

City of Coquitlam

Request for Information and Qualifications
RFIQ No. 20-04-03

Microsoft Enterprise Agreement Renewal & Software License Management

Issue Date: June 9, 2020

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SUMMARY OF KEY INFORMATION

RFIQ Reference	<p align="center">RFIQ No. 20-04-03</p> <p>Microsoft Enterprise Agreement Renewal & Software License Management</p>
Overview of the Opportunity	The purpose of this RFIQ is to select one qualified firm to provide Microsoft Enterprise Agreement Renewal and Software License Management services.
RFIQ Closing Date and Time	<p align="center">2:00 pm local time</p> <p align="center">Tuesday, June 30, 2020</p>
Instructions for Submission	<p>Submissions are to be consolidated into one PDF file and uploaded electronically through Qfile, the City's file transfer service accessed at qfile.coquitlam.ca/bid</p> <ol style="list-style-type: none"> In the "Subject Field" enter: RFIQ Number and Name Add files in .pdf format and Send <p>(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm receipt.)</p> <p>Submissions shall be deemed to be successfully received when displayed as new email in the in-box of the City email address. The City will not be liable for any delay for any reason including technological delays, or issues by either party's network or email program, and the City will not be liable for any damages associated with Submissions not received.</p> <p>The City at their sole discretion reserves the right to accept Submissions that are received after the Closing Date and Time.</p> <p>Submissions will not be opened in public. Phone 604-927-3037 should assistance be required.</p>
Obtaining RFIQ Documents	<p>RFIQ Documents are available for download from the City of Coquitlam's website: www.coquitlam.ca/BidOpportunities</p> <p>Printing of RFIQ documents is the sole responsibility of the Respondents.</p>
Instructions to Respondents	Respondents are advised that the guidelines for participation that will apply to this RFIQ are posted on the City's website: Instructions to Respondents
Questions	Questions are to be submitted in writing quoting the RFIQ number and name up to 3 business days before the Closing Date sent to email: bid@coquitlam.ca
Addenda	Respondents are to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: www.coquitlam.ca/BidOpportunities
Withdrawal of Submission	Submissions may be withdrawn by written notice only, made by an authorized representative of the Respondent sent to email: bid@coquitlam.ca prior to the closing date and time.

DEFINITIONS

In this Request for Information and Qualifications, the following terms will have the meaning set out below:

“City” means the City of Coquitlam.

“Consultant” means the firm that the City selects to implement and provide on-going support for the Microsoft Enterprise Agreement Renewal & Software License Management.

“Contract” means City Purchase Contract or Purchase Order (PO) incorporating the information contained in this RFIQ, the City’s [Standard Terms and Conditions - Consulting and Professional Services](#) published on the City’s website, the response, addenda, subsequent negotiations, submission accepted, clarifications, correspondence, the totality of which will constitute the Contract.

“Preferred Respondent” means the Respondent selected by the Evaluation Committee to enter into negotiations for a Contract.

“RFIQ” “Request for Information and Qualifications” shall mean and include the complete set of documents, specifications, drawings and addenda incorporated herein, and included in this Request for Information and Qualifications.

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

“Services” means and includes anything and everything required to be done by the Respondent described in this RFIQ.

“Shall” “Must” “Will” “Mandatory” means a requirement that must be met.

“Submission” means information and qualifications submitted for evaluation in response to this RFIQ.

1. INSTRUCTIONS TO RESPONDENTS

1.1. Purpose

The City has issued this Request for Information and Qualifications (RFIQ) from professional, qualified and experienced firms to provide **Microsoft Enterprise Agreement Renewal & Software License Management**.

The City is seeking a partner to process the Renewal of the City's Microsoft Enterprise Agreement and provide Software License Management Services for Microsoft and other agreements.

Organizations wishing to respond must be an Authorized Microsoft Licensed Solutions Provider (LSP).

1.2. Submission

Respondents are to complete and submit the information requested in this RFIQ document on the Submission Form or in a format that has been approved and is acceptable to the City.

1.3. Evaluation Committee

The evaluation of Submissions will be undertaken on behalf of the City by an 'Evaluation Committee' appointed by the City.

1.4. Evaluation Criteria

Submissions will be evaluated to determine the Respondent which is most qualified and advantageous to the City, using the following criteria:

Mandatory - Pass/Fail

- Must be an Authorized Microsoft Licensed Solutions Provider (LSP).

