



## Addendum No. 1

City of Coquitlam

RFP No. 25-054

### e-Procurement Software Tool

Issue Date: July 4, 2025

Total Page Count: 10

Proponents shall note the following amendments to the RFP documents:

#### REPLACE

##### R1) REPLACE

The following dates have been extended as part of an extension request.  
The entirety of "Key Dates" is replaced with the following:

##### 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 14, 2025</b>

#### QUESTIONS AND CLARIFICATIONS

Q1. Regarding the Sourcing platform, how many individuals would be responsible for one or more of the following:

- Creating RFX templates to be used for future RFX's
- Posting tenders/RFX's for suppliers to respond to (based off those templates or bespoke)
- Administration/management/approvals within those postings/bids/tenders

**A1. Creating RFX templates to be used for future RFXs: 4 staff; Posting tenders / RFX's for suppliers to respond to (based off of those templates or bespoke): 6 staff; Administration/management/approvals within those postings / bids / tenders: 6 staff.**

- Q2. If the optional contracts functionality is sought; how many individuals would be responsible for one or more of the following:
- a. Creating contract templates
  - b. Create new supplier contracts (based off of those templates or bespoke)
  - c. Manage/edit contract projects (such as renewals/amendments)
- A2. Creating contract templates: 4 staff; Create new supplier contracts (based off of those templates or bespoke): 6 staff; Manage / edit contract projects (such as renewals / amendments): 6 staff.**
- Q3. If the optional supplier management functionality is sought; how many individuals would be responsible for one or more of the following:
- a. Creating supplier performance review templates
  - b. Create/manage/administer supplier performance reviews (based off of those templates or bespoke)
  - c. Managing supplier information as an administrator
- A3. Creating supplier performance review templates: 6 staff; Create / manage / administer supplier performance reviews (based off of those templates or bespoke): 6 staff; Managing supplier information as an administrator: 6 staff.**
- Q4. How many total users?
- a. How many internal users will require administrative level access?
  - b. How many internal users will require the ability to add, edit and delete?
  - c. How many internal users will require request only access?
  - d. How many internal users will require read-only access?
  - e. How many internal users do you project will require access to the system at any given time?
- A4. Administrative level access: 4 staff; ability to add, edit and delete: 6 staff; request only access: unknown; read-only access: unknown; system access at any given time: <20**
- Q5. Is your organization in need of enhanced generative AI features and data & risk analysis?
- a. If so, how many contracts per month do you believe will need to be run through the AI software?
  - b. What is the typical page count for your contracts?
  - c. Is this something you want available to all users?
- A5. No.**
- Q6. Does your organization require a test environment?
- a. If so, how many users do you anticipate require access?
- A6. Yes, <20.**

- Q7. Does your organization require an electronic signature tool?
- If so, are you currently utilizing a specific product and which tool are you using?

**A7. The City uses DocuSign.**

- Q8. Does your organization require data import services? If so, please expand upon the data migration / importing requirements for the e-Procurement Software Tool? (Such as record info, employee lists, vendor lists, etc.)
- How many total electronic files (PDF, MS Word, etc.) in current/legacy system into the system need to be imported into the system?
  - How much metadata (rows in the exported spreadsheet) is in the current/legacy system?
  - Where are the legacy (historic) electronic contract files currently stored? (shared folders, SharePoint, document management system, paper, etc.)

**A8. No.**

- Q9. Can you please expand upon your preferences to integrate with OpenText (or any other third-party solution)? Please provide system details (system name and version, database used, scope of use, home-grown or commercial) if applicable.

**A9. eDocs from OpenText is used to store competitive bid files including vendor submissions, addenda, advertisements, etc. The ability to save to eDocs directly from the e-Procurement Software Tool is the functionality the City would prefer to explore.**

- Q10. Are the other systems installed/deployed on your organization's server(s) or is the vendor hosting the software (cloud/SaaS)?

**A10. The City uses numerous different software systems. Some are cloud based, SaaS or hosted on City servers.**

- Q11. Does OpenText have one of the following available for integration and your organization has licensed access: SOAP API, REST API?

**A11. Yes, REST API.**

- Q12. Can you please provide additional details about your organization's process flows or diagrams as it relates to the integration requirements?

**A12. No further details are available.**

- Q13. What information would you like to pass between systems with the integration?

