

**City of Coquitlam**

**SUBMISSION FORM**

**RFIQ** **No. 25-049**

**Financial System Modernization**

**Submissions will be received as per date and time in Key Dates Section**

Submissions must not exceed a maximum of 60 pages.

**INSTRUCTIONS FOR 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: [qfile.coquitlam.ca/bid](http://qfile.coquitlam.ca/bid)

**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.

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

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| Confirm Appendix A – Security Support Requirements is attached | |
| **Yes** | **No** |

**SOLUTION PROVIDER SUBMISSION FORM**

1. **CORPORATE**

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| 1. **Corporate Accountability** - If the response to any of the questions below is YES, on a separate page provide a complete explanation. Include all details including project name, location, names of all parties involved and relevant dates, etc. | |
| 1. Has your firm been terminated on any contract prior to completing a contract or has any officer, partner or principal of your firm been an officer, partner or principal of another firm that was terminated or failed to complete a contract, in the last five years? |  |
| 1. Has a payment or performance bond been invoked against your current firm, or has any officer, principal or individual with a financial interest in your current firm been an officer, principal or individual with a financial interest in another firm that had a payment or performance bond invoked, in the last five years? |  |
| 1. Has your firm, within the last five years, filed any lawsuits or requested arbitration with regard to contracts? |  |
| 1. Are there any judicial proceedings (other than criminal proceedings) pending or concluded (in the last five years) against your firm or a principal or officer or anyone with a financial interest in your firm relating to the procurement or performance of any construction contract including but not limited to actions to obtain payment brought by subcontractors, suppliers or others? |  |
| 1. Have any judicial or administrative proceedings been brought or concluded (in the last five years), adversely against your firm or a principal or officer or anyone with a financial interest in your firm relating to a violation of any municipal, provincial or federal law regulating hours of labour, unemployment compensation, minimum wages, overtime pay, WorkSafeBC, labour relations, occupational health or safety? |  |

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| 1. **Corporate Background** - Respondents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary)**:** |
| 1. Structure of the Solution Vendor, background, number of employees, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.): |
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| 1. Relationship with resellers or implementation partners through design, configuration, and post-go-live. |
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1. **SOLUTION PROVIDER PROPOSED SOLUTION**

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| 1. **Deployment –** The Respondent is to provide a detailed description of how the Software Solution can be deployed and scaled across the City, including which modules will be deployed based on the information provided in this RFIQ. Include in this description any modules that are required to meet the Use Cases described in Section 6.4 of the RFIQ to meet the following high-priority capabilities:  * Core Finance & Reporting Capabilities * Budget Planning & Trimester Reporting Lifecycle * Procure-to-Pay & Accounts Payable Processing |
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| 1. **Auxiliary Deployment / Modules –** The Respondent is to provide a detailed description of additional modules that would benefit the City. These modules may complement the core deployment, which may include (but not be limited to):  * Secure Cheque Printing * Business Intelligence & Reporting * Payroll Management & Processing * Human Capital Management |
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| 1. **System Architecture and Integration** - What is the system architecture of the proposed solution (e.g., cloud-based, on-premises, or hybrid) and how does the system integrate with existing City applications? |
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| 1. **Product Roadmap –** The Respondent is to provide a concise overview describing the product and its technology roadmap, which may include the next major releases and any significant function or architectural enhances that are planning in the next year and the plan for the next up to 5 years. |
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| 1. **Integrations –** The Respondent is to provide a description of the integration capabilities of the proposed solution, including the preferred method for data transfer. At writing, this could include (but is not limited to) integrating with the following finance systems:  * PeopleSoft Payroll * Kofax MarkView Accounts Payable System\* * AssurePay Cheque Printing\* * IBM Maximo * IBM Cognos * Various Revenue Systems (AMANDA, Tempest, e-Xact, Xplor (formerly PerfectMind)   \*Note that solutions which include modules for Accounts Payable or Cheque Printing should still address integration requirements in the event the City is not interested in pursuing a replacement solution at this time. |
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| 1. **Data Migration and Management -** What is your approach to data migration from legacy systems, including data cleansing and validation? How does the solution ensure data integrity and accuracy during the migration process? |
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| 1. **Scalability and Performance -** Is the system scalable to accommodate the City’s future growth and increasing data volumes? What is the maximum number of concurrent users the system can support without performance degradation? |
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| 1. **Customization and Configuration -** To what extent can the system be customized to meet the City’s unique financial processes and reporting needs? |
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| 1. **Implementation and Deployment Timelines -** What is the typical implementation timeline for a project of this scope? |
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1. **SOLUTION PROVIDER SUPPORT SERVICES**

