedom of Information and Protection of Privacy (FIPPA) | Required | | | \$ |
| d) | Willingness to complete and comply with a Privacy Impact Assessment (PIA) | Required | | | \$ |
| e) | Ability to enter into an agreement containing privacy provisions | Required | | | \$ |
| f) | Ability to purge or delete data in compliance with the City's records retention policy and privacy legislation if and when requested | Required | | | \$ |
| g) | Ability to cross reference/pull Canada Post formatted addresses for applicants to select for profiles | Preferred | | | \$ |
| h) | Access to a testing/training environment | Preferred | | | \$ |
| i) | Compatible with all major up-to-date operating systems (Windows, Mac OS, iOS, Android) | Required | | | \$ |
| j) | Compatible with the most common, up-to-date mobile devices | Required | | | \$ |
| k) | Compatible with the current coquitlam.ca website platform (hosted by CivicPlus) | Required | | | \$ |

| c) Technical Requirements | | | | | |
|----------------------------------|---|--------------------|-------------------------|---|----------------------------------|
| Item | Description | Requirement | Included Yes/ No | Additional Comments (e.g. How? Is it included functionality or an Add-on?) | Price for Optional Add-on |
| l) | API, RSS feed or other technical solution to allow information to feed into other channels, systems or applications, such as the Coquitlam Mobile App and Coquitlam staff intranet (SharePoint) | Required | | | \$ |

| d) Functional Requirements | | | | | |
|-----------------------------------|---|--------------------|-------------------------|---|--|
| Item | Description | Requirement | Included Yes/ No | Additional Comments (e.g. How? Is it included functionality or an Add-on?) | Price for Optional Add-on (if applicable) |
| a) | Ability to differentiate levels of access and functionality for different user groups such as engagement staff, project teams, etc. | Required | | | \$ |
| b) | Ability to choose whether participants must register or may participate in the engagement process anonymously on a project-specific basis | Required | | | \$ |
| c) | If participants register, provide options to collect demographic information about them (in alignment with FIPPA and PIA) | Required | | | \$ |

| d) Functional Requirements | | | | | |
|-----------------------------------|--|--------------------|-------------------------|---|--|
| Item | Description | Requirement | Included Yes/ No | Additional Comments (e.g. How? Is it included functionality or an Add-on?) | Price for Optional Add-on (if applicable) |
| d) | Ability to have mandatory standard fields on applicant profiles i.e.. First Name, Last Name, Street Number, Street Name | Require | | | \$ |
| e) | An easy-to-use and customizable homepage where participants can browse and explore engagement projects | Required | | | \$ |
| f) | Timelines to clearly showcase project status | Required | | | \$ |
| g) | News feed to showcase project updates and share new information | Required | | | \$ |
| h) | Ability to embed photos, videos, PDFs and other media types on pages | Required | | | \$ |
| i) | Comment moderation services to mitigate risks of inappropriate comments | Required | | | \$ |
| j) | Survey and polling functionality | Required | | | \$ |
| k) | Question and answer functionality | Required | | | \$ |
| l) | Interactive features that allow participants to share their ideas and comment, question or support ideas of other participants | Required | | | \$ |

| d) Functional Requirements | | | | | |
|-----------------------------------|---|--------------------|-------------------------|---|--|
| Item | Description | Requirement | Included Yes/ No | Additional Comments (e.g. How? Is it included functionality or an Add-on?) | Price for Optional Add-on (if applicable) |
| m) | Mapping features that allow participants to plot ideas, concerns or points of interest | Required | | | \$ |
| n) | Ability to send project updates to project or platform subscribers | Required | | | \$ |
| o) | In-platform dashboard that allows users to visualize data from specific projects | Required | | | \$ |
| p) | Ability to analyze both quantitative and qualitative data from an entire project or from individual feedback tools | Required | | | \$ |
| q) | Easily export reports into various formats (PDF, CSV, Excel) including visuals such as pie charts, bar graphs, word clouds, that can be used for public presentations | Required | | | \$ |
| r) | Ability to customize data visualizations for branding / accessibility standards (e.g. colours of bars or pie segments, titles of axes or segments) | Preferred | | | \$ |
| s) | Offer insights into the level of participation from different participants | Required | | | \$ |

