

City of Coquitlam

Request for Proposals

RFP No. 25-047

Uninterruptible Power Supply (UPS)
Maintenance Services

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1. KEY DATES

RFP Issue Date	Monday, March 10, 2025
Deadline for Questions Send questions to: bid@coquitlam.ca referencing the RFP name and number.	2:00 PM (local time) Wednesday, March 26, 2025
Deadline for Issuing Addenda	Thursday, March 27, 2025
Submission Deadline	2:00 PM (local time) Monday, March 31, 2025

2. RFP REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements and guidelines for this RFP, are available on the City's website: [City Purchasing Information](#).

To be eligible for the award, the City requires only the **successful Proponent** to have the following in place before providing any Goods or Services. The requirements that apply to this RFP, listed in order of precedence are:

- a) Instructions to Proponents
- b) City Standard Terms and Conditions - Purchase of Goods and Services
- c) Commercial General Liability (CGL) insurance \$5M coverage provided on the City's Certificate of Insurance – Contractor Form
- d) Be registered and provide WorkSafeBC clearance; upon request, the City may request an employer report
- e) A City of Coquitlam or Tri Cities Intermunicipal Business License is required for any Contractor performing Work within the City or if their office is located within the City, excluding delivery-only services.

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

3. DEFINITIONS

“Agreement” “Contract” means the City Purchase Order 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.

“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.

4. INSTRUCTIONS TO PROPONENTS

4.1. Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́hǵəmiṇə́h (HUN-kuh-MEE-num) word kʷikʷə́ləm (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kʷikʷə́ləm traditional and ancestral lands, including those parts that were historically shared with the ǵícə́y (kat-zee), and other Coast Salish Peoples.

4.2. Purpose

The City requests Proposals from experienced qualified firms to provide
Uninterruptible Power Supply (UPS) Maintenance Services

4.3. Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission.

4.4. Prices

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

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, 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.

4.5. 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.

4.6. Evaluation Criteria

a) Instructions for Proposal Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Proposal Submission Form should provide direct answers or concise summaries of any

referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

b) Submission Format and Content Authenticity

Lower scores may be assigned if Proposal Submission Forms:

I. Non-conforming

- Are not submitted in Microsoft Word format.
- Rely solely on references such as "see section X in the attached document" without providing summaries.

II. Authenticity and AI Generated Content

- The City preference is for Proposals to be original and directly aligned with the requirements outlined in this RFP. Proposals containing boilerplate, non-specific, or AI-generated content may receive a lower score.
- Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Proposals lacking sufficient detail and originality may result in a lower evaluation score.

c) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	30
Sustainable Benefits and Social Responsibility	10
Technical	30
Financial	30
Total	100

d) 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
- 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 and Safety
- Risk factors
- Disposal and reuse
- Test and Acceptance Plan
- Ability to comply with the stated specifications and requirements
- Response Time
- Factory certified for repair

Financial

- Price
- Labour Rates

e) Proposal Comparison

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.

f) Reference Checks and Interviews

Upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted
 - As part of the evaluation of Corporate Experience

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.

g) Additional Evaluation Considerations

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.

h) Proposal Compliance and Rejection

Incomplete Proposals or Proposals submitted on forms other than the Proposal Submission Form 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.

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

i) Disclosure of Information

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.

4.7. Term

The initial term of the Contract is three (3) years with a start date of May 20, 2025 and with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

5. **SCOPE OF SERVICES**

5.1. Scope

The City requires a qualified Contractor to provide maintenance, inspection, and repair services for **Uninterruptible Power Supply (UPS) Maintenance Services** at various City facilities. The Contractor will be responsible for ensuring the reliable operation of all UPS units, minimizing downtime, and providing prompt emergency response services when required.

a) Services Required shall include, but is not limited to:

i. Minor Service

Minor service requests will include regular maintenance activities to ensure optimal UPS performance. These services will be scheduled based on manufacturer recommendations and industry best practices.

- Visual inspection of UPS units, including battery terminals and connections. Including checking the area for any safety concerns that may affect the safe operation of the units
- Basic cleaning of UPS components to remove dust and debris.
- Checking and recording input/output voltage and frequency readings.
- Testing battery voltage, charge status, and overall condition.
- Verifying alarm logs and error messages.
- Ensuring cooling fans are operational.
- Checking firmware versions and recommending updates if needed.

- Submission of a service report detailing findings and recommendations.
- Frequency: Semi-Annual (or as required based on equipment specifications).

ii. Major Service

Major service requests involve in-depth inspections, testing, and component replacements to extend UPS lifespan and prevent failures.