- Company/Vendor Information (name, address, etc.)
- Contract details
- Financial line items/Purchase Order information

**A13. None.**

Q14. What documents/contract types would you like to author within the system (number of templates)?

**A14. Unknown.**

Q15. Do you require professional services to configure templates?

a. If so, how many would be required for the awarded vendor to configure?

**A15. No.**

Q16. Do you require professional services to configure workflow processes?

a. If so, how many would be required for the awarded vendor to configure?

**A16. No.**

Q17. Can you please provide additional details about your organization's workflow/approval processes?

a. Can you please provide number of steps and examples?

**A17. Workflow and approval for competitive bid postings, closings, evaluations and award of contract are all manual processes currently.**

Q18. Do you have an established time frame for the implementation of the awarded solution?

a. If so, what are the anticipated kick-off and go-live dates?

b. If no specific dates have been established, how many weeks do you plan to dedicate to the implementation process?

**A18. The City is hoping to kick-off the project in the Fall with go-live by year end.**

Q19. If in the event our response is subject to an Open Records Request, will we be notified and given the opportunity to provide a redacted response in accordance with applicable Freedom of Information laws?

**A19. You would not be able to provide a redacted version; however, you may be consulted if applicable before any information is released in accordance with local legislative requirements.**

Q20. Does the awarded vendors staff have to be e-verified, run through OFAC sanctions lists, and meet US working regulations?

**A20. The City is in British Columbia, Canada. Staff from the awarded Contractor would need to meet any requirements to work in Canada while on-site.**

Q21. How many vendors/clients is your organization currently managing?

**A21. Unknown.**

Q22. How is the City currently tracking insurance and WCB certificates after award?

**A22. The City currently uses Maximo.**

Q23. Is there interest in having the platform automatically track these certificates?

**A23. The City would consider this feature depending on the associated cost and value to operations.**

Q24. In the Mandatory Requirements, you ask Proponents to provide a PIA. According to applicable Privacy laws, PIA is not Proponents' responsibility. City of Coquitlam is responsible to perform the PIA with, if needed, support from its Vendors. Since Proponents don't have all the information needed to perform a PIA and since the law makes City of Coquitlam responsible for it, can you clarify your expectations regarding this requirement?

**A24. The City is legally required to comply with the British Columbia Freedom of Information and Protection of Privacy Act (FIPPA). Under FIPPA, designated Service Providers must enable the City to fulfill its obligations. Many larger vendors proactively prepare PIAs and STRAs for their solutions, so this requirement is not unusual. While the City remains ultimately responsible for the PIA, the expectation is that any selected vendor will cooperate fully by providing detailed information on privacy and security features to support the City's assessment process.**

Q25. In the Mandatory Requirements, you ask Proponents to agree with your Privacy Protection Schedule. We cannot agree to comply with a different Privacy regime for each customer because it would require different operational tools for each customer and this model is simply not sustainable. We offer, and suspect that most proponents also do, our own Privacy protection regime that is compliant with applicable Privacy laws. We are ok with a commitment that our Privacy regime will comply with applicable Privacy laws but this as far as we can go on this topic. Are you ok with this approach?

**A25. The City relies on its Privacy Protection Schedule (PPS) to ensure compliance with FIPPA and to manage privacy and security risks appropriately. If a vendor cannot accept the PPS as issued, alternative contractual measures will need to be negotiated with top ranked Proponent – please state in your departures section so the City is aware.**

Q26. Optional Modules: Integration with the City's Document Management System (eDocs from OpenText). Please confirm the required integration points / data flows.

**A26. No further details are available.**

Q27. Optional Modules: Integration with financial and/or ERP systems to streamline procurement workflows. Please confirm in-scope financial systems / required data flows and ERP system.

**A27. The City currently uses Maximo and other systems. No further details are available regarding financial systems and data flows.**

Q28. Does the City expect the e-Procurement solution to integrate with its ERP system?

**A28. The City may consider integration; however, it is not required.**

Q29. What integration approach is preferred by the City (e.g., REST APIs, flat-file batch uploads, middleware such as MuleSoft or SAP PI/CPI)?

**A29. REST APIs.**

Q30. Are there specific KPIs or dashboards the City expects to be prebuilt (e.g., bid cycle time, vendor response rates, evaluation timeframes), or is dashboarding expected to be configurable by the City?