| d) Functional Requirements | | | | | |
|----------------------------|--|-------------|------------------|--|---|
| Item | Description | Requirement | Included Yes/ No | Additional Comments (e.g. How? Is it included functionality or an Add-on?) | Price for Optional Add-on (if applicable) |
| t) | Provide automated analysis into the tone/view/attitude of comments shared on the platform or on a specific project | Required | | | \$ |
| u) | Offer demographics reporting tools for registered participants | Required | | | \$ |

| d) Customer Service - Software and Support | | |
|--|---|-----------------|
| Item | Description | Provide Details |
| a) | Software Name and Version | |
| b) | Provide Technical details concerning software functionality, how it will meet the City's business needs as outlined above and how it would integrate with the City's current systems (attach specifications) | |
| c) | How is the software licensed? (Named-user, concurrent-user, server-based, subscription etc.) | |
| d) | Training – provide information regarding end-user and administrator training, including training materials and documentation; | |
| e) | How do we access support? (email, phone, web) | |
| f) | What are the hours of availability and response time for support? | |

| | | |
|----|---|--|
| g) | What support services are chargeable during the support period? | |
| h) | What support services are non-chargeable during the support period? | |
| i) | Describe the process and frequency for providing upgrades and patches for the software. | |
| j) | How are 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.) | |
| k) | Confirm your company will be able to provide a Privacy Impact Assessment upon request by the City | |

| E) SOFTWARE-AS-A-SERVICE (SAAS) MODEL | | |
|--|--|------------------------|
| If a hosted or SaaS model is being proposed, please provide the following information. | | |
| Item | Description | Provide Details |
| a) | Where is the solution and platform hosted (e.g. by proponent or 3rd party)? Note: solutions hosted outside Canada are subject to additional privacy regulations than Canada-based solutions. | |
| b) | How is the data protected and encrypted? | |
| c) | How is the data backed up? | |
| d) | How are data restores handled? | |
| e) | What controls are in place for intrusion detection, perimeter security, physical security and security patching? | |

| | | |
|----|--|--|
| f) | Who has access to the data and why? | |
| g) | What policies and procedures are in place to detect, prevent and mitigate the unauthorized access, use or disclosure of personal information? | |
| h) | Have there been any instances of unauthorized access, use or disclosure of personal information in the last two years? Please describe. | |
| i) | How are security incidents and breaches reported internally and to clients? | |
| j) | What is your high-level disaster recovery plan and how is client information protected in such an event? | |
| k) | Who owns the data collected during and after the services have been terminated, or if the vendor goes out of business? | |
| l) | How will the City get its data back in the event the Consultant goes out of business? | |
| m) | How are routine reviews of your security and disaster recovery environments undertaken? | |
| n) | How is third-party verification of your security and disaster recovery environments undertaken? | |
| o) | What is your Service Level Agreement (SLA) and associated terms, including uptime, performance and latency targets? (Please attach) If applicable, provide information on recommended infrastructure to reach these targets. | |

| |
|--|
| f) TRAINING |
| i. Describe types of training that will be provided by Proponent’s professional Technicians: |
| |
| ii. Operators – State duration of training, number of attendees and number of on-site workshops at each location: |
| |
| iii. State Training Material used/provided |
| |

5. **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. | Strategy and design costs | Each | \$ |
| ii. | Portal development, implementation and configuration | Each | \$ |
| iii. | Administrator and End-User Training | Each | \$ |
| iv. | Licence costs including subscription, support and maintenance for initial three-year term, if applicable | Each | \$ |
| v. | Any other costs (please describe in detail what the fees include). | Each | \$ |
| vi. | Costs beyond year three –Subscription, Upgrades, Support & Maintenance per year, if applicable | Each | \$ |
| vii. | Price for adding additional licences in future years , if applicable (specify licence metric) | Each | \$ |
| viii. | Other not Listed: | Hour | \$ |
| ix. | Other not Listed: | | \$ |
| Total | | | \$ |

| b) Hourly Rate: Hourly rate for additional Consulting services, if applicable | |
|---|--|
| | |

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](#) 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.
8. **I/We confirm** that, if I/we am/are awarded the Agreement, I/we will at all times be the “Prime Contractor” as provided by the Worker’s Compensation Act (British Columbia) with respect to the Services. I/we further confirm that if I/we become aware that another contractor at the place(s) of the Services has been designated as the “Prime Contractor”, I/we will notify the City immediately, and I/we will indemnify and hold the City harmless against any claims, demands, losses, damages, costs, liabilities or expenses suffered by the City in connection with any failure to so notify the City.
9. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

| Addendum No. | Date Issued |
|--------------|-------------|
| | |
| | |
| | |

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

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

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