

City of Coquitlam

Request for Information and Qualifications

RFIQ No. 21-049

Prequalification for

Information Technology Infrastructure and Services

Issue Date: May 17, 2021

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SUMMARY OF KEY INFORMATION

RFIQ Reference	RFIQ No. 21-049 Information Technology Infrastructure and Services
Overview of the Opportunity	The purpose of this RFIQ is to select and pre-qualify firms to provide computer hardware, peripherals, (Infrastructure) and consulting and advisory services to the City.
Closing Date and Time	2:00 pm local time Tuesday June 8, 2021
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"> 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 receipt.) <p>Phone 604-927-3037 should assistance be required. The City reserves the right to accept Submissions received after the Closing Date and Time.</p>
Obtaining RFIQ Documents	<p>RFIQ Documents are available for download from the City of Coquitlam's website: http://www.coquitlam.ca/Bid-Opportunities</p> <p>Printing of RFIQ documents is the sole responsibility of the Respondents.</p>
Instructions to Respondents	The guidelines for participation that will apply to this RFIQ are posted on the City's website: Instructions to Proponents
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 required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: http://www.coquitlam.ca/Bid-Opportunities

DEFINITIONS

In this RFIQ the following terms will have the meaning set out below:

“City” means the City of Coquitlam.

“Contract” means a formal written contract

“Consultant(s)” means the firms that the City has selected to provide professional technology consulting and advisory services identified in this RFIQ.

“Contract” means a Purchase Order or formal written contract between the City and a Reseller selected to provide the Services.

“ICT” means the City of Coquitlam Information and Communication Technology department.

“Preferred Respondent” means a proponent selected by the Evaluation Committee to participate in a subsequent RFP process or enter into negotiations for a Contract.

“Reseller(s)” mean those firms that the City has selected to provide professional Technology Infrastructure Services identified in this RFIQ.

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

“RFIQ” means this Request for Information and Qualifications.

“Services” means and includes anything and everything required to be done by the Reseller and Consultant for the fulfillment and completion of the Contract as described in this RFIQ.

“Submission” means a response submitted for evaluation in response to this RFIQ.

1. REQUEST FOR INFORMATION AND QUALIFICATIONS

1.1. Introduction

The City of Coquitlam is issuing this Request for Information and Qualifications to select professional, qualified and experienced consulting firms to partner with the City

The City is seeking dynamic and creative consulting teams with specialization in one or more of the categories outlined below.

The City intends to create a shortlist of one or more pre-qualified Resellers and Consultants that may be invited to submit designs and prices for future projects, products and services based on the City's technology needs.

The selection process will generally conform to the InfraGuide® - [Infraguide Selecting a Professional Consultant](#)

1.2. Purpose

This RFIQ is intended to create a short list of successful Respondents to supply its Information and Communication Technology (ICT) Department with:

1. Computer hardware, peripherals, warranty and break-fix services.
2. Consultant and advisory services that will assist the City in evaluating, selecting and implementing technology.
3. Potential value-added services that will drive efficiencies for technology acquisition and usage.

To be considered for a shortlist, Respondents shall have specialization in one or more of the following categories:

Category	Description
1	Reseller of technology equipment
2	IT Management/Transformation Services and Consulting
3	IT Security Services
4	IT Facility Security Services
5	Audio/Video for Meeting Rooms

Refer to **Schedule 1 – Category Descriptions and Technical Environment**, for the list of technologies currently in use and category descriptions.

1.3. Term of Qualification

Successful Respondents will be added to the pre-qualified list for a term of up to three (3) years on an “as needed and when requested” basis, at the City's sole discretion. The City reserves the right to add or remove companies from the pre-qualified list at any time

1.4. Eligibility

For eligibility, as a condition of award, the successful companies would be required to meet or provide the equivalent:

- a) Accept the City of Coquitlam Standard Terms and Conditions:
 - [Consulting and Professional Services](#)
 - [Purchase of Goods and Services](#)
- b) Professional and Commercial General Liability (CGL) insurance coverage as outlined on the City's Certificate of Insurance
 - [Consultant Form](#)
 - [City's Standard Insurance Form](#)
- c) Obtain a City of Coquitlam or Tri Cities Intermunicipal Business License. More information can be found on the City's website at: [Business License](#)
- d) Be a registered member of an association with a professional discipline relating directly to the Service being provided

These items are not required as part of this RFIQ Submission but will be required prior to entering into an agreement with the City for Services.

