Coquitlam

City of Coquitlam

Request for Information and Qualification

RFIQ No. 25-055

Information Technology Service Management (ITSM) Solution

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SUBMISSION FORM

1   KEY DATES

RFP Issue Date	Monday, March 31, 2025
Deadline for Questions Send questions to: bid@coquitlam.ca referencing the RFP name and number.	**2:00 PM (local time)** **Tuesday, April 15, 2025**
Deadline for Issuing Addenda	**Thursday, April 17, 2025**
Submission Deadline	**2:00 PM (local time)** **Wednesday, April 23, 2025**

2   RFP REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements and guidelines for this RFP, are available on the City's website here.

To be eligible for the award, the City may require <u>only</u> the **successful Respondent** to have the following in place before providing any Goods or Services. The requirements that may apply to this RFIQ, listed in order of precedence are:

  a) Instructions to Respondents

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

3   DEFINITIONS

In this RFIQ the following terms will have the meaning set out below:

"City" means the City of Coquitlam.

"Contract" means a formal written contract between the City and a Consulting firm selected to undertake Services.

"Consultant(s)" mean those firms that the City has selected to provide professional and technical consulting services relating to planning & design of projects and/or project categories identified in this RFIQ.

"ICT" means the Information and Communications Technology Division.

"I.T." means Information Technology.

"ITIL" means the Information Technology Infrastructure Library framework, which is a set of best practices for IT service management.

"ITSM" stands for Information Technology Service Management. It refers to the practices, policies, and procedures that organizations use to design, deliver, manage, and improve IT services that meet the needs of their business and customers.

"Preferred Respondent" means a Respondent selected by the Evaluation Committee to participate in a subsequent RFP process or enter into negotiations for a Contract.

"Respondent" means an entity that submits a response to this RFIQ.

"RFIQ" means this Request for Information and Qualifications.

"Services" means and includes anything and everything required to be done by the Consultant for the fulfillment and completion of the Contract as described in this RFIQ.

"Submission" means a response submitted for evaluation in response to this RFIQ.

4 INSTRUCTIONS TO RESPONDENTS

4.1 Acknowledgement

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

4.2 Purpose

The purpose of this RFIQ is to collect comprehensive information from IT Service Management (ITSM) solution providers regarding the capabilities, features, and pricing of a new ITSM solution to replace the City's current system. The new solution should offer enhanced automation, more robust reporting, and better integration with other IT tools, facilitating quicker incident resolution and proactive service delivery. Additionally, it aims to boost user satisfaction by providing more intuitive self-service options and increased visibility into service performance.

4.3 Litigation

The City may, at its absolute discretion, reject a Submission if the Respondent, or any officer or director has been engaged directly or indirectly in a legal action against the City, its elected or appointed officers, representatives or employees in relation to any matter, or if the City has initiated legal action against any officers or directors of the Respondent.

In determining whether or not to reject a Submission, the City will consider whether the litigation is likely to affect the Respondents ability to work with the City, its consultants and representatives and whether the City's experience with the Respondent indicates there is a risk the City will incur increased staff and legal costs in the administration of an agreement if it is awarded to the Respondent.

4.4 Evaluation Criteria

a) Instructions for Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Respondent information into an evaluation document. Responses on the 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 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 Submissions to be original and directly aligned with the requirements outlined in this RFP. Submissions containing boilerplate, non-specific, or AI-generated content may receive a lower score.
- Respondents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Submissions lacking sufficient detail and originality may result in a lower evaluation score.

c) Evaluation Criteria and Points Allocation

Each Submission will be evaluated based on the following criteria:

Submission Evaluation Summary	Maximum Points to be Awarded
Corporate	30
Technical	35
Financial	30
Sustainable Benefits and Social Responsibility	5
Total	**100**

d) The criteria for evaluation of the Submissions may include, but is not limited to:

Corporate

- Background, experience and qualifications
- Value added benefits
- References

Technical

- Data Security, System Integration and Compatibility
- Usability and user experience
- Information Technology Infrastructure Library (ITIL) framework.
- Automation to streamline service delivery
- IT asset management
- Reporting and Analytics
- Ability to expand the solution to other departments and their service management workflows

Financial

- Total cost Submission

- Ongoing Support, maintenance and subscription costs.
- Additional Services or Customization Fees.