Corporate – 40 points

- Demonstrate independence (i.e. not affiliated with any specific provider of goods or service);
- Company's competitive advantage
- Revenue history
- Company and proposed team experience in managing clients of comparable size, scope and complexity;
- A description of the Key Personnel including experience years with company and role the Key Personnel will conduct if awarded the Contract;
- Length of time as a Microsoft Licensed Solutions Provider
- Hours of operation to provide service during to the City during its work day
- References from recent clients, description of similar services provided; indicating project, duration and client contact details.

Support Services – 40 points

- Account Management

- Software management services the organization provides. In particular, compliancy, auditing and reporting services for software purchased through the organization and other vendors;
- Any additional services the organization provides in support of the Microsoft Enterprise Agreement and other software vendors;
- Methodology;
- Quality Assurance;
- Procurement;
- Performance;
- Customer Service.

Financial and Value Added – 20 points

- Confirm access to BC Provincial Government Contract Pricing, or if the Respondent can provide better pricing based on the City's volume;
- Value Added;
- Sustainable Benefits and Social Responsibility.

These criteria will be used to determine best overall value to the City. Submissions will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Respondent(s):

- References may be contacted
- Interviews may be conducted

The criteria listed above will be used to determine best overall value to the City. Submissions will be compared to select one or more that are most advantageous. The City reserves the right to check references even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Respondents.

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.

Respondents agree the City may disclose names of Respondents, the successful Respondent awarded a contract, however, unevaluated results or scores will not be provided to any Respondents.

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 RFIQ.

1.5. Notification of Award

The City will notify the successful Respondent (the “Supplier”) in writing of its decision to award the project by issue of a City Purchase Order (PO) that will incorporate this RFIQ documentation including all addenda issued, and the accepted Submission.

1.6. Non-Exclusivity

The intent of the City is to have one service provider but any agreement resulting from this RFIQ does not entitle any organization to exclusive rights for the provision of the services.

1.7. Eligibility

For eligibility, and as a condition of award, the successful Respondent may be required to meet or provide the equivalent:

- a) Professional and Commercial General Liability (CGL) insurance coverage as outlined on the City’s Certificate of Insurance - [Certificate of Insurance – Consultant Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Accept the City’s Standard Terms and Conditions – Consulting and Professional Services posted on the City’s website: [Standard Terms and Conditions - Consulting and Professional Services](#)
- d) A City of Coquitlam or Tri Cities Intermunicipal [Business License](#)

1.8. Debrief

Upon request, unsuccessful Respondents may request a debrief with City staff regarding their submission sent to email: bid@coquitlam.ca

The City will not provide information regarding other Respondent’s Submissions.

1.9. Negotiation

The City may issue a subsequent Request for Proposals (RFP) to the highest ranked Respondent(s) to submit a fee proposal based on the terms of reference provided.

The City will, prior to award, negotiate the final detailed Scope of Services, including price and sub-consultants with one or more Respondents, proposing the “best value” without having any duty to advise any other Respondent or to allow them to vary their Submission as a result of changes.

The City will finalize the detailed scope of services and price with the successful Respondent(s) and may enter into a changed or different scope of services with the Respondent(s) proposing “Best value”, without liability to Respondents that are not awarded a contract.

1.10. 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.

1.11. Extension of Offer

The Consultant agrees to allow other local public agencies with similar needs within British Columbia to participate in this contract.

Additional participating agencies may opt to enter into a contract with the successful Contractor for the purchase of the services/equipment described in this RFIQ based on the terms, conditions, prices and percentages offered by the Consultant to the City of Coquitlam with possible minor changes negotiated.

This is intended to be a means of promoting cooperative purchasing efforts with the public sector, and to provide additional value to the Consultant.

2. GENERAL CONDITIONS OF CONTRACT

2.1. Terms and Conditions

Work awarded as a result of this RFIQ process will be confirmed by issue of a City Purchase Order (PO) incorporating the information contained in this RFIQ.

The City's [Standard Terms and Conditions - Consulting and Professional Services](#) will apply to this Contract as a result of this RFIQ and are published on the City's website.

