

City of Coquitlam

Request for Proposals  
RFP No. 20-04-05

Locksmith Services

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**PROPOSAL SUBMISSION FORM**

### SUMMARY OF KEY INFORMATION

|   |   |
|---|---|
| <b>RFP Reference</b>                        | <b>RFP No. 20-04-05</b><br><b>Locksmith Services</b>  |
| <b>Overview of the Opportunity</b>          | The purpose of this RFP is to invite proposals from qualified firms for the provision of <b>Locksmith Services</b> .  |
| <b>Closing Date and Time</b>                | <b>2:00 pm local time</b><br><b>Thursday May 7, 2020</b>  |
| <b>Instructions for Proposal Submission</b> | <p>Proposals are to be consolidated into one PDF file and uploaded electronically through Qfile, the City's file transfer service accessed at <a href="http://qfile.coquitlam.ca/bid">qfile.coquitlam.ca/bid</a></p> <ol style="list-style-type: none"> <li><b>In the "Subject Field" enter:</b> RFP Number and Name</li> <li><b>Add files in .pdf format and Send</b><br/>(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm receipt.)</li> </ol> <p>Phone 604-927-3060 should assistance be required.</p> <p>The City also reserves the right to accept proposals received after the Closing Date and Time.</p> |
| <b>Obtaining RFP Documents</b>              | <p>RFP Documents are available for download from the City of Coquitlam's website: <a href="http://www.coquitlam.ca/BidOpportunities">www.coquitlam.ca/BidOpportunities</a></p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>   |
| <b>Instructions to Proponents</b>           | The guidelines for participation that will apply to this RFP are posted on the City's website: <a href="#">Instructions to Proponents</a>   |
| <b>Questions</b>                            | 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: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a>  |
| <b>Addenda</b>                              | Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: <a href="http://www.coquitlam.ca/BidOpportunities">www.coquitlam.ca/BidOpportunities</a>  |
| <b>Withdrawal of Submission</b>             | Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> prior to the Closing Date and Time.  |
| <b>Terms and Conditions of Contract</b>     | City of Coquitlam <a href="#">Standard Terms and Conditions - Purchase of Goods and Services</a> are posted on the City's website and will apply to the contract awarded as a result of this RFP.   |

## DEFINITIONS

**“City” “Owner”** means City of Coquitlam.

**“Contract”** means the City Purchase Order or City Purchase Contract that will be issued to formalize the Contract with the successful Proponent through negotiation process with the City based on the Proposal submitted and will incorporate by reference the Request for Proposals, the Terms and Conditions of Contract included in this RFP, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

**“Contractor”** means the successful Proponent awarded the Contract for supply of vehicles, equipment and Services described in this RFP. The Contractor agrees to carry out all duties, obligations, work and Services outlined in this RFP, and include all associated documentation, addenda, and mutually agreed revisions subsequent to submission of a Proposal. “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities requested at the RFP stage through to provision of goods and Services.

**“Price”** means the amount that will be paid by the City to the Contractor for delivery and acceptance of goods and Services.

**“Proponent”** means responder to this Request for Proposals.

**“Proposal”** means the submission by the Proponent.

**“Request for Proposals” “RFP”** shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals.

**“Services” “Work” “Works”** means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor.

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

**“Supply” “Provide”** shall mean supply and pay for and provide and pay for.

## 1. INSTRUCTIONS TO PROPONENTS

### 1.1. Purpose

The City requests proposals from qualified, experienced Proponents to provide labour, equipment, materials, fuel, transportation, overhead and all that is necessary for the Locksmith Services (the '**Services**') as outline in Section 3 – Scope of Services.

### 1.2. Proposal Submission

Proponents are advised that the rules for participation that will apply to this RFP are posted on the City's website at: [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.

Proponents should complete and submit the information requested in this RFP document on the **Proposal Submission Form** or in a format that has been approved and is acceptable to the City.

### 1.3. Term of Agreement

The Term of the Agreement will be a one (1) year Term with an option to extend the Agreement for additional terms, as mutually agreed to between the parties.

### 1.4. Evaluation Criteria

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

#### **Corporate Experience, Reputation, Capacity and Resources – 35 points**

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- References
- Sub-contractors

#### **Technical – 25 points**

- Methodology for delivery and mobilization of services
- Ability to comply with the stated specifications and requirements
- Qualifications and experience of the Proponent and key personnel
- Equipment and resources

#### **Financial and Value Added – 40 points**

- Total Cost
- Value Added
- Sustainability/Environmental Considerations

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

No scores or rates will be provided to any Proponents. Results of reference checks will not be disclosed or discussed with any Proponent.

The lowest proposed Proposal price or any Proposal will not necessarily be accepted, nor will there be any obligation to accept any Proposal if that Proposal is the sole bid. Without limiting the generality of the foregoing, any Proposal which is incomplete, obscure or irregular may be rejected; any Proposal having erasures or corrections in the Proposal submission may be rejected; any Proposal that has any deletions, alterations, or changes in the Contract documents as listed herein may be rejected.

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.