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

e) Reference Checks and Interviews

Upon selection of one or more lead Respondent(s):
- References may be contacted
- Interviews may be conducted
- Demonstrations 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 Respondents.

f) 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 Respondent with respect to any Submission and the City may make such requests to only selected Respondents. The City may consider such clarifications or additional information in evaluating a Submission.

g) Submission Compliance and Rejection

Incomplete Submissions or Submissions submitted on forms other than the Submission Form may be rejected.

The City reserves the right to reject without further consideration any Submission which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFP.

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

h) Disclosure of Information

Respondents agree the City may disclose names of Respondents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Respondents.

4.5 Introduction

The aim of this RFIQ is to gather detailed information from respondents regarding their ITSM solutions and their ability to meet the City's current and future service management

needs. The City's existing ITSM solution is no longer able to adequately support the growing demands of the City's ICT department and service delivery processes.

4.6   Background

The City's ICT Division provisions IT services to a complex service environment consisting of multiple service departments distributed across different locations.

The existing ITSM system is a module within a broader enterprise solution, which also manages various organizational processes. While functional, this solution presents several challenges, including limited service capabilities, service desk features, asset management features, integration and insufficient analytics and reporting. The City is looking at ITSM solutions to support the growing demands of the organization and leverage emerging technologies.

4.7   Selection

The City will review the Submissions and rank them based on the evaluation criteria outlined above. The City reserves the right to compare Submissions to other Submissions and consider other criteria that may become evident during the evaluation process to obtain best value. The evaluation will be confidential and no totals or scores will be released to any of the Respondents.

This RFIQ is not a commitment to purchase but is an important step in identifying the right ITSM solution and provider to improve the City's IT service management and asset management capabilities. Respondents who meet the City's requirements will be invited to the next stage of the selection process, with the aim of creating a shortlist of the most qualified Respondents, who will then be invited to submit formal Submissions as part of the RFP process.

Coquitlam

City of Coquitlam

SUBMISSION FORM

RFIQ No. 25-055

Information Technology Service Management (ITSM) Solution

Submissions will be received as per date and time in <u>Key Dates Section</u>

<u>INSTRUCTIONS FOR SUBMISSION</u>

Submission 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: <u>qfile.coquitlam.ca/bid</u>

1. **In the "Subject Field" enter:** RFIQ 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.)

Respondents are responsible to allow ample time to complete the Submission process. If assistance is required phone 604-927-3037.

Legal Name of Company	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. CORPORATE

a) CORPORATE INFORMATION	
Head Office Location	
Local Branch Office Location	

b) BACKGROUND, EXPERIENCE and CAPABILITIES - Respondents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary)**:**

i.   Structure of the Respondent, background, and organizational history (e.g. mission, vision, corporate direction, years in business, etc.):

ii.   The Respondent is required to outline their relevant experience and qualifications pertaining to the services requested in the RFIQ.

iii.   The Respondent should detail any additional value-added benefits and activities they can offer in the delivery of the services. Provide details:

c) REFERENCES – Respondent 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 and Email:

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 and Email:

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 and Email:

2. SUSTAINABLE AND SOCIAL RESPONSIBILITY

a) 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

b) What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:

c)	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:
d)	What policies does your organization have to support reconciliation with indigenous peoples:

3.

4.