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| 1. **Training and Support -** What training programs and support resources are available for end-users and system administrators? |
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| 1. **Self-Serve Resources –** Describe the available resources provided for administrators and users as included with the proposed solution and licensing. These could include (but not be limited to) in-app help, online tutorials, self-serve resources, user forums, etc. |
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| 1. **Warranty –** Describe the warranty provided for the software solution. Include details on the duration of the warranty, the scope of coverage (e.g., software bugs, security vulnerabilities), and any conditions or limitations that apply. Additionally, specify the process for claiming warranty support, including how updates and patches are handled and the expected response time for resolving issues. |
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1. **SOLUTION PROVIDER FINANCIAL**

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services. Respondents may add or remove rows as necessary to reflect the proposed modules. For pricing purposes, Respondents can assume the City will procure 100 standard user licenses, 10 administrator (or equivalent) licenses, and two report writer / developer licenses. If licenses are concurrent / seats assume 25 licenses.

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| **Category** | **Year** | **Cost (CAD)** |
| One-time costs for the acquisition of the Software Solution | Year 1 | $ |
| One-time costs for integrating with existing City systems | Year 1 | $ |
| [Core Deployment Module 1] | Year 1 | $ |
| [Core Deployment Module 1] | Year 2 | $ |
| [Core Deployment Module 1] | Year 3 | $ |
| [Core Deployment Module 1] | Year 4 | $ |
| [Core Deployment Module 1] | Year 5 | $ |
| [Core Deployment Module 2] | Year 1 | $ |
| [Core Deployment Module 2] | Year 2 | $ |
| [Core Deployment Module 2] | Year 3 | $ |
| [Core Deployment Module 2] | Year 4 | $ |
| [Core Deployment Module 2] | Year 5 | $ |
| [Auxiliary Deployment Module 1] | Year 1 | $ |
| [Auxiliary Deployment Module 1] | Year 2 | $ |
| [Auxiliary Deployment Module 1] | Year 3 | $ |
| [Auxiliary Deployment Module 1] | Year 4 | $ |
| [Auxiliary Deployment Module 1] | Year 5 | $ |
| [Auxiliary Deployment Module 2] | Year 1 | $ |
| [Auxiliary Deployment Module 2] | Year 2 | $ |
| [Auxiliary Deployment Module 2] | Year 3 | $ |
| [Auxiliary Deployment Module 2] | Year 4 | $ |
| [Auxiliary Deployment Module 2] | Year 5 | $ |
| Training Costs | Year 1 | $ |
| Training Costs | Year 2 | $ |
| Training Costs | Year 3 | $ |
| Training Costs | Year 4 | $ |
| Training Costs | Year 5 | $ |
| Maintenance and Support Costs | Year 1 | $ |
| Maintenance and Support Costs | Year 2 | $ |
| Maintenance and Support Costs | Year 3 | $ |
| Maintenance and Support Costs | Year 4 | $ |
| Maintenance and Support Costs | Year 5 | $ |

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| 1. **Software License Structure –** Are licenses provisioned by module, by named user, by concurrent user (seats), by transaction, or otherwise? Describe how costs are calculated. |
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| 1. **Annual Pricing –** Describe how prices are set in subsequent years (e.g., fixed-price, fixed or variable annual increases, etc.). What is the expected annual increase after year five? |
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| 1. **Available Discounts –** Describe any pricing discounts offered to the City based on length of contract term, number of users, or otherwise. |
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**IMPLEMENTATION PARTNER SUBMISSION FORM**