#### 1.5. Examination of Proposal Documents and Work Sites

The Proponent must carefully examine the Proposal Documents and worksite(s). The Proponent may not claim, after the submission of a Proposal, that there was any misunderstanding with respect to the requirements and conditions imposed by the City.

There will be no opportunity to make any additional claim for compensation or invoice for additional charges that were not considered and included in the Proposal price submitted, unless the City, at its sole discretion, deems that it would be unreasonable to do so, or there are additional work requirements due to unforeseen circumstances.

All information in this RFP Document, Drawings, Specifications, Site Visit and Investigation, and any resulting Addenda will be incorporated into any Contract between the City and the successful Proponent, and therefore must be considered by the Proponent in preparing their Proposal.

#### 1.6. Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the initial term.

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.

1.7. Extension of Offer

The Proponent agrees to allow other local public agencies with similar needs within British Columbia to participate in this contract.

Additional participating agencies may opt to enter into a contract with the successful Proponent for the purchase of the vehicles, equipment and services described in this RFP based on the terms, conditions, prices and percentages offered by the Proponent to the City of Coquitlam with possible minor changes negotiated.

This is intended to be a means of promoting cooperative purchasing efforts with the public sector, and to provide additional value to the Proponent.

## **2. GENERAL CONDITIONS OF CONTRACT**

### **2.1. Terms and Conditions**

Award will be confirmed by issue of a City Purchase Order or Purchase Contract incorporating the information contained in this RFP.

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#) will apply to this Contract as a result of this RFP and are published on the City's website. The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), 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 requires a qualified, experienced Contractor to provide labour, equipment, materials, fuel, transportation, overhead and all that is necessary for Locksmith Services (the '**Services**') at various facilities and locations in Coquitlam. The services to be provided, as and when required, include, but are not limited to, the following:

a) Issuing Keys

Following City direction, the Contractor will cut keys and deliver them to specified locations and designates.

b) Installing Locks, Cores and Closers

Per City requests, the Contractor shall install locks, cores, closers, and key cylinders. When directed, locks and cores that have been removed will be returned to the City and may be reused.

c) Master Keying Schedule

The Contractor is to create and maintain a master key schedule per site and work with City staff to ensure it is accurately maintained and updated as required. The contractor to provide the City with electronic copies of the key schedule for each site

d) Emergency Response

The Contractor shall be available 24 hours a day/7 days a week to respond on-site within one (1) hour to emergency requests. The Contractor must phone the City representative within fifteen (15) minutes to confirm that a timely on-site response will be made.

e) Non-emergency Response

The Contractor shall respond to non-emergency request within 24 hours.

f) Clean Up

At the end of each day and at the conclusion of work, the Contractor shall promptly remove any of his/her equipment or materials and leave the site(s) in a clean and cleared condition.

#### 3.2. Licensing

The Contractor shall be licensed in British Columbia by the Ministry of Public Safety and Solicitor General and perform the services while holding a valid license.



City of Coquitlam  
**REQUEST FOR PROPOSALS**  
**RFP No. 20-04-05**

**LOCKSMITH SERVICES**

**Proposals will be received on or before 2:00 pm local time on**  
**Thursday May 7, 2020**  
(Closing date and time)

**INSTRUCTIONS FOR PROPOSAL SUBMISSION**

Proposal submissions are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: [qfile.coquitlam.ca/bid](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 or fax 604-927-3035.

**PROPOSAL SUBMISSION FORM**

**Complete and return this Proposal Submission Form**

**Submitted by:** \_\_\_\_\_  
(company name)

Proponents are to provide as much information as possible when replying to each point throughout the Proposal.

Proponents MUST identify any specific requirements with which they are unwilling or unable to comply.

## 1. PRICE

### Locksmith Services

These rates are all inclusive without limitation, including all loading, labour, wages, benefits, equipment, transportation, fuel, mobilization, disposal, overhead and profit.

| SERVICES  | UNIT OF MEASURE | UNIT PRICE | TOTAL PRICE – EXCLUDING GST |
|---|-----------------|------------|-----------------------------|
| Cost for keys plus delivery and providing documentation             | EA              | \$         | \$                          |
| Cost for a service call to re-key one (1) lock cylinder             | EA              | \$         | \$                          |
| Cost per additional lock cylinder re-key                            | EA              | \$         | \$                          |
| Cost for a service call to supply and install one (1) lock cylinder | EA              | \$         | \$                          |
| Cost per additional lock cylinder install                           | EA              | \$         | \$                          |
| Cost to install a complete keyed handle/lock/deadbolt set.          | EA              | \$         | \$                          |
| Master Locksmith per Hour (Non-emergency Response)                  | HR              | \$         | \$                          |
| Journeyman Locksmith per Hour (Non-emergency Response)              | HR              | \$         | \$                          |
| Locksmith Labourer per Hour (Non-emergency Response)                | HR              | \$         | \$                          |
| Master Locksmith per Hour (Emergency Response)                      | HR              | \$         | \$                          |
| Journeyman Locksmith per Hour (Emergency Response)                  | HR              | \$         | \$                          |
| Locksmith Labourer per Hour (Emergency Response)                    | HR              | \$         | \$                          |

## 2. MARK UP OF MATERIALS

Mark-up rates for parts and supplies for material:

|              |   |
|--------------|---|
| Mark-up rate | % |
|--------------|---|

### 3. SOCIAL RESPONSIBILITY, SUSTAINABILITY AND VALUE ADDED SERVICES

Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practises and social responsibility in providing the services that would benefit the City. These may include hiring practices and supporting small and medium sized businesses or enterprises.

