

City of Coquitlam

Request for Proposals

RFP No. 25-054

e-Procurement Software Tool

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**1. KEY DATES**

<b>RFP Issue Date</b>	<b>Friday, June 13, 2025</b>
<b>Deadline for Questions</b> Send questions to: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> referencing the RFP name and number.	<b>2:00 PM (local time)</b> <b>Wednesday, July 2, 2025</b>
<b>Submission Deadline</b>	<b>2:00 PM (local time)</b> <b>Monday, July 7, 2025</b>

**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) 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 hən̓q̓əmi̓n̓əm̓ (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 ʔícəy̓ (kat-zee), and other Coast Salish Peoples.

##### 4.2. Purpose

The purpose of this RFP is to invite Proposals from qualified firms for the provision of an **e-Procurement Software Tool**.

##### 4.3. Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form and submit **Appendix C – Non-Functional Requirements and Technology Questionnaire** in MS-Excel format.

##### 4.4. 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.

##### 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) **Mandatory Requirements (Pass/Fail)**

- Proponent must agree to the City's **APPENDIX A – PRIVACY PROTECTION SCHEDULE**

- Upon award Proponent must either provide a completed Privacy Impact Assessment (PIA) based on the Ministry Standard **APPENDIX B – PRIVACY IMPACT ASSESSMENT TEMPLATE**, or cooperate with the City on the development of one.
- The Proponent must provide the necessary security information and support the City in conducting a Security Threat and Risk Assessment (STRA) of the software.

b) 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."

c) 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.

d) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

Proposal Evaluation Summary	Maximum Points to be Awarded
<a href="#">Corporate</a>	20
<a href="#">Sustainable Benefits and Social Responsibility</a>	10
<a href="#">Technical</a>	35
<a href="#">Financial</a>	35
<b>Total</b>	<b>100</b>

e) 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

**Sustainable Benefits and Social Responsibility**

- Sustainable benefits
- Reconciliation
- Social Responsibility

**Technical**

- Functional Requirements and Software Features
- Implementation Approach and Training
- Support, Maintenance, and Security
- Response Times

**Financial**

- Price including licensing/subscription fees, implementation costs, training, and any optional modules

f) 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.

g) Reference Checks and Demonstrations

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

- References may be contacted
- Demonstrations will be required

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.

h) Software Demonstrations

Short-listed vendors will be required to provide a demonstration of the proposed e-Procurement Software tool using Use Case Scenarios provided by the City. Use Case scenarios could include demonstrating the drafting and issuing of a competitive bid; the process to close a competitive bid; evaluating bid submissions; and award of contract including posting awards results. More details on Use Case scenarios and the evaluation criteria for the demonstrations will be provided to the firms short-listed to provide a demonstration.

i) 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.

j) 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.

k) 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.

## 5. SCOPE OF SERVICES

### 5.1. Background

In 2024, the City issued over 100 competitive bid projects. Much of the current process is manual and requires multiple programs to draft, edit, post, and award projects. Bids are published on the City's public facing website and those bids are advertised on BC Bid and Civic Info, with submissions received via an internal FTP site called Qfile. The evaluation process involves manual electronic distribution of submissions to evaluation team members, followed by a coordinated review meeting that requires scheduling and preparation.

The City is seeking to procure new software to modernize and streamline these processes, enhancing efficiency for all stakeholders involved including looking at numerous types of evaluations such as consensus scoring, individual scoring with averages, and "two-envelope" scoring with vendor information hidden depending on the project.

### 5.2. Scope

The City is seeking to procure and implement a comprehensive e-Procurement platform to support the full lifecycle of procurement activities, including drafting and issuing

competitive bid documents (Request For Proposals (RFP), Request For Quotations (RFQ), Invitation To Tenders (ITT), Request For Information and Qualifications (RFIQ), Notice of Intent (NOI), Expressions Of Interest (EOI), etc.), managing the competitive bid process, electronic bid submissions, evaluation management (one envelope, two envelope, consensus, etc.), contract award, and reporting. The selected Proponent will be responsible for the supply, implementation, training, and ongoing support of a cloud-based e-procurement solution that meets the City's functional, technical, and security requirements. The City may look to expand on this with other modules or included functionality for vendor performance management and analytics.

