

City of Coquitlam

Request for Proposals

RFP No. 23-091

Consulting Services

Accessibility Plan

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[PROPOSAL SUBMISSION FORM](#)

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 23-091 Accessibility Plan
Overview of the Opportunity	The purpose of this RFP is to invite Proposals from professional, qualified and experienced firms to select a Consultant to complete an Accessibility Plan for the City of Coquitlam.
Closing Date and Time	2:00 pm local time Wednesday, January 31, 2024
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: 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 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 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>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	<p>Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.</p>
Terms and Conditions of Contract	The City's Standard Terms and Conditions - Consulting and Professional Services are posted on the City's website and will apply to any Contract awarded resulting from 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 the negotiation process with the City incorporating the information contained in this RFP, the City’s [Standard Terms and Conditions - Consulting and Professional Services](#) published on the City’s website, the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

“City” “Owner” means City of Coquitlam;

“Consultant” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services outlined in this Request for Proposals and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Consultant” 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.

“Evaluation Team” means the team appointed by the City;

“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 Consultant;

“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 INTRODUCTION

1.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hən̓q̓əmi̓n̓əm̓ 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 s̓q̓əciyaʔ təməxʷ (Katzie), and other Coast Salish Peoples.

1.2 Purpose

In British Columbia, nearly one million people are living with a disability and subsequently may experience unique barriers to inclusion. How disabilities, both visible and invisible, and barriers to inclusion are understood spans a myriad of intersectional experiences. The City of Coquitlam has historically prioritized advancing accessibility within our community, and is now seeking to formalize this important work through development of an Accessibility Plan, a key component of the *Accessible British Columbia Act*.

As such, the City is issuing this Request for Proposals (RFP) to select professional, qualified and experienced consulting firm(s) to provide consulting services to partner with the City in developing a multi-year **Accessibility Plan**. The objective will be to develop a plan that utilizes the guiding principles of: inclusion, adaptability, diversity, collaboration, self-determination, and universal design and considers how Equity, Diversity, and Inclusion (EDI) guides and informs all City work as identified in its Strategic Plan. As equity-deserving groups, such as people with disabilities, Indigenous Peoples, women, racialized people, and the LGBTQ2S+ community, may face a variety barriers to access, the Plan should acknowledge the following standard areas within the municipal context:

- employment
- delivery of services
- the built environment
- information and communications
- transportation
- procurement

Development of the **Accessibility Plan** will require extensive engagement with relevant client groups, including, but not limited, to the City’s Universal Access-Ability Advisory Committee, a City staff project team, other Advisory Committees to Council, the local disability community, equity-deserving groups, and the broader community.

The City of Coquitlam values the principles of EDI – which include accessibility – and is committed to embedding this lens throughout the organization. Additionally, the City is committed to proactively identifying and addressing any barriers that may limit a person’s inclusion in society within the municipal context, and to continuously enhance our policies, practices, procedures, programs and services so that we can provide a supportive work environment, capitalize on the strengths and talents of our workforce, and represent the diverse community we serve.

1.3 Introduction

This RFP is intended to invite qualified consultants who are interested in, and who have the lived-experience, expertise, resources and knowledge to perform the Services. 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

1.4 Instructions for Participation

Proponents are advised that the rules for participation that will apply to this RFP are posted on the City's website: [Instructions to Proponents](#)

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

1.5 Project Timeline

Estimated timelines for the project are:

Estimated Start: March 6, 2024

Final Completion: June 3, 2025

Upon award, the Work on this project shall progress until fully completed.

1.6 Sub-Consultants

The use of sub-Consultants is acceptable providing they are fully identified in the Proposal and understand the conditions of this document will apply to all Consultants named. Joint submissions must identify a prime Proponent who assumes responsibility for the Proposal as well as for the professional standards, actions and performance for all Proponents, if awarded the work.

1.7 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City may not consider any departures not stated in the Proponent's Proposal Submission.

1.8 Evaluation Criteria

Proposals will be evaluated to determine the Proposal that is most advantageous to the City, using the following criteria. This list is not intended to be exhaustive and is not ranked in order of preference or priority.

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

Proposal Evaluation Summary	Maximum Points to be Awarded
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Corporate	20
Sustainable Benefits and Social Responsibility	20
Technical	30
Financial	30
Total	100

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

Corporate

- Project Understanding - Comprehensive understanding of the project objectives, outcomes and vision; major issues and opportunities presented in the Proposal;
- Project Team - description and role of Consultant team members and any sub-Consultants; Experience and Qualifications of team members;
- Corporate Experience and References - provide examples of similar successful municipal projects, project dates, client names and contact information, description of team members role in each project;
- Value Added Benefits to the City - Describe your competitive advantage, value added services and benefits that would be provided to the City.