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### 4. 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.

**Delivery, set-up and execution of the work** – Proposals should address the plan for the delivery, set up and execution of the work; as well as the disposal, recycle or reuse for the surplus materials.

**Quality Assurance** – Provide the measures the proponent will use to maintain quality control for the Services being performed.

**Risk Factors** – Describe the risk factors anticipated and how the Proponent intends to mitigate these.

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### 5. KEY PERSONNEL

The following are the Proponent's key personnel proposed for use on this project:

| Name | Position | Experience and Qualifications | Years with your organization |
|------|----------|-------------------------------|------------------------------|
|      |          |                               |                              |
|      |          |                               |                              |
|      |          |                               |                              |

## 6. EQUIPMENT AND VEHICLES

Equipment, vehicles and power tools used on this at the work site must be clearly identified. List Proponent's vehicles and equipment which is owned or leased and would be used in providing the services. Demonstration of the equipment, vehicles and tools offered may be required and must comply in all respects with all applicable standards, requirements and governing regulations of CSA and the BC Motor Vehicle Act.

| EQUIPMENT AND VEHICLES                          |              |      |
|---|--------------|------|
| Equipment<br>(include power tools over \$2,500) | Make / Model | Year |
|   |              |      |
|   |              |      |
|   |              |      |
|   |              |      |

## 7. EXPERIENCE, CAPABILITIES AND CAPACITY

- a) Proponent is to provide a narrative as to their experience and capabilities in delivering goods and Services similar to those requested in this RFP:

|  |
|--|
|  |
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- b) Proponent is to provide a narrative as to their capacity to take on this project with respect to manpower and other contracts that may affect their ability in delivering the goods and Services:

|  |
|--|
|  |
|--|

**c) Response Time**

Please indicate response time:

|   |  |
|---|--|
| <b>Regular Service Response time:</b>   |  |
| <b>Emergency Service Response time:</b> |  |

**8. EXPERIENCE AND REFERENCES**

Proponents shall be competent and capable of performing the services requested and successfully delivered service contracts of similar size, scope and complexity.

|                                |  |
|--------------------------------|--|
| <b>Year Started</b>            |  |
| <b>Year Completed</b>          |  |
| <b>Description of Contract</b> |  |
| <b>Company</b>                 |  |
| <b>Contact Person</b>          |  |
| <b>Telephone and Email</b>     |  |
| <b>Contract Value</b>          |  |

|                                |  |
|--------------------------------|--|
| <b>Year Started</b>            |  |
| <b>Year Completed</b>          |  |
| <b>Description of Contract</b> |  |
| <b>Company</b>                 |  |
| <b>Contact Person</b>          |  |
| <b>Telephone and Email</b>     |  |
| <b>Contract Value</b>          |  |

**9. SUB-CONTRACTOR**

The following Sub-contractors will be utilized in provision of the services and will comply with all the terms and conditions of this RFP:

|    | <b>Type of Service</b> | <b>Company Name</b> | <b>Phone</b> | <b>Email</b> |
|----|------------------------|---------------------|--------------|--------------|
| 1. |                        |                     |              |              |
| 2. |                        |                     |              |              |
| 3. |                        |                     |              |              |

**10. TRAINING AND SAFETY PROGRAM**

- a) Does your firm have a training and safety program in place that meets the requirements of WorkSafe BC?

☐ Yes ☐ No

- b) Is your firm WorkSafe BC COR (Certificate of Recognition) certified?

☐ Yes ☐ No

**11. NON-COMPLIANCE**

Fully describe any deviations to the City's specifications and requirements outlined in this RFP that your company is unable to comply with.

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**12. ADDENDA**

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 |
|--------------|-------------|
|              |             |
|              |             |
|              |             |

### 13. AUTHORIZATION

We hereby submit our Proposal for the supply and services as specified and undertake to carry out the work in accordance with all Regulations and Codes, applicable to this RFP.

We agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our proposal be selected, will accept the City's contract: [Standard Terms and Conditions - Purchase of Goods and Services](#) The signature is an authorized person of the organization and declares the statements made in their submission are true and accurate.

For the purpose of this RFP submission, electronic signatures will be accepted.

|  |  |
|--|--|
| <b>Company Name:</b>   |  |
| <b>Address:</b>  |  |
| <b>Phone:</b>  |  |
| <b>GST Registration No.:</b>   |  |
| <b>Project Contact:</b><br>Name and Title of Individual <i>for communication related to this RFP</i><br>(please print) |  |
| <b>Contact Email:</b>  |  |
| <b>Name &amp; Title of Authorized Signatory:</b><br>(please print)<br><br><b>Signature:</b>                            |  |
|  |  |
| <b>Date:</b>   |  |