The Work includes, but is not limited to, the following:

a) Competitive Bid Management (Drafting, Issuing, and Hosting)

The system must provide a centralized platform for managing all aspects of the competitive bid process, including:

- Supporting multiple procurement formats, including but not limited to RFP, RFQ, ITT, RFIQ, NOI, EOI, etc.
- Creating and issuing RFx documents and advertisements from standardized templates.
- Enabling collaborative editing and internal review of RFx documents.
- Supporting version control and audit tracking for RFx documentation.
- Automated notifications and addendum distribution.
- The system must support role-based access and permission models to control user access levels. This includes:
  - Administrators – Full control over system settings, user management, and procurement configuration (ICT).
  - Procurement Staff – Ability to create, manage, and evaluate solicitations the City will have four (4) staff.
  - Evaluators – Limited access to review and score Proposals but no editing privileges.
  - Vendors – Restricted access to submit bids and receive notifications.

b) Vendor Management and Bid Submission

The system must facilitate efficient vendor engagement and bid submission through:

- Vendor self-registration and profile management.
- Automated notifications to vendors when new opportunities matching their service categories are posted or when addendums for opportunities already downloaded are issued.
- Secure online submission of Proposals with tracking of bid and viewing history.
- Compliance verification for vendor eligibility and submission requirements.

c) RFX Evaluation and Reporting

The system to support a structured and transparent evaluation process, including:

- Built-in evaluation tools with customizable scoring criteria and weighted ranking.
- Role-based access control for City staff, evaluators, and external vendors.
- Ability for multiple evaluators to score submissions independently and generate consolidated results.
- Automated notifications for evaluation team members when their input is required.
- Reporting capabilities for tracking evaluation outcomes, decision rationales, and historical procurement data.
- Audit trail and records of evaluation decisions.
- The City currently does not have a formalized supplier performance program, but the system should allow for potential future implementation of performance evaluation templates.
- The system must support tracking of contracts filed through both solicitation and non-solicitation processes.

d) Implementation and Onboarding

The Proponent implementation plan, to include:

- Configuration, testing, and system deployment timelines.
- System to support single sign on.

e) Training and Support

The Proponent to offer:

- Training for City staff (administrators and evaluators) on system functionality.
- Training or onboarding resources for vendors, ensuring ease of adoption.
- Ongoing technical support, including help desk access and defined service level commitments.
- User manuals and documentation for long-term system use.
- Response times for technical support.

f) Security and Compliance

The system must meet security and regulatory requirements, including:

- Compliance with applicable provincial and federal privacy legislation, such as the Freedom of Information and Protection of Privacy Act (FIPPA).
- Secure data storage, encrypted transmission, and regular backups.
- Role-based access controls and administrative permissions.
- Comprehensive audit logs for tracking changes and system usage.
- The system must provide a clear process for informing affected customers and providers in the event of a security incident.

- The system must maintain compliance in the secured hosting environment through regular audits, automated monitoring tools, and detailed logging.
  - The system must secure web servers and login pages using a Web Application Firewall to block malicious traffic and defend against common cyber threats.
- g) Maintenance and Upgrades
- The system to provide regular updates, patches, and security enhancements as part of the subscription/licensing model.
  - The Proponent must notify the City in advance of scheduled maintenance or system downtime.
- h) Reporting and Analytics
- Generate customizable reports for procurement tracking, vendor activity, submission records, and evaluation summaries.
  - Dashboard functionality for real-time procurement oversight and performance metrics.
  - Vendor file retention.
- i) Optional Modules (*Preferred but Not Required*)
- The City may also consider solutions that offer additional functionality, such as:
- Contract Management – Digital signatures, contract storage, amendments, renewals, and milestone tracking.
  - Vendor Performance Management – Tracking and assessing vendor performance throughout contract execution.
  - Integration with financial and/or ERP systems to streamline procurement workflows.
  - Public-facing procurement portal with search functionality for vendors and external stakeholders.
  - Integration with the City's Document Management System (eDocs from OpenText).



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 25-054

### e-Procurement Software Tool

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 / Microsoft Excel and any other supporting documents are 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 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.

