

City of Coquitlam

Request for Proposals

RFP No. 24-001

Consulting Services

Office Space Assessment / Redesign

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SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 24-001 Office Space Assessment / Redesign
Overview of the Opportunity	The purpose of this RFP is to select professional, qualified and experienced firms to provide consulting services related to Office Space Assessment / Redesign .
Closing Date and Time	2:00 pm local time Wednesday, February 07, 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"> In the "Subject Field" enter: RFP Number and Name Add files in .pdf format and Send (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.) <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Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.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 Consultant 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 hə́ŋqə́mihə́m word kʷikwə́lə̌m (kwee-kwuh-tlum) meaning “Red Fish Up the River”. The City is honoured to be located on the kʷikwə́lə̌m (Kwikwetlem) traditional and ancestral lands, including those parts that were historically shared with the s̓qə́ciyaʔ təməxʷ (Katzie), and other Coast Salish Peoples.

1.2 Purpose

The purpose of this RFP is to select professional, qualified and experienced firms to provide consulting services related to **Office Space Assessment / Redesign**.

1.3 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.

1.4 Non-Mandatory Site Visit

The City requests that Proponents email the City indicating whether they will require a site visit. To ensure the office space remains operational and limit the number of people present, the City will offer multiple site visit dates and times. Please email gjudd@coquitlam.ca with your available times by end of day Wednesday January 17, 2024. Site visits must be completed by end of day Friday, January 19, 2024.

No questions will be answered during the site visits; questions are to be submitted to bid@coquitlam.ca and an addendum will be issued to answer all questions and ensure consistency between meetings.

1.5 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

1.6 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
Corporate	30
Sustainable Benefits and Social Responsibility	10
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 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.

1.7 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) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Consulting and Professional Services \(PDF\)](#)
- c) 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.

1.8 Project Timeline

Estimated timelines for the project are:

Estimated Start: February 19, 2024

Final Completion: June 28, 2024

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

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 main floor of Coquitlam City Hall, located at 3000 Guildford way, houses the majority of the City's Planning and Development department in an approximately 13,000 square foot space, 2,800 square feet of which is enclosed private office space with the rest largely open work space. Since City Hall was originally built and furnished in the late 1990s, some changes and improvements have been made, but these changes have not kept pace with the transition of planning work away from paper documents, and the uptake in remote work. These changes allow for a reimagining of the space to take advantage of the reduced need for desk space, and newly flexible work arrangements.

3.2 Scope of Work

The City requests Proposals from professional, qualified, experienced companies to provide Consulting Services for **Office Space Assessment / Redesign** (“Services”).

The City is looking for a Consultant to help plan a redesign and reconfiguration of the Planning and Development area of City Hall ([Appendix A - Planning and Development Area](#)) to bring it in line with modern work trends and best practices. The successful Consultant will analyze the current configuration of the space, the needs of the staff working in the space, modern workspace trends, and growth projections in the context of other recent renovation projects that have been completed in City work spaces. Having conducted a thorough review, the Consultant will work collaboratively with City staff to create design concepts for a reconfiguration/redesign of the space.

The redesigned space will maximize space utilization with an appropriate balance between shared work areas, assigned workstations, private and shared offices, hotel/touch-down space, formal and informal meeting space, storage, public facing counters, and other features as needed.

Further Scope of Work includes, but is not limited to, the following:

- Perform site investigation, visit and evaluate the existing office area.
- Plan, design and present conceptual design.
- Designing office space that is a more optimal fit for City needs.
- Compile verification of mechanical and electrical requirements to ensure the existing and new design meet the design intent of the new space.
- Limited recommendations on structural changes such as wall changes, and/or additions or deletions. The majority of the existing walls and office spaces should be retained.
- Review and validate current facility space audit and space needs analysis. This assessment should consider current and anticipated staffing mix, space utilization, furniture and office needs, storage, and workroom need of the office, as defined above.
- Participate in a series of space requirement and planning meetings with the City
- Assess space to determine the most favorable balance between shared work areas, private workstations, and private offices, as well as conference rooms and meeting space. The assessment should consider space design to accommodate anticipated growth.
- Evaluate and include existing and/or new furniture systems and other existing office furnishings in new space design, utilizing Steelcase workstation standards already in use by the City (Appendix B – Steel Case Examples).
- Provide a high level budget estimate to inform future procurement for the implementation of the redesigned space.

3.3 Regulatory and Compliance Requirements

Consultant is to comply with the latest British Columbia Building Code including all provincial and other amendments, and local by-laws. When multiple codes and/or regulations apply, follow the most stringent provision.

