

City of Coquitlam

Request for Expressions of Interest
RFEI No. 21-056

Digital Asset Management System

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[PROPOSAL SUBMISSION FORM](#)

RFEI Reference	RFEI No. 21-056 Digital Asset Management System
Overview of the Opportunity	The purpose of this RFEI is to invite Submissions from professional, qualified, experienced companies for the provision of Digital Asset Management System .
RFEI Closing Date	2:00 PM local time Tuesday August 31, 2021
Obtaining RFEI Documents	The RFEI Document is available for downloading from the City of Coquitlam’s website: www.coquitlam.ca/Bid-Opportunities
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: RFEI Number and Name 2. Add file in PDF format and Send (Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete and was sent to the correct email: bid@coquitlam.ca) <p>Or sent by email to: bid@coquitlam.ca referencing the RFEI number and name.</p> <p>Phone 604-927-3037 should assistance be required.</p>
Questions	Questions are to be submitted in writing quoting the RFEI number and name sent to email: bid@coquitlam.ca
Addenda	Respondents should check the City’s website for any updated information and addenda issued at the following website: www.coquitlam.ca/Bid-Opportunities
Instructions to Respondents	The guidelines for participation that will apply to this RFEI are posted on the City’s website: Instructions to Proponent

DEFINITIONS

In this RFEI, 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 digital asset management system.

“Contract” means a contract between the City and a firm selected to undertake the Services as described in Section 6 of this RFEI.

“DAM” means digital asset management.

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

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

“RFEI” means this Request for Expression of Interest.

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

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

1 REQUEST FOR EXPRESSIONS OF INTEREST

1.1 Purpose

The purpose of this RFEI is to:

- a) invite Submissions from Respondents that describe the desire, relevant expertise, capability and resources of the Respondent for the successful provisioning of a digital asset management (DAM) solution as generally set out in this RFEI; and
- b) to select a Respondent or Respondents who may be invited to participate in the next stage of the competitive selection process, if the City elects to continue to Stage 2.

1.2 Process

This RFEI is the first stage of a potential two stage process.

Stage 1: - Respondent Identification and Prequalification

It is the intent of the City to utilize this RFEI to generate information on potential solutions and indications of interest in the project. From those who have expressed an interest and rank high on the Stage 1 Evaluation Criteria a shortlist of Respondents that the City identifies to have the expertise, capabilities, and resources to successfully provision a DAM solution that meets the needs and requirements of the City will be created.

Stage 2: - Request for Proposal or Direct Negotiations

Respondents shortlisted as per Stage 1 may be invited to participate in Stage 2, Request for Proposals – Digital Asset Management System.

All interested parties should recognize that this RFEI does not guarantee that a Request for Proposal will be issued following this RFEI.

The City reserves the right to directly negotiate with one or more Respondents during the three (3) year period from the completion date of Stage 1.

The City reserves the right at any time and at its sole discretion to cancel this process for any reason in its entirety.

1.3 Obtaining RFEI Documents

RFEI Documents are available for downloading from the City of Coquitlam's website:

www.coquitlam.ca/BidOpportunities

Printing of RFEI documents is the sole responsibility of the Respondents.

1.4 Business Needs

The City of Coquitlam currently has thousands of photographs and video files, which are used in numerous ways to engage our residents and stakeholders, support public education, document community growth, highlight achievements in corporate publications, enhance digital communication and document critical incidents.

The City requires a centralized, corporate-wide digital asset management (DAM) system to support the secure, consistent and efficient upload, organization, sharing and storage of the City's digital assets, including photos and videos.

Currently, the City's various business areas, including Corporate Communications, Economic Development and Tourism, use various means to store and share digital assets. This includes saving image and video files to shared network drives, local hard drives and the corporate document management system [OpenText eDOCS Coquitlam Enterprise Document Management System (CEDMS)]. This has resulted in inconsistent file naming conventions, duplicate files, variable image quality, lack of proper management of records throughout their lifecycle, improper storage of personal information, and inefficient / redundant searches by staff throughout the organization seeking images for various business purposes.

The current system also does not allow for the effective management of the assets, nor a convenient file-sharing mechanism with external partners and/or media agencies.

The City is looking to implement a software solution to facilitate the effective management of its photography and video digital assets. The DAM system would be managed and maintained by Corporate Communications to ensure the integrity and accessibility of the images, however all departments throughout the organization would be requested to upload and access their images via the DAM to ensure a comprehensive collection of corporate digital assets.