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

**1. MANDATORY REQUIREMENTS**

a) Proponents MUST provide the following Mandatory Requirements for their Proposals to be evaluated:

I. Privacy Protection Schedule (PPS)  
Proponent MUST agree to the City's PPS.

**Yes**

**No**

II. Privacy Impact Assessment (PIA)  
Proponent MUST provide a PIA.

**Yes**

**No**

**2. 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 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)

**3. 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.	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>b) REFERENCES</b> – Proponent shall be capable and competent of performing the Services requested and successfully delivered contracts of similar size, scope and complexity with other public sector organizations. 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):	
<b>Reference No. 1</b>	
<b>Project Title and Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date and End Date</b>	
<b>Contract Value</b>	
<b>Completed on budget and schedule</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company:
	Contact Name:
	Phone Number and Email:

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

**4. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY**

<b>I.</b> 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>II.</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:
<b>III.</b> 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:

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**5. TECHNICAL**

**a) APPROACH and METHODOLOGY**

**I.** 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.

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**II.** Software Capabilities & Compliance

- Describe how your solution supports multiple procurement formats (RFP, ITT, RFQ, RFIQ, NOI, EOI, etc.)
- Outline how the system facilitates collaborative editing and version control of RFx documents.
- Explain the role-based access controls for different user types (City staff, evaluators, vendors).

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**III.** Vendor Management & Bid Submission

- Explain the vendor registration process, including self-registration and profile management.
- How does your system ensure secure online submission of bids and supporting documents?
- Describe how automated notifications and addendum distribution function in your platform.

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**IV.** Evaluation & Reporting

- Explain the built-in evaluation module, including scoring customization and weighting.
- How does your system handle evaluation team assignments and notifications?

- Provide examples of reporting capabilities for plan holders, evaluation tracking, bid history, and procurement analytics.

**V. Implementation & Onboarding**

- Provide a proposed implementation timeline, including configuration, testing, and go-live.
- Describe the data migration process for historical procurement records (if applicable).
- What level of integration is possible with existing financial, ERP, or document management systems?
- Which electronic signature software tools are supported by the platform?

**VI. Training & Support**

- Detail the training provided for City staff and vendors, including available formats (in-person, virtual, on-demand).
- Explain the ongoing support structure, including help desk availability, SLAs, and escalation process.
- Do you provide user manuals and system documentation?

**VII. Security & Compliance**

- Describe the security measures in place to protect procurement data and vendor submissions.
- How does your system handle audit logging and administrative controls?
- Confirm compliance with FIPPA and other relevant data protection regulations.

**VIII. Maintenance & Future Enhancements**

- Describe the process for system updates, patches, and security enhancements.
- How often are system updates released, and how is downtime communicated to users.

<p><b>IX. Other</b></p> <ul style="list-style-type: none"> <li>Describe how bid submissions and evaluation documents are saved within the solution including the retention period</li> <li>Integration with corporate Document Management Software for file retention</li> <li>Provide individual file size limitations for uploading to an opportunity</li> <li>Provide total file size limitations (if applicable) for each opportunity</li> <li>See <b>Appendix C – Non-Functional Requirements and Technology Questionnaire</b></li> </ul>

<b>b) RESPONSE TIME:</b>	
Indicate Response time in hours for Urgent & Non-Urgent issues:	
<b>Urgent:</b>	
<b>Non-Urgent:</b>	

**6. FINANCIAL**

<b>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):</b>			
<b>ITEM</b>	<b>SCOPE OF WORK</b>	<b>Unit of Measure</b>	<b>PRICE (exclude GST)</b>
i.	Software	Each	\$
ii.	Implementation	Each	\$
iii.	Subscription fees (provide breakdown if fees differ by role)	Each	\$
iv.	Training	Each	\$
v.	Ongoing maintenance or any recurring costs e.g. subscription for customer support	Each	\$
vi.	Single Sign-On (SSO) integration	Each	\$
vii.	Other not Listed:		\$
<b>Total</b>			<b>\$</b>

**Attention Purchasing Manager:**

7. **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.
8. **I/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.
9. **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>Legal Name of Company</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.