3.4 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.

3.5 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.

3.6 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.

3.7 Meeting Minutes & Agendas

The Consultant will be responsible for issuing the Agenda prior to the meeting, and recording all minutes for the meetings noted above, including significant proceedings and decisions, identifying 'action by' parties, and will reproduce and distribute copies of minutes within two (2) business days after each meeting and transmit to meeting participants, affected parties not in attendance, Consultants and the City.

Appendix A

Planning and Development Area



City of Coquitlam
PLAN VIEW

PROJECT #		
REV	REVISION TYPE	OWN/DATE

Plan is for furniture layout, planning and installation purposes. Not for construction. Do not scale off drawing.

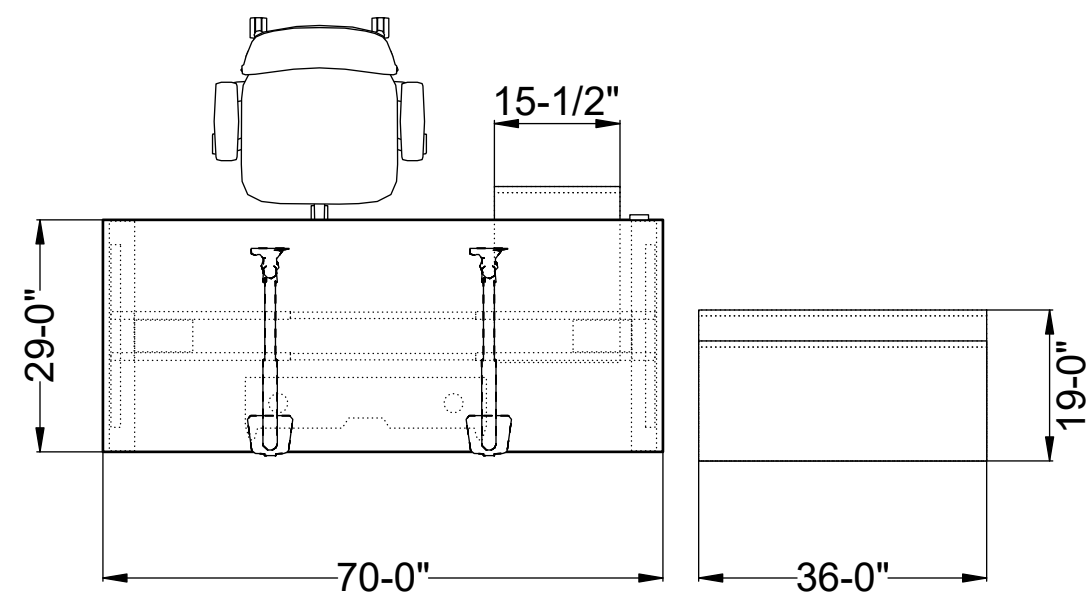
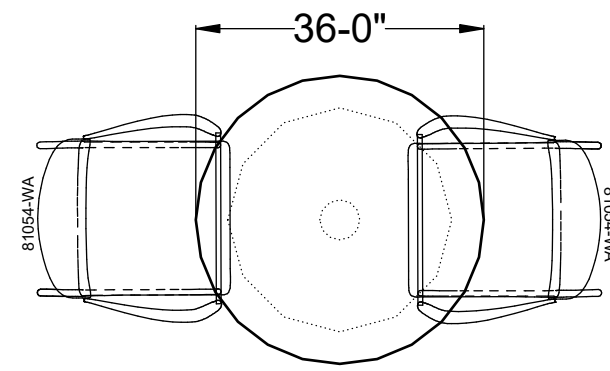
COPYRIGHT RESERVED
This plan and design are, and at all times remain, the exclusive property of Heritage Office Furnishings, and cannot be used or reproduced without written consent. Written dimensions shall have precedence over scaled dimensions. Contractors/Clients shall verify and be responsible for all dimensions and conditions on the job site. Heritage shall be informed of any variation from the dimensions and conditions on the drawing.