It is critical that the system provide for the secure and confidential storage of related information and data, such as photo releases, copyright permissions and descriptive metadata. This includes data storage within Canada to ensure compliance with the British Columbia *Freedom of Information and Protection of Privacy Act* (FIPPA).

In summary, the City's business needs require a DAM system that:

- Manages and tracks the photo and video digital assets of the City;
- Provides secure, restricted storage and indexing of related information to ensure the protection of confidential/personal information;
- Provides proficient search capabilities to allow assets to be easily located; and
- Delivers system compatibility with City software, including the City's OpenText eDOCS Coquitlam Enterprise Document Management System (CEDMS), Adobe Creative Suite, and Microsoft Office.

1.5 System Requirements

The City's selected DAM System should provide a majority of the following high-level features:

- Meet the business needs of the City as described in Section 1.4
- Ability to manage and store a large volume of assets, including images and videos;
- Software-as-a-Service (SaaS - Preferred) or on premise hosting;
- Must ensure asset security and user privacy, including compliance with FIPPA requirements. Refer to <https://www.oipc.bc.ca> for more information.
- Must contain a keywording system that can be pre-populated using City-determined taxonomy.
- Ability to integrate with existing corporate and archival systems, including the City's OpenText eDOCS Coquitlam Enterprise Document Management System (CEDMS) and Quest, the City of Coquitlam Archives Online Search Portal (Artefactual Systems, Access

- to Memory software), or enable easy export/transfer of assets and related descriptive and technical metadata to CEDMS and/or Quest
- Ability to easily migrate existing assets to the new DAM system;
 - Ability to apply descriptive metadata (i.e. tag/catalogue) assets;
 - Ability to search for assets;
 - Ability to automate account creation and log in;
 - Ability to assign different accessibility settings;
 - Ability for City staff to manage, track and report on the usage of all assets; and
 - Ability to accommodate multiple users and share assets between clients using individual logins or shared links
 - Ability to provide approval workflows for the creation of digital assets
 - Provides self-service options for users to locate, access, and use digital assets
 - Ability to purge information from the system either manually or on a retention schedule
 - Ability to attach copyright permissions forms to assets.
 - Ability to integrate with Multi-Factor Authentication and Single Sign-On Solutions Scope of Services

The successful Respondent (“Consultant”) would facilitate the installation of software, training and support for staff during installation and throughout all future software updates (the “Services”).

The scope of services for the DAM System implementation includes, but is not limited to:

- Initial software licence for either a City-hosted or SaaS solution;
- Professional services for design, implementation, configuration and project management (if applicable) working in conjunction with the City’s technical and functional teams;
- Support services for the migration of the City’s existing assets;
- End-user and administrator training, including training materials and documentation;
- Software support, maintenance and/or subscription costs for an initial one-year period.

Respondents are expected to include detailed information on how they will be able to meet the City’s needs, as well as information on any functionality of their solution that would be of use to the City but has not been identified here.

1.6 Timelines

Should the City proceed to the RFP process, it is expected that implementation of a DAM will take place in early 2022.

2 INSTRUCTIONS TO RESPONDENTS

2.1 Closing Date and Time

Submissions will be received on or before: **2:00 pm local time Tuesday August 31, 2021**

2.2 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 qfile.coquitlam.ca/bid

1. In the “Subject Field” enter: RFEI 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.)

Submissions shall be deemed to be successfully received when displayed as new email in the inbox 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.

The City at their sole discretion reserves the right to accept Submissions that are received after the Closing date and time but is under no obligation to evaluate.

Submissions will not be opened in public.

Submissions may be withdrawn upon request by an authorized representative of the Respondent sent to email: bid@coquitlam.ca prior to the time set as Closing Date and Time for receiving Submissions.

Respondents are required to allow ample time for completion of the Submission process.

Should assistance be required Ph: 604-927-3037.

2.3 Enquiries

All enquiries regarding this RFEI should be submitted in writing 3 business days prior to the Closing Date, referencing the RFEI number and name sent to email: bid@coquitlam.ca

The City shall determine, at its sole discretion, whether the query requires response, and such responses will be made available to all Respondents by issue of addenda posted on the City's website that will be incorporated into and become part of the RFEI.

No oral conversation will affect or modify the terms of this RFEI or may be relied upon by a Respondent.

Respondents should acknowledge receipt of addenda in their Submission.

2.4 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 address:
www.coquitlam.ca/BidOpportunities

Upon submitting a response to this RFEI, Respondents are deemed to have received all addenda posted on the City website and deemed to have considered the information for inclusion in their Submission.

