

**City of Coquitlam**

**SUBMISSION FORM**

**RFI No. 25-040**

**Applicant Tracking System**

**Submissions will be received as per the date and time specified in the Key Dates Section of the RFI**

**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: <http://qfile.coquitlam.ca/bid>

**1. In the “Subject Field” enter:** RFI 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 Submission process. If assistance is required phone 604-927-3037.

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

1. **CORPORATE**

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| 1. **CAPABILITIES, CAPACITY AND RESOURCES** - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary)**:** |
| 1. 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.): |
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| 1. Proponent is to state relevant experience and qualifications as to the Services requested in the RFI: |
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| 1. **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** | |
| **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: |

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| **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: |

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| **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. **TECHNICAL**

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| 1. **System Architecture**  * Is your solution cloud-based, on-premises, or hybrid? Describe your deployment options. * What is your system architecture? Please provide a high level system architectural diagram * What are the main components of your solution? |
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| 1. **Security and Compliance**  * Where are your data centers located? * How is personal information protected in your system? * Describe your data encryption practices (both at rest, in process and in transit) * How does your solution comply with FOIPPA requirements? * Does your system offer multi-factored authentication? * Does the system have the ability to provide latest SOC 2 or STRA execution reports and results on demand? * Does your system offer single sign-on? If so, describe the types of SSO offered and any additional cost in section 3 below. |
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| 1. **System Integration**  * What integration capabilities does your solution offer (APIs, web services, etc.)? * Describe how your solution can integrate with:   + PeopleSoft HCM   + Job posting sites * Please indicate if integrations are included or come at an additional cost in section 3 below |
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| 1. **Core Functionality**  * Describe your solution's capabilities for (see section 4.2 for additional detail):   + Job posting management   + Candidate applications   + Candidate screening and ranking   + Offer and onboarding   + Workflow management   + Communication   + Reporting and analytics   Audit reporting |
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| 1. **User Interface**  * Describe the user interface for different user roles (admin, hiring manager, internal applicant, external applicant) * What accessibility features does your solution offer? * Provide screenshots of key functions in your system (as attachments) |
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| 1. **Workflows**  * Describe how your solution supports the applicant workflow throughout all stages of the application process * How configurable are the workflows in your system? |
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| 1. **Technical Support**  * Describe your technical support model (hours, methods of contact, response times) * What are your typical service level agreement (SLA) terms? * How do you handle urgent issues outside of regular business hours? * Do you have dedicated support staff for Canadian clients? * Describe your issue escalation process |
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| 1. **Disability Management System (Optional)**  * If your organization offers a Disability Management System on the same platform as your Applicant Tracking System, describe its core functionality, system architecture, and ability to meet the City’s security and compliance needs. |
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| 1. **Learning Management System (Optional)**  * If your organization offers a Learning Management System on the same platform as your Applicant Tracking System, describe its core functionality, system architecture, and ability to meet the City’s security and compliance needs. |
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| 1. **Human Resources Information System (Optional)**  * If your organization offers a Human Resources Information System on the same platform as your Applicant Tracking System, describe its core functionality, system architecture, and ability to meet the City’s security and compliance needs. |
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1. **FINANCIAL**

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| 1. **Applicant Tracking System Cost Structure** 2. Provide indicative pricing for:    * Software licensing    * Implementation services    * Training    * Annual maintenance and support 3. What is the licensing model used for your solutions? (e.g. per user, per submission, per module) 4. How is pricing for future expansion determined? (e.g. per user, per module, etc.) 5. How are annual price increases determined? (e.g. CPI, standard percentage, flat increase) 6. Are there any additional costs that should be considered? Such as security features. |

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| 1. **Disability Management System Cost Structure (Optional)** 2. Provide indicative pricing for:    * Software licensing    * Implementation services    * Training    * Annual maintenance and support 3. What is the licensing model used for your solutions? (e.g. per user, per submission, per module) 4. How is the pricing for future expansion determined? (e.g. per user, per module, etc.) 5. How are annual price increases determined? (e.g. CPI, standard percentage, flat increase) 6. Are there any additional costs that should be considered? |

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| 1. **Learning Management System Cost Structure (Optional)** 2. Provide indicative pricing for:    * Software licensing    * Implementation services    * Training    * Annual maintenance and support 3. What is the licensing model used for your solutions? (e.g. per user, per submission, per module) 4. How is the pricing for future expansion determined? (e.g. per user, per module, etc.) 5. How are annual price increases determined? (e.g. CPI, standard percentage, flat increase) 6. Are there any additional costs that should be considered? |

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| 1. **Human Resources Information System Cost Structure (Optional)** 2. Provide indicative pricing for:    * Software licensing    * Implementation services    * Training    * Annual maintenance and support 3. What is the licensing model used for your solutions? (e.g. per user, per submission, per module) 4. How is the pricing for future expansion determined? (e.g. per user, per module, etc.) 5. How are annual price increases determined? (e.g. CPI, standard percentage, flat increase) 6. Are there any additional costs that should be considered? |

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**Attention Purchasing Manager:**

1. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Submission documents, including the RFI and any issued addenda posted on the City’s website [www.coquitlam.ca/Bid-Opportunities](http://www.coquitlam.ca/140/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 Submission in response to the RFI.
2. **I/We**  agree to the rules of participation outlined in the [Instructions to Proponents](https://www.coquitlam.ca/DocumentCenter/View/1457/Instructions-to-Proponents-PDF).
3. **I/We acknowledge** receipt of the following Addenda related to this Request for Submissions 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 Proponent and have duly read all documents.**

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