TECHNICAL

a) **REQUIREMENTS** - Respondents to provide information on the following key requirements (use the spaces provided and/or attach additional pages, if necessary)**:**
I. **Data Protection and Privacy:** Describe how your ITSM solution encrypts data at rest and in transit. Please describe the encryption standards and protocols you use?
II. **Security Framework and Compliance:** Describe what security frameworks and standards your solution complies with (e.g. SOC2,ISO 27001,PCI DSS)
III. **System Integration and Compatibility:** What are the system requirements (hardware, software, network specifications) for deploying and maintaining the ITSM solution? How does your solution integrate with existing IT infrastructure and third-party systems (e.g., Active Directory, MFA, SSO, asset management and cloud platforms)

I.	**Usability and User Experience:** How does your ITSM solution ensure an intuitive and easy-to-use interface for both IT staff and end-users? Does the solution provide a user-friendly, self -service web-based portal that allows users to submit requests, check statuses, and search knowledge articles?
II.	**Incident Management:** Describe how the solution efficiently logs, categorizes, prioritizes, and resolves IT incidents, enabling rapid resolution times, automatic escalation, and tracking.
III.	**Problem Management:** Describe how the solution supports conducting root cause analysis, tracking recurring issues, and implementing permanent solutions.
IV.	**Change Management:** Describe how the solution includes a system for managing IT changes, including planning, approval workflows, and rollback processes to minimize risk to production systems.
V.	**Service Request Management**: Describe how the solution offers functionality for handling user requests, such as software installations and hardware provisioning, through a streamlined process.
VI.	**Configuration Management**: Describe how the solution integrates with a Configuration Management Database (CMDB) to track assets and their relationships, including hardware, software, and services.

VII.	**Knowledge Management**: Describe how the solution provides a centralized knowledge base that enables self-service and knowledge sharing among IT staff and end-users.
VIII.	**Automation:** Describe how the solution integrates automated workflows for tasks such as incident assignment, service approvals, and escalation procedures.
IX.	**Asset Management:** Does the ITSM solution include an Asset Management module? If so, is this included in the cost of the solution or separate? How does your asset management module track and manage hardware and software assets? Does the solution support real-time tracking and updates of asset statuses?
X.	**Reporting and Analytics**: Describe how the solution includes built-in dashboards for real-time reporting and analytics on service metrics and agreed-upon service levels.

5. # FINANCIAL

Total Cost Submission: Please provide a comprehensive, itemized breakdown of all costs associated with your proposed ITSM solution, including software, licensing, hardware, implementation services, training, and any other associated costs (excluding GST).

Software Licensing Model: a) Describe what licensing metric is used to determine the license costs (e.g. per user, per module, per transaction, etc.)
b)Assuming that the licensing metric does not change, describe how your solution pricing is determined for future years (e.g. tied to CPI, standard percentage increase, etc.

Ongoing Support and Maintenance: Please provide a breakdown of the costs for ongoing maintenance subscription costs, and support of the ITSM solution.

Additional Services or Customization Fees: a) Please provide the cost to add or expand ITSM modules to additional departments or teams. Include any additional licensing, configuration, and implementation costs associated with scaling the solution.

Additional Services or Customization Fees: Are the ITIL components (such as Incident Management, Problem Management, Change Management, Service Request Management, etc.) in your proposed ITSM solution priced separately as individual modules?
b) If so, please provide a breakdown of the pricing for each ITIL component.

Additional Services or Customization Fees: What other modules or components (Asset Management, etc.) in your proposed ITSM solution is included or priced separately as individual modules? b) Please provide a breakdown of the pricing for each module that is not included.

Attention Purchasing Manager:

6. **I/We, the undersigned duly authorized representative of the Respondent**, having received and carefully reviewed all of the Submission documents, including the RFIQ and any issued addenda posted on the City's website www.coquitlam.ca/Bid-Opportunities , and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services, submit this Submission in response to the RFIQ.

7. **I/We** agree to the rules of participation outlined in the **Instructions to Respondents** (per section 2 of RFP).

8. **I/We acknowledge** receipt of the following Addenda related to this Request for Information and Qualification and have incorporated the information received in preparing this Submission.

Addendum No.	Date Issued

This Submission is submitted this ____day of _____, 20_____.

I/We have the authority to sign on behalf of the Respondent 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.