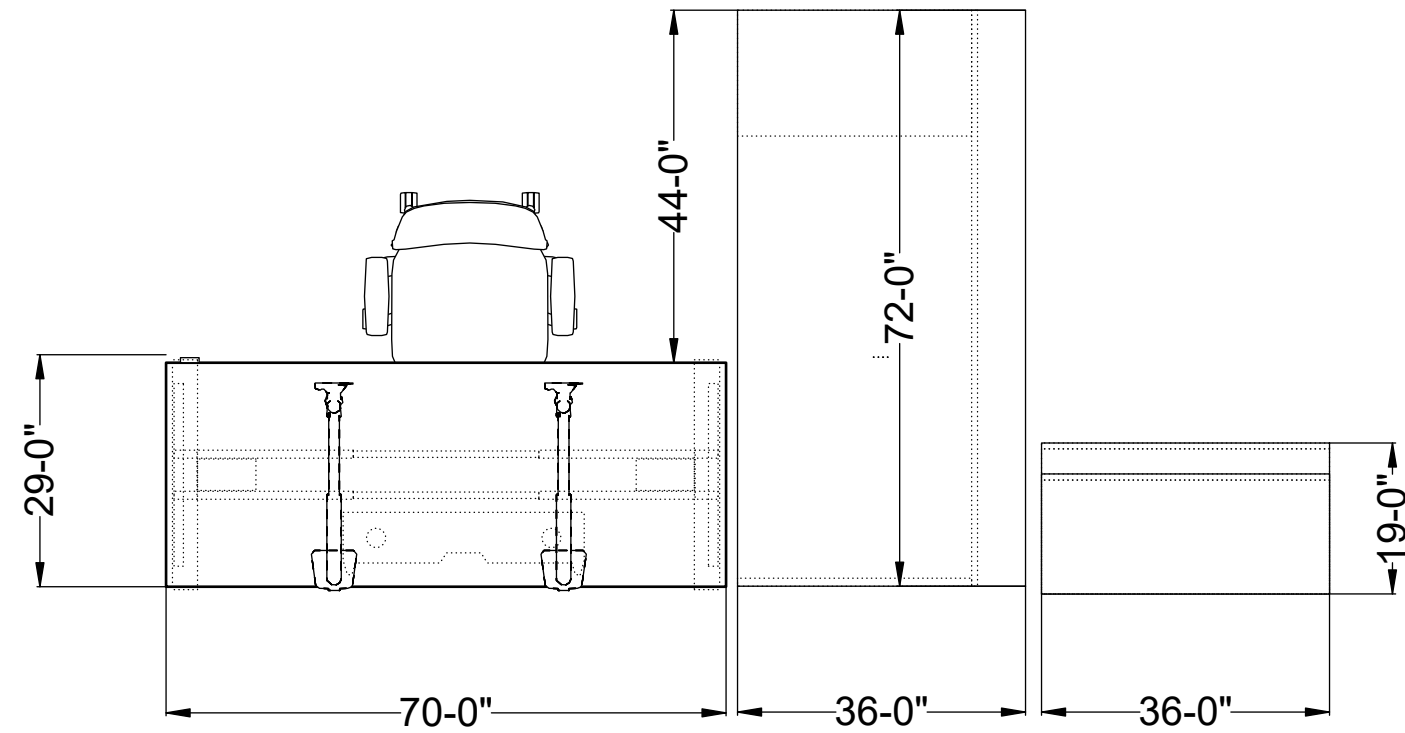
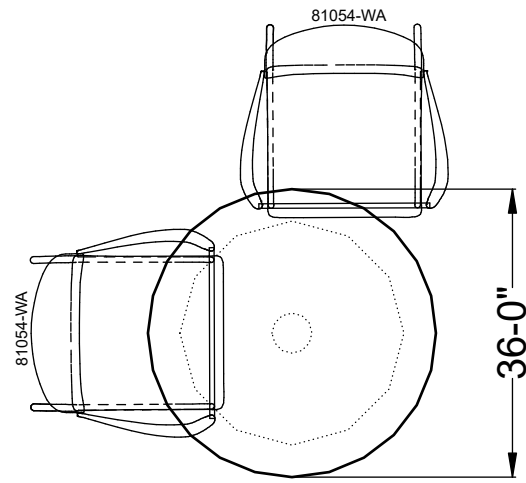
QUOTE #		REVISION #	
		INITIAL	
PO #			
INSTALLATION DATE:			
SALES CONTACT:			
PROJECT MANAGER:			
DRAWN BY:		DATE:	
MW		01/04/2024	
AUDIT BY:		DATE:	
PLOT SIZE:		DWG. NO:	
24" x 36"		ID- 1	
SCALE:			
1/8" = 1'- 0"			