**A30. The City's expectation is that Procurement team users can create dashboards as needed. Prebuilt dashboards are not required.**

Q31. How many internal users does the City expect to onboard across the different roles (Admin, Procurement, Evaluators)? Will access for external evaluators be required (e.g., consultants or auditors)?

**A31. The City expects approximately 6 Admin and Procurement users. Evaluator access will be unlimited and may include both internal staff and external parties such as consultants or auditors.**

Q32. What is the expected volume of vendor users annually (new registrations + active bidders)? Is vendor onboarding assistance expected from the Proponent?

**A32. The City manages up to 200 competitive bids annually. The number of vendors that will register and bid will vary from year to year based on interest and other factors. The Contractor will be expected to provide onboarding support and related assistance to vendors as needed.**

Q33. Will the City require historical procurement data (e.g., RFPs, evaluations, awarded contracts) from existing systems or files (FTP/Qfile) to be imported into the new system?

**A33. No.**

Q34. Will Qfile continue to be used in parallel for other workflows, or is it expected to be fully replaced by the proposed solution for procurement?

**A34. The new system is expected to fully replace Qfile for procurement-specific processes.**

Q35. This compliance verification will be specific from event to event or this will be a one time process from the vendor?

**A35. Vendor eligibility will be verified for each procurement event based on corporate, technical, financial, and legal compliance requirements as outlined in each opportunity.**

Q36. What are the specific compliance requirements for vendor eligibility? We understand that this will be a part of Technical envelope (if this is event to event basis). Please correct our understanding.

**A36. Vendor eligibility will be verified for each procurement event based on corporate, technical, financial, and legal compliance requirements as outlined in each opportunity.**

Q37. As an offshore support team based in India, what are the City's expectations regarding SLA response times for Urgent and Non-Urgent issues, especially across time zones?

**A37. The City expects support to be available Monday to Friday 7 AM to 6 PM PST. The SLA the City expects for response times is thirty minutes for critical issues, one hour for major issues, and four to eight business hours for non-urgent issues.**

Q38. Will a local City contact or coordinator be assigned for support escalation and issue triage given the time zone difference?

**A38. The City expects support Monday to Friday 7 AM to 6 PM PST.**

Q39. Are there specific expectations around language and communication tools for virtual training and support delivery from India?

**A39. All training and support must be delivered in clear, professional English. Virtual training must use secure, accessible platforms such as MS Teams or Zoom.**

Q40. What are the City's expectations around training or onboarding new City users from a remote setup?

**A40. The City expects the Contractor to provide remote training sessions, user manuals, and ongoing onboarding support to ensure users are proficient with the system.**

Q41. Our support operations are based in Ahmedabad, India, and function from 10:00 AM to 7:00 PM IST (Monday to Friday). We are closed on Sundays and 2nd/4th Saturdays. Kindly confirm if these support hours align with the City's operational requirements. If not, please specify the expected hours of support coverage.

Is 24/7 support availability required, or will defined Canadian business hours support (with time overlap) be acceptable?

Is there a requirement of dedicated offshore support team model with overlapping hours and periodic sync meetings?

**A41. The City expects support Monday to Friday 7 AM to 6 PM PST.**

Q42. Could you please confirm whether we are allowed to take part in this RFP process from India ?

**A42. Yes, international participation is permitted provided all legal, privacy, and security requirements are met.**

Q43. Please confirm whether it is mandatory to fill-up & shared the APPENDIX A at this stage or if it is only required to be agreed now and comply it upon contract award as per requirement by City for provide the e-Procurement Software Tool.

**A43. Proponents must acknowledge the requirement at the Proposal stage. Completion and submission will be required prior to contract execution.**

Q44. Also, kindly elaborate on the requirement in detail with applicability that need to be complied for provide the e-Procurement Software Tool because some of stage, hyperlink has not opening.""

**A44. Proponents must ensure that their solution aligns with FIPPA and the City's privacy and security requirements throughout the project lifecycle.**

Q45. Ref. to this point, kindly elaborate on the requirement in detail with applicability that need to be complied for provide the e-Procurement Software Tool.

**A45. High-level requirements are available in "Section 5.2 Scope" of the RFP.**

Q46. I hope that City will informed the service provider of the STRA plan in advance before 10 to 15 days at least & entire cost it to bear by City, please confirm.