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Proposed methodology, work plan and approach, including breakdown of tasks necessary to complete the project;
- Availability and time schedule;

Financial and Value Added Benefits

- Price Schedule - Fee matrix with hourly rates and charges by level of effort (hours) associated to task and total lump sum fee including disbursements (exclude GST)

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

The evaluation team will review the Proposals and rank them based on the evaluation criteria outlined above. The City reserves the right to consider other criteria that may become evident during the evaluation process to obtain best value. Proposals will be evaluated in comparison to others.

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make such requests to only selected Proponents. The Evaluation Committee may consider such clarifications or additional information in evaluating a Proposal. The City may at its discretion, interview one or more Proponents or request demonstrations, clarifications or additional information from a Proponent with respect to any Proposal. The City may use that information to score the evaluation.

The City reserves the right to waive formalities in, accept or reject any or all Proposals, cancel this RFP, or accept the Proposal deemed most favourable in the interest of the City.

The evaluation will be confidential and no prices or scores will be released to any of the Proponents.

By submission of a Proposal, Proponents agree the City may disclose the name of the Proponent and value of the awarded Contract.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

1.9 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 Insurance Form - Consultant](#)
- 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 - Consulting and Professional Services \(PDF\)](#)
- d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for Services.

1.10 Project Budget

The City has a budget of \$150,000, inclusive of PST and exclusive of GST, to complete the Services as requested within this RFP. The Proponent may suggest changes to the Scope of Services in order to deliver the Services under or within the stated budget.

2 **GENERAL CONDITIONS**

2.1 Terms and Conditions

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

PROJECT SPECIFIC CONDITIONS

2.2 Intellectual Property Rights

The Contract establishes the City as the owner of the “Instruments of Service” in connection with this Project specifically the immediate plans, data sets, models, graphics, spreadsheets, etc. and other materials requested and provided as defined as deliverables under this RFP.

3 SCOPE OF SERVICES

3.1 Background

The *Accessible British Columbia Act* (the Act), which received royal assent in June 2021, is a provincial law that establishes a framework for local governments to work in partnership with people with disabilities, other equity-deserving groups, and the broader community to identify, remove, and prevent any barriers to access.

Part 3 of the Act requires local governments to establish an accessibility committee, and develop an accessibility plan and public feedback mechanism. The City has an existing and long-standing accessibility committee, the Universal Access-Ability Advisory Committee, and is only seeking support in developing an **Accessibility Plan** and a corresponding feedback mechanism. Developing the plan requires consultation with varying key client groups including the accessibility committee, equity-deserving groups, and the broader public feedback with consideration to the following principles: inclusion, adaptability, diversity, collaboration, self-determination, and universal design.

3.2 Scope of Work

The Consultant will create an **Accessibility Plan** for the City.

Specific activities and deliverables of this project should include, but not limited to:

- Develop a multi-year plan to identify, remove, and prevent barriers to access in service our community and organization;
- Develop a multi-year plan that will highlight the project description, methodology, and findings with recommended actions, guidelines, and strategies to help move the City forward in the area of accessibility and inclusion and support the execution of the recommendations;
- Develop an appropriate feedback mechanism(s) to this plan;
- Work closely with client groups and partners to clarify and identify current best practices as well as barriers to accessibility, with attention to intersectionality as it relates to disability (both visible and invisible), age, gender expression and identity and other diversity characteristics;
- Conduct extensive and appropriate engagement utilizing the City's Community Engagement Framework as guidance with disability communities, the City's advisory committees including the Universal Access-Ability Advisory Committee, and other equity-deserving groups;
- Conduct extensive engagement with organizations involved in supporting individuals with disabilities and other equity-deserving groups;

- Highlight areas for opportunity and growth;
- Utilize an EDI lens and review existing and relevant City Plans and Strategies, when developing the Plan to ensure that a broad range of barriers to access are identified for action within the municipal context.

3.3 Documents

The Consultant will provide original documents and transfer final digital files to the City. The Format of the digital files will be compatible with the City's versions of MS Suite and PDF's. Digital file transfer is to be electronically through the City's file transfer portal and email to City staff.

3.4 Project Organization and Management

The Consultant will work with staff from the City, including regular in-person and/or virtual update meetings. It is intended that the Consultant will work collaboratively with the Project Lead and other City staff, as required, throughout the process.