1.5. 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.

2. EVALUATION CRITERIA

Each Respondent shall only provide the City with one (1) Submission, which should indicate all the categories being applied for. The strength of the Submission will be evaluated separately for each applicable category. The evaluation criteria are as follows:

- Compliance with the requirements of this RFIQ. - **10 points**
- Experience and qualifications of the project team, including sub-consultants, who will carry out the projects – **15 points**
- Demonstrated success of the project team with projects in the categories and scope listed in this RFIQ. – **40 points**
- Demonstrated ability of the project team to complete assignments on time and within budget. – **10 points**
- Sustainability – Social, economic, and environmental initiatives. – **5 points**
- Value added Benefits; Innovative and Creative solutions (not withstanding that innovation will also be valuable in many of the other categories). – **5 points**
- References – success on previous, relevant, municipal projects. This will include past performance working on City of Coquitlam projects, where applicable. (References will only be contacted when the respondent has scored well in the preceding criteria) – **15 points**

In addition to the above, Categories 1, 4 and 5 will also be evaluated on the following:

- Price Margins/markup above manufacturers discounted price - **15 points**
- ability to leverage/maximize manufacturers pricing and value add - for hardware - **15 points**
- Strength of relationships with Manufacturer(s) or knowledge in new emerging technologies - **10 points**
- Types and variety of supplies and services offered – **10 points**

The Submission Form and the resumes provide Respondents with the opportunity to demonstrate their strength in the above criteria, for each category. Upon submitting a response to this RFIQ, Respondents consent to the City and their representatives checking and verifying the information provided. References may be contacted. Reference checks will be kept confidential and will not be reviewed or discussed with companies applying for the pre-qualification.

3. SELECTION PROCESS

The City will review the Submissions and rank them based on the evaluation criteria outlined above. The City reserves the right to compare submissions to other submissions and consider other criteria that may become evident during the evaluation process to obtain best value.

The City may, at its discretion, interview one or more Respondents, or request clarifications or additional information from a Respondent with respect to any Submission.

Based on the evaluation results, the City will create a shortlist of highest ranked Consultants for each of the listed categories. The selection process will generally conform to the InfraGuide® - Selecting a Professional Consultant: [Infraguide Selecting a Professional Consultant](#)

The City makes no representation of any kind as to the volume of projects and reserves the right to implement a separate pre-qualification process where more specialized services or projects are involved.

The evaluation will be confidential and no totals or scores will be released to any of the Respondents.

4. SHORTLIST FOR FUTURE PROJECTS

The City intends to create a shortlist of professional consulting firms, for each Category for a period of three (3) years or until such a time as the City releases a new RFIQ. The City may request proposals from those companies at any time. Typically, as assignments arise, one or more of the Consultants on the shortlist will be asked to provide a proposal for professional services for that assignment, and the City will evaluate the strength and cost effectiveness of the proposal.

The City will monitor and evaluate the performance of the Consultants. In the event that that one or more of the shortlisted companies in a category have either:

- a) not performed well, and as a result have been removed from the shortlist, or
- b) do not have resources available that are suited to an assignment,

The City reserves the right to add one or more of the highest ranked companies to the shortlist.

The City reserves the right to issue an independent bid process, at its discretion, to select Consultants for any project, including those deemed to require other specialized skills, knowledge or experience, as well as add new companies on to shortlist on an on-going basis as deemed appropriate by the City in its sole discretion. The City makes no representation of any kind as to whether it will invite proposals for or carry out future projects, or as to the volume of projects that would be available to any Consultant.

SCHEDULE 1

CATEGORY DESCRIPTIONS AND TECHNICAL ENVIRONMENT

The Technical Services section of ICT is responsible for supporting ICT infrastructure and communications systems and for the provision of end user support for approximately 1500 City employees working at 18 different City facilities.