**A46. The City will coordinate with the Contractor regarding the STRA process. Costs associated with Contractor-provided information to support the STRA are the Contractor's responsibility.**

Q47. Regarding Section F of the RFP, please elaborate on the requirement in detail and specify the applicable security and regulatory requirements that need to be complied for provide the e-Procurement Software Tool.

**A47. The e-Procurement solution must comply with FIPPA, PIPA, and applicable Canadian Federal privacy legislation. The Privacy Protection Schedule outlines specific obligations.**

Q48. Confirm compliance with FIPPA and other relevant data protection regulations Elaborate on the requirement in detail and specify the applicable provincial and federal privacy legislation requirements that need to be complied for provide the e-Procurement Software Tool.

**A48. The e-Procurement solution must comply with FIPPA, PIPA, and applicable federal privacy legislation. The Privacy Protection Schedule outlines specific obligations.**

Q49. Regarding Appendix A Privacy Impact Assessment, could you please confirm whether it is mandatory to fill-up & shared the Privacy Impact Assessment for Non- Ministry Public Bodies at this stage or if it is only required to be agreed now and comply it upon contract award as per requirement by client for provide the e-Procurement Software Tool.

**A49. It is not mandatory at time of submission but will be required before contract award.**



Q50. Regarding Appendix A Privacy Impact Assessment, elaborate on the requirement in detail with applicability that need to be complied for provide the e-Procurement Software Tool because some of stage, hyperlink has not opening.

**A50. Try a different browser all links are working.**

Q51. Regarding Appendix A Privacy Impact Assessment, kindly elaborate on the requirement in detail with applicability that need to be complied for provide the e-Procurement Software Tool.

**A51. The Privacy Impact Assessment (PIA) is a requirement under the British Columbia Freedom of Information and Protection of Privacy Act (FIPPA). The Contractor must provide all necessary information about their software solution — including details about data collection, storage, access, and security safeguards — to enable the City to complete its PIA. This ensures that any personal information handled by the system complies with BC Provincial privacy legislation and meets the City's privacy protection standards.**

Q52. Regarding Appendix B Privacy Protection Schedule, please elaborate on the requirement in detail about all applicable laws & statutory obligations under the Act with respect to personal information that need to be complied for provide the e-Procurement Software Tool.

**A52. This is the Act and laws can be found [here](#).**

Q53. Regarding Appendix B Privacy Protection Schedule, please elaborate on the requirement in detail about act applicable to the contractor & directions that need to be complied for provide the e-Procurement Software Tool.

**A53. This is the Act and laws can be found [here](#).**

Q54. Regarding auditing communication around Breach Notifications, security patches and updates, elaborate on the requirement in detail of applicable City's defined standards on data-privacy to protect private data for provide the e-Tender and e-Auction solutions.

**A54. This is the Act and laws can be found [here](#).**

Q55. Appendix C, Auditing where it states "Does the system provide auditing communication around Breach Notifications, security patches and updates? Is the Supply Chain Security maintained (periodic audits)? Elaborate on the requirement in detail with applicability.

**A55. The system must enable audit logs, breach notifications, patch management, and supply chain security verification to meet the City's privacy standards. Contractors must demonstrate how the system provides continuous auditing for security updates and breach events, with clear reporting capabilities.**

Q56. Please confirm the contract period?

**A56. This will be defined during contract negotiations based on the software subscription and maintenance term.**

Q57. What are the major spend categories, that City aims to manage using the e-Procurement Software Tool ?

**A57. The system will be used for all categories of procurement including goods, services, and construction.**

Q58. What is the total addressable spend, in USD, that City aims to manage using the e-Procurement Software Tool?

**A58. The City does not provide this figure and operates in Canadian dollars.**

Q59. How many bids {(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)} that city plan to conduct annually?

**A59. Estimated number 200.**

Q60. What training approach do you envision for this project?

**A60. Virtual training, including live sessions and recorded resources, to ensure staff are confident and capable users.**

Q61. Do you currently use any e-procurement software? If yes, which one?

**A61. No.**

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***End of Addendum No. 1***

Proponents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Proposal Submission Form.

Upon submitting a Proposal, Proponents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Proposal Submission.

*Issued by:*

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Procurement Manager  
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