The Consultant will be responsible for recording all meeting minutes, including significant proceedings and decisions, identifying 'action by' parties, and will reproduce and distribute copies of minutes within two (2) working days after each meeting. The Consultant will transmit the meeting minutes to meeting participants including those who were not in attendance.

The Consultant will lead and otherwise be responsible for all elements of the Services, including reporting at key milestones, timely communications with the City's Project Lead on emerging project issues, and maintaining complete documentation (i.e. minutes, presentations) from internal and external meetings.

The Consultant lead must receive written approval from the Project Lead for any task or personnel reassignments on the Consultant team.

3.5 Fee Schedule and Cost of Services

- a) Proponents to submit with their Proposal, a **Schedule of Effort and Fees**, for all of the Services outlining level of effort by each team member, including hourly rates and total lump sum pricing. The hourly rates will be used to value additional services if required. The fee schedule should show the maximum upset limits that the Consulting Team will not exceed unless the City's Project Manager requests additional services which are beyond the Scope of Services as outlined in this RFP.
- b) The Proponent shall include in the fee schedule all sub Consultant fees and all Consulting Team disbursements.
- c) The Proponent shall indicate any additional 'Optional Services' or costs not accounted for in the fee schedule as part of the proposal submission.

- d) The successful Consultant will not be able to claim any additional cost as a result of changes to the Schedule or order of works. This condition shall be in effect for the duration of the project.

The Consulting Services Price Total will form the budget for the full scope of the Services, including all details and deliverables specified in this RFP.

The Price total includes business administration services, disbursements, costs, charges, expenses, of any sort (excluding GST) for the Consultant to complete the Project to the City's standards in accordance with the work schedule provided in this RFP.



PROPOSAL SUBMISSION FORM

RFP No. 23-091

Accessibility Plan

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

Wednesday, January 31, 2024

(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: 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 - 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 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. – Insurance - Provide Insurance coverage as per the City's Standard Insurance Form	
ii. Insurance - Professional Errors and Omissions Liability and Commercial General Liability as outlined on the City's Certificate of Insurance - Consultant 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.	Provide a detailed narrative as to the Proponent’s understanding of the project objectives, outcomes and vision:
iii.	Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:
iv.	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	
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) SUB-CONSULTANTS - 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

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

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

d) 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. (Add rows as needed). Please include resumes as an Attachment to this Submission, at a maximum of 2 pages per resume.

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				
iv.				
v.				

(use the spaces provided and/or attach additional pages, if necessary)

3. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

<p>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</p>
<p>ii. What policies does your organization have for hiring apprentices, people with disabilities, Indigenous Peoples, newcomers/ immigrants, veterans, young people, women, and any other groups:</p>
<p>iii. What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises or Indigenous owned businesses:</p>
<p>iv. What policies does your organization have to support reconciliation with Indigenous Peoples:</p>

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. Approach - Proponent is to state how their organization will approach the Project and engage withn the Cities to deliver the Services:
II. Methodology - State the methodology the Proponent will utilize to deliver the Services:
III. Work Plan - Provide a work plan that provides a breakout of the tasks necessary for each Phase of the Services along with proposed outcomes for each Phase. Clearly state any deviations from the City's suggested Scope of Services:
IV. Challenges - Describe the challenges anticipated and how the Proponent intends to mitigate these.
V. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed.

5. FINANCIAL

a) **SCHEDULE OF FEES AND EFFORT** - The fee schedule shall show an appropriate level of hours/effort for each of the project components, broken down by the Proponent’s team member(s) assigned to each component. The fee schedule shall show the maximum upset limits that the ‘Consulting Team’ will not exceed unless the City Project Manager requests additional services which are beyond the Scope of Services as outlined in this RFP. Proponent is to include any additional “Optional Services” or costs not accounted for in the fee schedule as part of the Proposal submission. The successful Proponent will not be able to claim any additional cost as a result of changes to the schedule or order of works or for project delays.

ITEM NO.	TASK/DELIVERABLE	Indicate Assigned Staff, Number of Hours, and Rate/Hour			TOTAL PRICE (LUMP SUM) (exclude GST)
TECHNICAL					
1.					\$
2.					\$
3.					\$
4.					\$
5.					\$
6.					\$
Total					\$

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 - Consulting and Professional Services \(PDF\)](#) and will accept the City’s Contract as defined within this RFP document.
8. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

Addendum No.	Date Issued

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

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

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