Category 1 – Reseller of Technology Equipment

It is expected that the City will make frequent changes to the equipment/technology requirements, especially relating to the introduction of new models from the manufacturers, and updated pricing to existing initiatives.

The City intends to manage these changes, benefit from price drops, and ensure best value pricing by holding the successful Reseller(s) to a maximum allowable margin.

For Respondents submitting for Category 1, the tables below outline the current technical environment used by the City and are provided for information only and are not a guarantee of volume or commitment for any future purchases.

Hardware purchases over \$75,000.00 may be put out to competitive bid through a separate process, at the City's discretion.

1. Operating Systems

Type	Manufacturer	Version	Licenses
Desktop	Microsoft	Windows 7 / 10	811
	Apple	MacOS 10.x	6
Server	Microsoft	Server – 2003/2008-R2	64 standard 8 Core Data Centre
	VMWare	x.x	16 Core
	Nutanix	4.1	
	Oracle Linux	x.x	4 Core

2. Corporate Applications

a) Current Applications

Application	Comments
BlackBerry Enterprise Server	BES UEM 12
Citrix Remote Access System	Version 6.0
File and Print Services	Windows 2012 (VM)
EMC Avamar	Version 7.5
Microsoft Active Directory	Windows 2008–R2
Microsoft Exchange	Exchange 2013 (2 std, 2 ent)
Microsoft Sharepoint	OneNote repository
Microsoft Skype for Business	Version 2016
Microsoft SQL	SQL Server 2008R2, 2014
Nutanix	NA
Oracle Database	Various Versions
VMWare	Version 6.5
Milestone Video Management System	2017 R1+

b) Future Applications

Application	Comments
Azure AD	Implementation – Fall 2021
MS Teams	Implementation – Fall 2021
Exchange Online	Implementation – Fall 2021

Note: The City has a Microsoft Enterprise Agreement in place.

3. Servers

Type	Manufacturer	Model	Qty
Blade Centre	IBM	H	2
Blades	IBM	HS21/HS23	28
Blade Centre	Lenovo	Flex Chassis 8721-HC1	2
Blades	Lenovo	Flex System x240	14
1U Servers	IBM	3550	10
Enterprise Servers	IBM	3850	0
Database Servers	Lenovo	Flex System x240	2

4. Storage

Type	Manufacturer	Model	Qty
Storage	EMC	VPLEX	2
	EMC	VNX 2500	2
	NEXSAN	E48	1
	NEXSAN	BT60	1
SAN Switch	Brocade	6510	4

5. Network

Type	Manufacturer	Model	Qty
Router	Nortel/Avaya	8600	2
Switch	Nortel/Avaya	4550	63
	Nortel/Avaya	5650TD	9
	Nortel/Avaya	7024XLS	4
Wireless	Nortel/Avaya	9100	2
	Nortel/Avaya	9122	83

6. Network Security

Type	Manufacturer	Model	Qty
Web Gateway	McAfee	Webwasher	2
IPS	McAfee	M3050	2
Spam Gateway	Cisco	Ironport	2
Firewall	Force Point	1402	2
	Force Point	315	5

7. Backup

Type	Manufacturer	Model	Qty
Backup	Avamar	IDPA DP4400	1
	Data Domain	5.7.2.0-532316	1

8. Personal Computing

Type	Manufacturer	Model	Qty
PC	Lenovo	M92P/M93P	660
	Lenovo	E31	80
Monitors	Lenovo	2323P	505
	Lenovo	2323Z	383

Laptops	Toshiba	Ultrabook – z930	35
	Toshiba	R950	17
Rugged Laptops	Panasonic	CF19/CF31/CF53/CFC1	47
Rugged Tablets	Panasonic	JT-B1/FZ-G1	6

9. **Facility Security**

Type	Manufacturer	Model	Qty
Camera	Axis	Various Models	182
Access Control	Brivo		1
Access Control	Keyscan		1

10. **IT Spending**

Note: Most ICT assets are on a 5-year replacement cycle.

