

City of Coquitlam

Request for Proposals

RFP No. 24-050

IBM Maximo Upgrade

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## [PROPOSAL SUBMISSION FORM](#)

### KEY DATES

<b>RFP Issue Date</b>	<b>Thursday, May 2, 2024</b>
<b>Deadline for Questions</b>	<b>2:00 PM (local time) Friday, May 17, 2024</b>
<b>Deadline for Issuing Addenda</b>	<b>Tuesday, May 21, 2024</b>
<b>Submission Deadline</b>	<b>2:00 PM (local time) Thursday, May 23, 2024</b>

### SUMMARY OF KEY INFORMATION

<b>RFP Reference</b>	<b>RFP No. 24-050 IBM Maximo Upgrade</b>
<b>Overview of the Opportunity</b>	The City requests Proposals from experienced qualified firms to provide <b>IBM Maximo Upgrade</b>
<b>Instructions for Proposal Submission</b>	<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: <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> (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.)</li> </ol> <p>Phone 604-927-3037 should assistance be required. The City 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="https://www.coquitlam.ca/Bid-Opportunities">https://www.coquitlam.ca/Bid-Opportunities</a></p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>
<b>Questions</b>	Send questions to: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> referencing the RFP name and number.
<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>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	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: 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

**“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.

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

**“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.

**“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.

## 1. INSTRUCTIONS TO PROPONENTS

### 1.1. Acknowledgement

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

### 1.2. Purpose

The City requests Proposals from experienced qualified firms to provide **IBM Maximo Upgrade**.

### 1.3. Proposal Submission

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.

### 1.4. 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.

### 1.5. Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services.

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, 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. The City may not consider any departures not stated in the Proponent's Proposal Submission.

### 1.7. Evaluation Criteria

The City uses Microsoft Word to aid the transfer of Proponents information to an evaluation document. Proposal Submission Form responses should provide direct answers or a concise summary of attachments. If attachments are required, ensure to provide a summary for each question then direct the City to the appropriate section within the attachments.

**Lower scores** may be recorded if Proposal Submission Forms are:

- Not in Microsoft Word
- Only answering questions with "see section x in attached document".

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

<b>Proposal Evaluation Summary</b>	<b>Maximum Points to be Awarded</b>
<a href="#">Corporate</a>	30
<a href="#">Sustainable Benefits and Social Responsibility</a>	10
<a href="#">Technical</a>	30
<a href="#">Financial</a>	30
<b>Total</b>	<b>100</b>

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
- Value added benefits
- References
- Sub-contractors
- Staff qualifications and experience
- Health and Safety

#### **Sustainable Benefits and Social Responsibility**

- Sustainable benefits
- Reconciliation
- Social Responsibility

#### **Technical**

- Methodology, set-up and execution of the Work
- Quality Assurance program
- Risk factors

- Schedule and Completion Date

**Financial**

- Price

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) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)
- 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.

1.9. Completion Dates

**Completion Date** - The Work shall be completed not later than **December 1, 2024**.

**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 in this RFP, 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. Upgrade Requirements

The City is seeking an IBM Platinum Business Partner to aid City personnel in the upgrade of IBM Maximo from version 7.6.0.3 to version 7.6.1.3.

The Consultant will be responsible for the installation of the following IBM Maximo components, add-ons and iFixes for test, development, and production environments and will perform all applicable database upgrades:

- IBM Maximo 7.6.1.3
- IBM Control Desk 7.6.1.5
- IBM Maximo Spatial 7.6.1.1
- IBM Maximo Enterprise Adapter for Oracle Financials 7.6.1
- IBM Maximo Service Provider 7.6.3.4

The Consultant will be responsible for unit testing to confirm the successful completion of each database upgrade. The City will be responsible for user acceptance testing, including testing of integrations and user exit procedures. The Consultant will assist with the remediation of issues and defects identified in testing.

The City has deployed and configured WebSphere 9.0.5.16 application servers, which will be used for this upgrade project. The development environment consists of a single application server instance. Both test and production application server instances are clustered.

The City is utilizing Oracle Enterprise Database 19c to support IBM Maximo.

The Consultant will provide as-built documentation, including procedures and repeatable steps, for the configuration of the production administrative server environment and database upgrade.



The precise Scope of Work will be established through negotiations with the shortlisted Proponents, wherein a collaborative determination will be made regarding the components to be undertaken by City staff versus those assigned to Consultant.

### 3.2. 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 of 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.

A change control process will be established between the Consultant and the City. Both parties must agree upon any changes to the scope, cost or schedule in writing.

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



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 24-050

### IBM Maximo Upgrade

Proposals will be received as per date and time in [Key Dates Section](#)

#### **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](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.

<b>Legal Name of Proponent</b>	
<b>Contact Person and Title</b>	
<b>Business Address</b>	
<b>Telephone</b>	
<b>Email Address</b>	

## 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 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. <b>Insurance</b> – Provide Insurance coverage as per the <a href="#">City's Standard Insurance Form</a>	
ii. <b>Vendor Info</b> - Complete and return the City's Vendor Profile and Electronic Funds Transfer Application	

**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

<b>a) CAPABILITIES, CAPACITY AND RESOURCES</b> - 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. Describe your firm's IBM Maximo qualifications, including the IBM Maximo partner level of the firm and experience performing Maximo upgrades.:
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>b) REFERENCES</b> – 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	
<b>Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Contract Value</b>	
<b>Project completed on budget</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	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.				
vi.				

### 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. Delivery, Set-Up and Execution - Proposals should address the plan for the delivery, set up and execution of the Work

#### II. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed.

#### III. Risk Factors - Describe the risk factors anticipated and how the Proponent intends to mitigate these.

### b) COMPLETION DATE

I. The Proponent states that they are available and ready to start this Work and confirms the Work shall be completed on or before **December 1, 2024**. This date will be an important consideration in the evaluation.

☐ Yes

☐ No

II. If Proponent has stated NO, please state date and explanation as to proposed completion date:

## 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.	Project Initiation and Planning	Each	\$
ii.	Requirements Gathering and Definition	Each	\$
iii.	Development and Test Environment Upgrades and Validation	Each	\$
iv.	Production Environment Upgrade and Go-Live Support	Each	\$
v.	Post Go-Live Support	Each	\$
vi.	Project Management and Control	Each	\$
vii.	Other not Listed:		\$
viii.	Other not Listed:		\$
<b>Total</b>			<b>\$</b>



**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](http://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 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.**

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