The City's [Standard Terms and Conditions - Consulting and Professional Services](#), the accepted Submission, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

3. SCOPE OF SERVICES**3.1. General**

The City invites responses from Microsoft Authorized Licensed Solutions Providers for the provision of administration, management and advisory services with respect to Microsoft Enterprise Agreements as well as other software used by the City.

Respondents are to clearly provide in their Submission as to what separates them from other Respondents as to the Scope of Services stated within this RFIQ.

3.2. Overview

The City is looking for a reseller/partner that can offer the following services to the City:

- Assessment of current licensing, in terms of the City's Enterprise Agreement renewal and other software the City may utilize
- Maximize the City's licensing efficiency
- Ensure the City makes maximum use of the software assurance benefits that are included in the Enterprise Agreement including but not limited to planning days and training vouchers
- Assist the City in liaising with Microsoft and other software companies to improve the City's licensing knowledge
- Additional services the organization provides in support of the Microsoft Enterprise Agreement

3.3. Microsoft Enterprise Agreement

The City is currently engaged with Microsoft and the incumbent in an annual True-Up of licenses. It is anticipated that the quantities will not substantially change at renewal time.

Item Name	Part Number	Quantity
M365 E3 From SA Subscription - Per User	AAD-33198	811
Project	076-01912	74
Skype for Business Server Plus CAL - User CAL	AAA-11391	811
SQL Server Standard	228-04433	1
SQL Server Standard 2 Core License	7NQ-00292	3
System Center Standard 2 Core License	9EN-00198	10
Visio Pro	D87-01159	32
Visio Standard	D86-01253	46
Windows RDS CAL - User CAL	6VC-01254	50
Windows Server DataCenter 2 Core License	9EA-00278	80
Windows Server Standard 2 Core License	9EM-00270	480

Note: The quantities listed above are for estimation purposes only and not a commitment by the City. These are subject to change upon review and confirmation at a later date.

3.4. Other Software – non Microsoft

In addition to the Microsoft products, the City utilizes non-Microsoft office productivity software. The successful proponent would provide assistance and guidance to the City on licensing requirements, software renewal, software options, etc. in respect as to what provides best value to the City.

3.5. Software License Management

The successful proponent will assist the City with the management of software licenses including but not limited to:

- Record keeping of the software and the respective licenses
- Provide reports at regular intervals, as determined by the City, as to the software license inventory vs actual software installed
- Management of software licensing end dates/renewal dates to ensure the City's software is current and properly licensed for quantities and use
- Report and track costs and spending with the view of providing information and feedback as to the preferred approach for the City to maximize return on spend while providing value to the City

3.6. Other Services

The Respondent is to provide a list of additional services, not stated in this RFIQ, that may be of interest to the City.

3.7. Value Added Services and Benefits

The Respondent will provide a list of value added services and benefits and what benefit they bring to the City in respect to the Services stated.

3.8. Service Hours

The City's business hours are 7:30am to 5:00pm Pacific Standard Time. The Consultant is to have personnel available during these hours.

3.9. Term

The term of the contract for the Microsoft License renewal will be in effect for three (3) years.

The contract for all other Software License renewal services will be in effect for three (3) years.

3.10. Respondent's Experience and Qualifications

The Respondent must be designated an Authorized Microsoft Licensed Solutions Provider (LSP).



City of Coquitlam
REQUEST FOR INFORMATION AND QUALIFICATIONS
RFIQ No. 20-04-03

Microsoft Enterprise Agreement Renewal & Software License Management

Submissions will be received on or before 2:00 pm local time

Tuesday, June 30, 2020
("Closing Date and Time")

INSTRUCTIONS FOR SUBMISSION

Submissions are to be consolidated into one (1) .pdf file and uploaded electronically through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

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

Respondents are responsible to allow ample time to complete the Submission process. If assistance is required, phone 604-927-3060.

SUBMISSION FORM

Complete and return this section

Submitted By: _____
(Company Name)

1. MANDATORY CRITERIA

The City has stated a mandatory requirement within the RFIQ:

Confirmation that the company is an Authorized Microsoft Licensing Solution Provider (LSP) (Yes/No)	
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2. AFFILIATION

Respondent is to provide a statement demonstrating their independence that they are not affiliated with any specific provider of goods or services:

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3. CONFLICT OF INTEREST DECLARATION

Respondents shall disclose any actual or potential conflicts of interest and existing business relationships it may have with the City, their elected or appointed officials or employees:

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4. CORPORATE PROFILE AND EXPERIENCE

a) Provide a brief description of the current business.