Asset	Past 5 Years
Servers	\$800,000
Storage	\$870,000
Network	\$700,000
Security	\$450,000
Desktops	\$1,500,000
Laptops	\$460,000
Consulting	\$270,000
Infrastructure	\$300,000

Category 2 - IT Management/Transformation Services and Consulting

- Disaster Response Planning
- Data Centre Design Services
- Technology Roadmap Initiatives - (<https://www.coquitlam.ca/766/Smart-City>)
- Software Compliance Services

These projects typically have a consulting services budget between \$30,000 and \$100,000 depending on the scope of the project.

Category 3 – IT Security Services

- PCI
- Vulnerability Assessment
- Security Engineering

Respondents are required to provide certifications.

These projects typically have a consulting services budget between \$30,000 and \$100,000 depending on the scope of the project.

Category 4 – IT Facility Security Services

- Access Control (Brivo/Keyscan)
- Cameras (Axis/Mobitrics)
- Video Management System (Milestone)

These projects typically have a budget between \$5000 and \$100,000 depending on the scope of the project.

Category 5 - Audio/Video for Meeting Rooms

The City supports meeting rooms across the City and includes the following technologies:

- Smartboards by Smart Technologies
- Brightlight Interactive projectors by Epson
- Traditional Projector and screen
- Logitech Meetup/Rally Plus

All rooms have either Crestron and/or Extron controls. These projects typically have a budget between \$500 and \$25,000 depending on the scope of the project.



City of Coquitlam
Request for Information and Qualifications
RFIQ No. 21-049

Prequalification for
Information Technology Infrastructure and Services

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

Tuesday June 8, 2021
("Closing Date and Time")

INSTRUCTIONS FOR SUBMISSION

Submissions are to be consolidated into one 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 604-927-3037.

SUBMISSION FORM

Complete and return this section including:

- ☐ **Appendices A to D**
- ☐ **Resumes**

Submitted By: _____
(Company Name)

1. CORPORATE PROFILE

1.1 Company Information

Respondent is to provide the following:

	Company Name:	
1.	Head Office Location	
2.	Local Branch Office Location	
3.	Length of time (Years) in business	

1.2 Category Shortlist

Respondent is to indicate the categories which they are applying for:

Category	Description	YES	NO
1	Reseller of technology equipment		
1a.	Server Business		
1b.	Storage Business		
1c.	Network and network security Business		
1d.	Consolidated Infrastructure		
2	IT Management/Transformation Services and Consulting		
3	IT Security Services		
4	IT Facility Security Services		
5	Audio/Video for Meeting Rooms		

1.3 Account Management

Inclusive of manufacturer technology and roadmap updates, provide details for engagement with the City as to how your organization would conduct any pre-sales support which would be of value to the City.

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1.4 Quality Assurance

The City is a high performance organization with a culture committed to building and maintaining high levels of trust, commitment, enthusiasm, and end user satisfaction within our organization, in the service of our clients.

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.

1.5 Customer Service

Describe the steps you will have in place to ensure deliverables are met and communications are maintained.

1.6 Performance

Provide details of your escalation process for addressing unsatisfactory performance.

1.7 Technology

How does your organization stay current or acquire knowledge on new emerging technologies?

2. PROCUREMENT PROCESS AND PRICING

If responding to **Categories 1, 4 and 5**, please complete the following:

2.1 Price

Propose a well-defined process in which the City can be assured and verify that the pricing remains highly competitive throughout the length on the City's prequalified list if your company is selected.

2.2 Manufacturers

- a) Provide details as to how you propose to leverage/maximize manufacturers in respect to pricing and value added offerings.

- b) Describe the strength of the relationships with the Manufacturers proposed and what benefits this may provide to the City.

2.3 Assurance of Price

Confirm that original invoices showing manufacturer discounted pricing would be provided to the City if proceeding with future projects.

2.4 Procurement Strategy

Describe your technology procurement process. If applicable, identify the purchasing of small parts, software licensing as a separate process.

3. WARRANTY AND BREAK-FIX SERVICES

Complete if you are responding to **Categories 1, 4 or 5.**

The City has an internal support desk that supports and maintains most of its ICT related service requirements; however, from time to time The City may require support in the area of warranty, and/or repair and maintenance for its equipment.

Describe in detail your existing service delivery methodology as it relates to warranty and break-fix support of hardware, including dispatching technicians, and your ability to diligently service The City.