- Full electrical and mechanical inspection of all UPS components.
- Load bank testing to verify system performance under simulated power loss conditions.
- Thermal imaging of components to detect overheating or failing parts.
- Battery load testing and impedance testing to assess battery health.
- Replacement of worn or defective parts, including capacitors, fans, and batteries.
- Firmware updates, recalibration, and configuration adjustments.
- Emergency power transfer testing (if applicable).
- Detailed reporting with recommendations for repairs, replacements, corrective work and future maintenance.
- Frequency: Annual (or as determined by UPS manufacturer and site requirements).

iii. Locations and UPS Model

- RCMP – 2986 Guildford Way
 - BLADEUPS PRE-ASMD TO
- City Hall - 3000 Guildford Way
 - 9390 80 40KVA RT 208
 - 9390 80 40KVA RT 208
- Works Yard - 500 Mariner Way
 - 9390 80 40KVA 208 60
- Poirier Sport & Leisure Complex - 633 Poirier St.
 - POWERWARE 9390 80KVA
- Coquitlam Fire Hall No.1 - 1300 Pinetree Way
 - POWERWARE 9355 15KVA

b) Contractor Requirements

The selected Contractor must:

- Have certified technicians with experience in servicing commercial and industrial UPS systems.
- Provide a 24/7 emergency response service at an approved hourly rate

- Respond to the City for emergency services within 4 hrs, which includes scheduling when they can be on-site.
- Comply with all applicable safety regulations and manufacturer guidelines.
- c) Service Frequency
 - Preventive maintenance shall be performed semi-annually (or as required based on equipment specifications).
 - Corrective maintenance shall be carried out on an as-needed basis.
- d) Deliverables
 - Maintenance and inspection reports.
 - Recommendations for repairs or replacements.
 - Emergency service response records.

5.2. Factory Certified

The Contractor shall be an **Eaton Factory-Certified Contractor** authorized to service Eaton UPS systems. The Contractor shall be responsible for the inspection, maintenance, and verification of all materials and workmanship provided. All Work shall be performed in accordance with **Eaton manufacturer specifications**, industry best practices, and applicable safety standards to maintain equipment warranties and ensure optimal performance.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 25-047

Uninterruptible Power Supply (UPS) Maintenance Services

Proposals will be received as per the date and time specified in the [Key Dates Section](#) of the RFP.

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 and "Send Files"

(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 Company	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1.

DEPARTURES

a) CONTRACT - I/We have reviewed the City's **Standard Terms and Conditions - Purchase of Goods and Services** (per Section 2 of the RFP) and would be prepared to enter into in an agreement that incorporates the City's Standard Terms and Conditions, amended by the following departures (list, if any):

Section	Requested Departure(s) / Alternative(s)

b) SERVICES - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):

Requirements – Requested Departure(s) / Alternate(s) / Addition(s)

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.	Provide an overview of the Proponent's organizational background, including history, mission, vision, corporate structure, and years in business:
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.	Describe the Proponent's current capabilities and capacity to perform the Services, including relevant resources, staffing levels, and the ability to manage this project alongside existing workloads:

b) REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):	
Reference No. 1	
Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Project completed on schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

Reference No. 2	
Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Project completed on schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:
Reference No. 3	
Project Title and Description of Contract	
Size and Scope	
Work Performed	
Start Date and End Date	
Contract Value	
Completed on budget and schedule	
Project completed on schedule	
Reference Information	Company:
	Contact Name:
	Phone Number and Email:

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.				

d) HEALTH AND SAFETY

I.	Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?
	<input type="checkbox"/> Yes <input type="checkbox"/> No
II.	Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC?
	<input type="checkbox"/> Yes <input type="checkbox"/> No

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 outline the Technical Approach to be used. Provide a brief description of the components required for the successful completion of the Work.
I. Delivery, Set-Up and Execution	- Proposals should outline 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) SERVICE TEST - Attached how you will perform major and minor Servicing:

☐ **Yes**

☐ **No**

c) RESPONSE TIME:

Indicate Response time in hours for Emergency & non-Emergency Call outs:

Emergency Call Out:

Non-Emergency Call Out:

d) CERTIFICATION – Attach Proof of **Eaton Factory Certification**, including current certification documents:

☐ **Yes**

☐ **No**

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):

Per year cost to include major and minor Service

ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	RCMP	Per year	\$
ii.	City Hall (2 units)	Per year	\$
iii.	Works Yard	Per year	\$
iv.	Poirier Sport & Leisure Complex	Per year	\$
v.	Coquitlam Fire Hall No.1	Per year	\$
vi.	Other not Listed:		\$
Total			\$

b) Hourly Rates – for emergency call outs. Hourly rate to be all inclusive; therefore, include all material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST):

i.	Regular Hourly Rate	Hour	\$
ii.	Overtime Rate	Hour	\$
iii.	Weekend and Statutory Holiday Rate	Hour	\$

c) MATERIAL MARKUP RATES

Mark-up rate on materials	%
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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. /We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFP) and should our Proposal be selected, agree to the City's **Standard Terms and Conditions - Purchase of Goods and Services** (per Section 2 of RFP) 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.

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