Appendix B

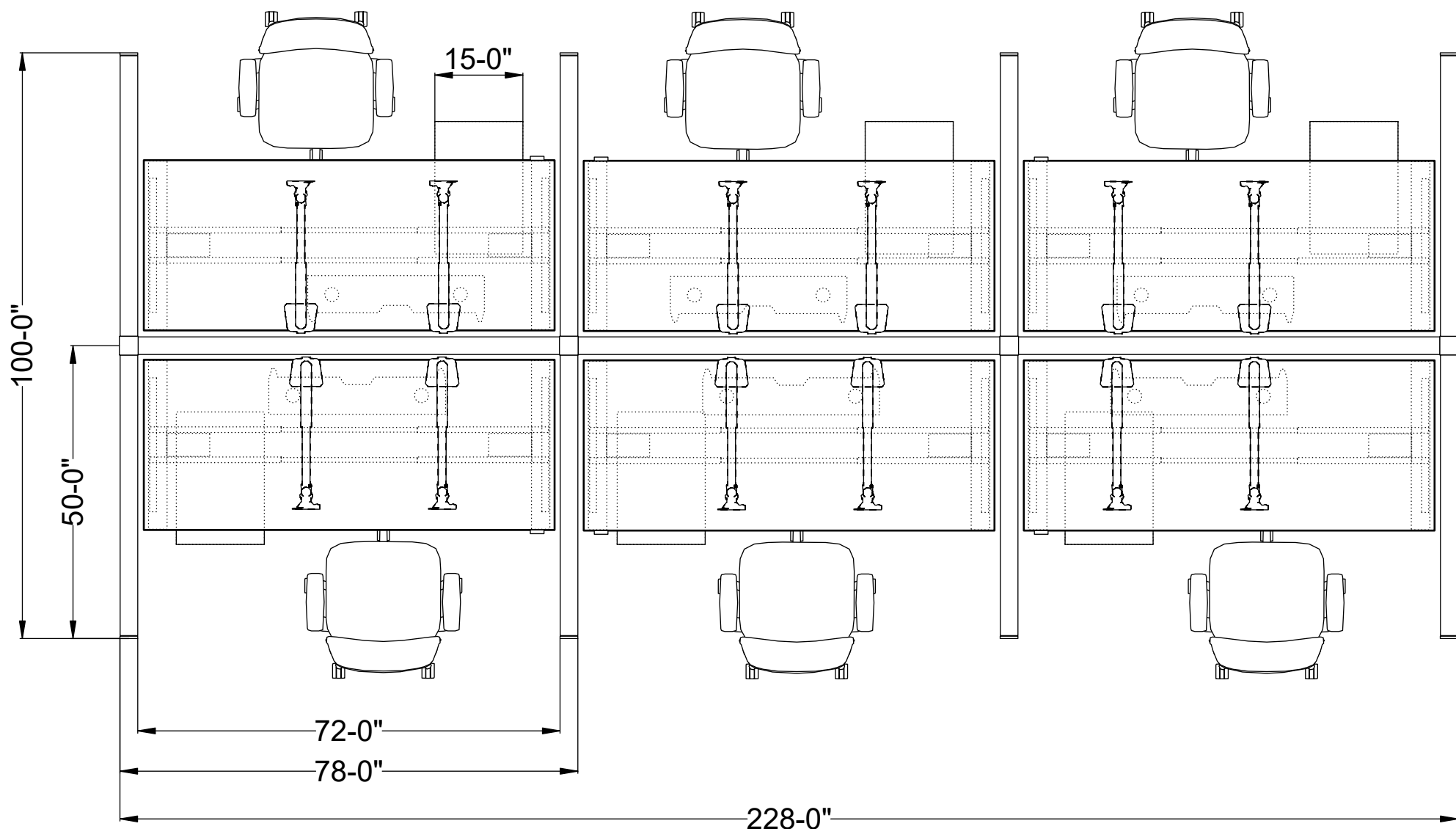
Steel Case Examples



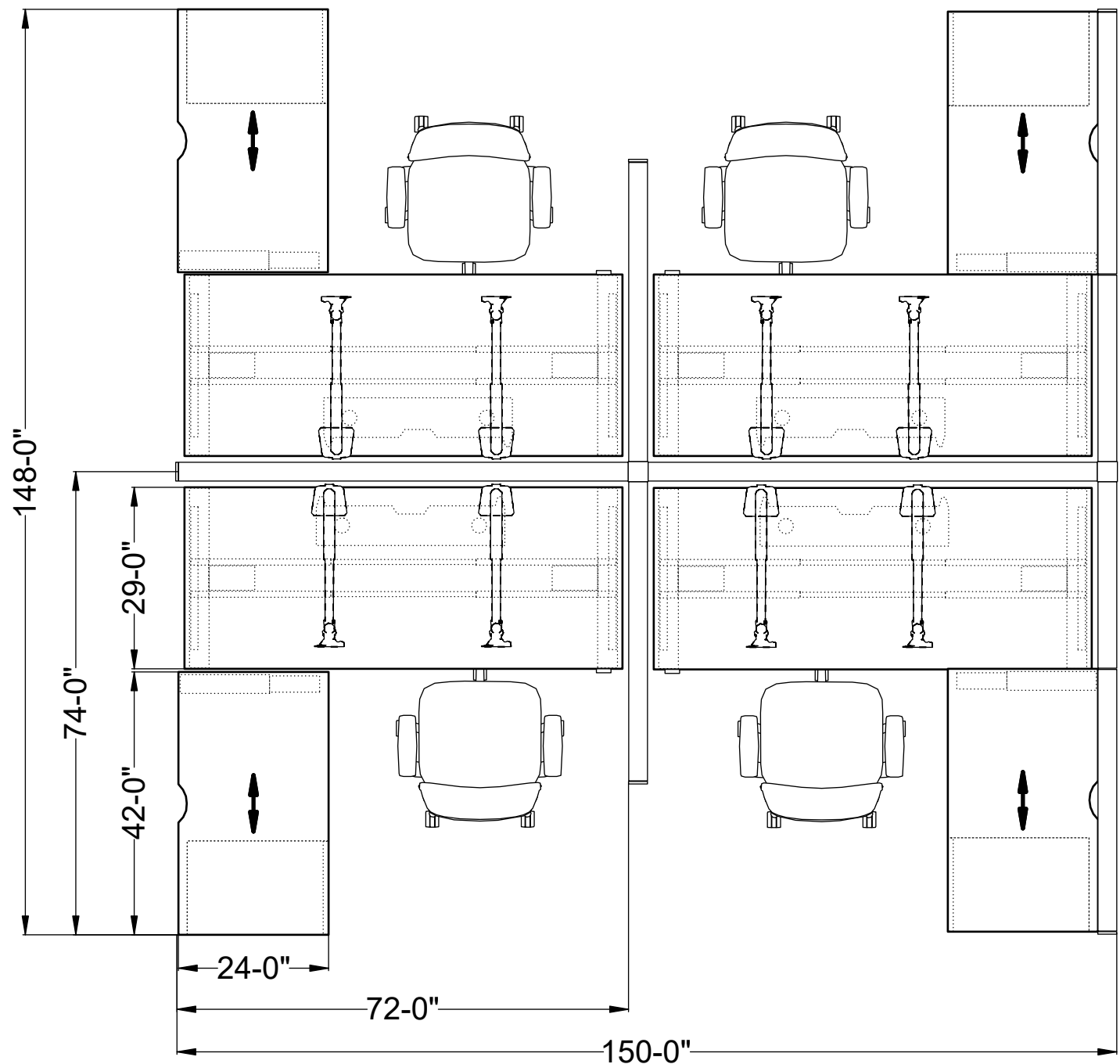
OFFICE TYPE 1



OFFICE TYPE 2



BENCH 6-POD WORKSTATION



L-SHAPE 4 POD WORKSTATION

PROJECT #	
REV/	REVISION TYPE DWN DATE
Plan is for furniture layout, planning and installation purposes. Not for construction. Do not scale off drawing.	
COPYRIGHT RESERVED This plan and design are, and at all times remain, the exclusive property of Heritage Office Furnishings, and cannot be used or reproduced without written consent. Written dimensions shall have precedence over scaled dimensions. Contractors/Clients shall verify and be responsible for all dimensions and conditions on the job site. Heritage shall be informed of any variation from the dimensions and conditions on the drawing.	
QUOTE #	REVISION #
PO #	
INSTALLATION DATE:	
SALES CONTACT:	
JULIE POPOFF	
PROJECT MANAGER:	
JOYCE ANOYO	
DRAWN BY:	DATE:
MW	01/04/2024
AUDIT BY:	DATE:
PLOT SIZE:	DWG. NO:
24" x 36"	ID- 1
SCALE:	
NTS	



PROPOSAL SUBMISSION FORM

RFP No. 24-001

Office Space Assessment / Redesign

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

Wednesday, February 07, 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 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 - Professional Errors and Omissions Liability and Commercial General Liability as outlined on the City's Certificate of Insurance - Consultant Form	
ii. Vendor Info - Complete and return the City's Vendor Profile and Electronic Funds Transfer Application (PDF)	
iii. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License	

As of the date of this 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-Consultants 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 subConsultants 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**

i. Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City
ii. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:
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:
iv. 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. 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.	