4. VALUE ADDED SERVICES

Describe any services that can be provided to assist the City and confirm what value added benefits would be provided to the City.

List any additional technology services and/or areas of expertise that the City may leverage over the term of the contract.

Include detailed information on how you would assist in pro-active Life Cycle Management such as end of life, new product roadmaps, transitioning to new products etc.

5. SUSTAINABLE BENEFITS

Provide information on any corporate initiatives, programs and product choices that the respondent has implemented that could be considered environmental, financial/economic, social/ethically sustainable value and describe how those would benefit the City.

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6. 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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7. 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

8. AUTHORIZATION

We hereby submit our Proposal for the services as specified and undertake to carry out the work in strict accordance with all referenced Terms & Conditions, Regulations and Codes, applicable to this RFIQ:

For the purpose of this RFIQ submission, electronic signatures will be accepted.

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:	

APPENDIX A - MANUFACTURER/TECHNOLOGY CATEGORY

If you are responding to **Category 1**, for each **Manufacture/Technology**, complete and submit the following form **to Identify manufacturers your company would represent** to support the City's procurement strategy. Refer to [Schedule 1 – Category Descriptions and Technical Environment](#).

A.	
Technology Category	
Manufacturer	
Years of Experience in reselling this product	
% Margin	

B.			
No.	Product Line	Company Certification Level/ Partnership Type	Markup (%)
1			
2			
3			
4			
5			

***Note - For % margin indicate the % markup you will charge the City over manufacturer discounted pricing.**

C. Provide a 3-year revenue history and any forecasts. Indicate Canadian sales only				
2017 (Actual, \$M)	2018 (Actual, \$M)	2019 (Actual, \$M)	2020 (Forecast, \$M)	2021 (Forecast, \$M)

D. For each Product line, provide full-time employee certifications; include pre-sales and technical staff available to work in British Columbia.

No.	Product Line	Employee Name	Certification Level/Course
1			
2			
3			

E. Deployment Reference – Provide up to 3 client references where your company has implemented this manufacturer's solutions:

Client/Company Name	
Contact Name	
Contact Phone Number	
Email	
Description of Services Provided	
Length of Time Providing Services	

Client/Company Name	
Contact Name	
Contact Phone Number	
Email	
Description of Services Provided	
Length of Time Providing Services	

Client/Company Name	
Contact Name	
Contact Phone Number	
Email	
Description of Services Provided	
Length of Time Providing Services	

APPENDIX B – KEY PERSONNEL AND TEAM COMPOSITION

A.			
	Name and Title	Role and Responsibility	Category(s) of Experience
1.			
2.			
3.			
4.			
5.			

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

Provide key contacts information and attach brief resumes for the following personnel that would be assigned to work with the City on a regular basis.

APPENDIX C - EXAMPLES OF SUCCESSFUL CONSULTING PROJECTS

If you are responding to Categories 2 to 5, provide examples* relevant work for each category being applied for.

***The Maximum number of examples to be provided for each category is 3.**

Note that it is not necessary to demonstrate expertise in all aspects of a category to be selected for the shortlist for that category.

A.	
CATEGORY	
Project Title and Year	
Project budget	
Project owner/client	
Consulting services budget	
Provide a brief description of the Project including the methodology and/or steps involved in the consulting services, and the deliverables provided by your firm	
Key personnel involved with the consulting services.	
Describe why you believe the project was successful and the role your firm had in the success.	
Reference person (client)	
Telephone and email of reference person	

APPENDIX D

DEMONSTRATED ABILITY TO COMPLETE ASSIGNMENTS ON TIME AND WITHIN BUDGET

Only 1 submission is required:

1.	Briefly describe how your company will complete assignments on time and within budget?
2.	In the past 5 years, has your firm been delayed in delivering an assignment to the City, or for a client listed in Appendix C. ? Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	What were the reasons for the delay?
4.	How did your firm make attempts to mitigate the issue?
5.	In the past 5 years, has your firm needed to request an increase to its budget in delivering an assignment to the City, or a client listed in Appendix C ? Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	What were the reasons for increasing the budget?
7.	How did your firm attempt to mitigate the issue?