1. **CORPORATE**

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| 1. **Corporate Accountability** - If the response to any of the questions below is YES, on a separate page provide a complete explanation. Include all details including project name, location, names of all parties involved and relevant dates, etc. | |
| 1. Has your firm been terminated on any contract prior to completing a contract or has any officer, partner or principal of your firm been an officer, partner or principal of another firm that was terminated or failed to complete a contract, in the last five years? |  |
| 1. Has a payment or performance bond been invoked against your current firm, or has any officer, principal or individual with a financial interest in your current firm been an officer, principal or individual with a financial interest in another firm that had a payment or performance bond invoked, in the last five years? |  |
| 1. Has your firm, within the last five years, filed any lawsuits or requested arbitration with regard to contracts? |  |
| 1. Are there any judicial proceedings (other than criminal proceedings) pending or concluded (in the last five years) against your firm or a principal or officer or anyone with a financial interest in your firm relating to the procurement or performance of any construction contract including but not limited to actions to obtain payment brought by subcontractors, suppliers or others? |  |
| 1. Have any judicial or administrative proceedings been brought or concluded (in the last five years), adversely against your firm or a principal or officer or anyone with a financial interest in your firm relating to a violation of any municipal, provincial or federal law regulating hours of labour, unemployment compensation, minimum wages, overtime pay, WorkSafeBC, labour relations, occupational health or safety? |  |

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| 1. **Provide a detailed narrative as to the Respondent’s understanding of the project objectives, outcomes and vision, identifying major issues and opportunities presented in this RFIQ:** |
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| 1. **Capabilities, Capacity and Resources** - Respondents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary): |
| 1. Structure of the Respondent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.): |
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| 1. Respondent is to state relevant experience and qualifications as to the Services requested in the RFIQ: |
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| 1. Respondent is to state any value added benefits and activities they can provide in delivering the Services. This can include, but isn’t limited to, additional services at no charge, environmental responsibility, hiring practices, local procurement, and reconciliation with indigenous peoples. Provide details: |
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| 1. Respondent is to describe their capabilities, resources and capacities, as relevant to the Services requested in the RFIQ. This includes their capacity to take on this project in regards to other work the Respondent may have ongoing: |
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| 1. **Hiring Practices –** Respondent to describe their process for screening and hiring their staff, including required certifications. |
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| 1. **Retention Strategies –** A brief description of staff retention strategies and how it plans to mitigate staff turnover during the course of the implementation. |
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| 1. **Suitability –** A brief narrative explaining why and how the Respondent’s team is best suited for the Project. |
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| 1. **Roles –** A brief description of the role each team member will play on the project. |
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| 1. **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 pages, if necessary): | |
| **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: |

1. **IMPLEMENTATION PARTNER APPROACH & METHODOLOGY**

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| 1. **Approach -** Respondent is to state how their organization will approach the Project and engage with the City to deliver the Services. |
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| 1. **Methodology –** Proposed methodology the Respondent would utilize to deliver the Services, including phasing and release methods. |
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| 1. **Customizations –** Describe the approach to considering and implementing system / solution customizations. |
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| 1. **City Resources –** What time, resources, or support (e.g., staff, documentation) will be required from the City to ensure the successful completion of the Services? What staff resources or ownership will be required from the City in steady-state? |
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| 1. **Experience –** The Respondent is to describe their experience supporting Finance System or Enterprise Resource Planning implementations, upgrades, releases and other functionality additions. |
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| 1. **Challenges –** Describe the anticipated challenges and how the Respondent typically prepares for and mitigates these. |
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| 1. **Quality Assurance –** Provide the measures the Respondent would include to maintain quality control for the Services being performed. |
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| 1. **Training –** The Respondent is to describe the preferred approach to user training. |
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1. **IMPLEMENTATION PARTNER SUPPORT SERVICES**

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| 1. **Implementation Support Services –** The Respondent is to describe the support provided during design, configuration, and testing. |
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| 1. **Go Live Support Services –** The Respondent is to describe support provided at cutover / during Go Live. |
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| 1. **Ongoing Maintenance & Support Services –** The Respondent is to describe their ongoing maintenance and support offering and proposed Service Level Agreements. |
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1. **IMPLEMENTATION PARTNER FINANCIAL**

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services The Respondent can add or remove rows to match proposed resourcing and approach.

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| **Role/Category** | **Hourly Rate (CAD)** | **Project Commitment (FTE)** |
| Project Manager | $ |  |
| Solutions Architect | $ |  |
| Business Analyst | $ |  |
| Functional Consultant | $ |  |
| Data Migration Specialist | $ |  |
| Quality Assurance (QA) Tester | $ |  |
| Change Management and Training Consultant | $ |  |
| Integrations Specialist | $ |  |

**Attention Purchasing Manager:**

1. **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](http://www.coquitlam.ca/140/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.
2. **I/We**  agree to the rules of participation outlined in the **Instructions to Respondents**.
3. **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.

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| --- | --- |
| **Addendum No.** | **Date Issued** |
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**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.**

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