Company Name	
Length of time (Years) as a Microsoft LSP	
Years in Business	
Head Office Location	
Local Branch Office Location	
Service Hours (state as Pacific Standard time)	

5. COMPETITIVE ADVANTAGE

Respondent is to provide a narrative as to what separates their company from other companies and what are the competitive advantages compared to their competitors in respect to the Services outlined within this RFIQ.

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6. EXPERIENCE AND REFERENCES

- a) Respondent is to provide references of for services performed within the last 3 years of similar size, scope and complexity:

CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	
CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	
CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	

- b) Provide a narrative as to Respondent and their team's experience in managing clients of similar size, scope and complexity:

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7. REVENUE HISTORY

- a) Provide a 3-year revenue history and any forecasts as it relates to Microsoft Software. Indicate Canadian sales only.

2017 (Actual, \$M)	2018 (Actual, \$M)	2019 (Actual, \$M)	2020 (Forecast, \$M)

- b) Provide a 3-year revenue history and any forecasts as it relates to Software, exclusive of Microsoft. Indicate Canadian sales only.

2017 (Actual, \$M)	2018 (Actual, \$M)	2019 (Actual, \$M)	2020 (Forecast, \$M)

8. KEY PERSONNEL

The City prefers a key contact (“Account Manager”) to manage the City’s account.

	Name, Title and Position	Role and Responsibility	Email address and Phone Number	Years with Company	Years of Experience
1.		Account Manager			
2.		Inside Sales Specialist			
3.		Software Specialist			
		Other (state):			

9. ACCOUNT MANAGEMENT AND SERVICES

- a) Provide details for engagement with the City as to how your organization would provide the following:

Description	Response
Records of software and respective licenses	
Pre-sales software support	

Annual audits	
Third Party software license management	
Management of end dates and renewals	
Maximize return on spend of software licensing	

- b) Provide a narrative on how the Respondent will maximize licensing efficiency while providing best value to the City:

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- c) Provide details as to how the Respondent will ensure the City utilizes the maximum use of the software assurance benefits:

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10. METHODOLOGY, PROCUREMENT & QUALITY ASSURANCE

Summarize the key features of your Submission and the approach to be used. Provide a brief description the various components required for successful delivery of the Services.

Process – Submissions should provide an overview of the process, from the City contacting the Consultant right through to the successful delivery of the Services. Include an overview for each service offered

Procurement - Respondent is to describe their software procurement process

Performance - Provide details of your escalation process for addressing unsatisfactory performance.

Quality Assurance – Describe in detail any quality assurance programs or incentives your company has in place supporting such a culture, citing specific examples of results where applicable.

Best Value – Provide how you will assure best value is provided to the City as to the Services stated in this RFIQ.

Process

Procurement
Performance
Quality Assurance
Best Value

11. ADDITIONAL SERVICES

Respondent is to provide information as to all services offered by their firm, in addition to the Services requested within this RFIQ:

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12. PRICING

Respondent is to state:

Able to provide BC Provincial Government contract pricing (yes/no)	
Able to Provide Pricing Better Than BC Provincial Government Pricing (Yes/No)	

13. VALUE ADDED BENEFITS

Provide information on what makes your firm innovative, what is your competitive advantage, and what other services your firm provides that would assist or be of benefit to the City:

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14. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

a. Sustainable Benefits

Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practises and environment responsibility in providing the services that would benefit the City:

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b. Social Responsibility

- i. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, and people with disabilities:

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- ii. What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises:

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15. ADDENDA

We acknowledge receipt of the following Addenda related to this RFIQ and have incorporated the information received in preparing this submission:

Addendum No.	Date Issued

16. AUTHORIZATION

We hereby submit our Submission for the Services as specified in this RFIQ:

Company Name:	
Address:	
Phone:	
GST Registration No.:	
Project Contact: Name and Title of Individual <i>for communication related to this RFIQ</i> (please print)	
Contact Email:	
Name & Title of Authorized Signatory: (please print) Signature:	
Date:	

The signature above is an authorized representative that can bind the company to statements made in this Submission. For the purpose of this RFIQ, electronic signatures will be accepted.