Should there be any discrepancy in the RFEI documentation provided; the City's original file copy shall prevail.

2.5 Freedom of Information and Protection of Privacy Act

Information received by the City will be held in confidence and will become the property of the City. The City is, however, bound by the provisions of the *Freedom of Information and Protection of Privacy Act*, and all parties are advised that Submissions will be treated as public documents and their contents may be disclosed, pursuant to the Act.

Respondents agree that by submitting a response to this RFEI, the City may disclose the name of their company.

2.6 Respondent's Expenses

Respondents are solely responsible for their own expenses in preparing Submissions, and for any meetings, negotiations or discussions with the City or its representatives and Consultants, relating to, or arising from this RFEI.

2.7 No Claim

The City and its representatives, agents, consultants and advisors will not be liable to any Respondent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any other matter whatsoever, incurred by the Respondent as a result of or related to the RFEI, the preparation of a Submission, the evaluation of Submissions, the acceptance or rejection of any compliant or non-compliant Submission, breach of any obligations arising under the RFEI, negotiations for a Contract or the cancellation, suspension or termination of the RFEI, and by submitting a response to this RFEI, each Respondent will be conclusively deemed to waive and release the City and its employees, contractors, consultants and agents, from and against any and all such claims.

By submitting a response to this RFEI, each Respondent shall be deemed to have agreed that it has no claim.

2.8 Conflict of Interest

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

2.9 Solicitation of Council Members and Staff

Respondents will not contact any member of the City Council or staff with respect to this RFEI at any time prior to the award of a contract or the termination of this RFEI other than as permitted as an enquiry identified in this RFEI. The City may reject the Submission of any Respondent that makes any such contact.

2.10 No Contract

This is not a tender process and is not intended to create a contractual relationship between the City and the Respondent. By issue of this RFEI document, the City intends to reserve itself to absolute and unfettered discretion to invite, consider and analyze Submissions, select Preferred Respondent(s) and negotiate with or issue a Request for Proposals to Preferred Respondent(s) or cancel this RFEI process as the City considers desirable.

2.11 No Obligation

The City reserves the right to accept or reject any or all Submissions or cancel this RFEI at any time. Award of the project would be subject to budget approval.

2.12 Evaluation Criteria

The evaluation of Submissions will be undertaken on behalf of the City by an evaluation team. The evaluation team may consult with others including City staff members, third party consultants and references, as the evaluation team may in its discretion decide is required.

The evaluation team will compare and evaluate all Submissions to determine the Respondent's strength and ability to provide the Services in order to determine the Submission which is most advantageous to the City using the following criteria:

Corporate – 25 points

- Recent demonstrated successful municipal (or similar type organization) experience with implementation of an DAM system of similar size, scope, and complexity.
- Qualified and experienced project team
- Ability to conform to legislated requirements and City policies and procedures such as the Freedom of Information and Protection of Privacy Act and City records policies

Technical – 30 points

- Software functionality and suitability, and integration with existing City of Coquitlam systems
- Proven implementation methodology, plan and schedule, key deliverables and success factors
- Proven training strategy
- Ability to meet a majority of requested features
- Quality assurance, support, maintenance and upgrade plans

Financial – 15 points

- Total Price to include purchase cost, implementation costs, training costs, ongoing software support, maintenance and/or subscription costs for a specified time period.

Demonstration – 20 points

- Short-listed respondents may be required to provide a demonstration of their proposed DAM System
- The demonstration will be evaluated and the results will be included in the overall scoring

The evaluation team will not be limited to the criteria referred to above, and the evaluation team may consider other criteria that the team identifies as relevant during the evaluation process. All criteria considered will be applied evenly and fairly to all Submissions.

The evaluation team may, at its discretion, request clarification or additional information from a Respondent with respect to its Submission, and the evaluation team may make such requests to only selected Respondents. The evaluation team may consider such clarifications or additional information in evaluating a Submission.

The Submission and resumes provide Respondents with the opportunity to demonstrate their strength in the above criteria.

2.13 Selection Process

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

Based on the evaluation results, the City will create a short list of highest ranked Respondents. The City may, at its discretion, request demonstrations and/or a proof of concept and interview one or more of the highest ranked Respondents; or request clarifications or additional information from a Respondent with respect to any Submission.

2.14 Negotiation

The City may negotiate directly with the highest ranked Respondent or request further revised price proposals from one or more of the selected Respondents to provide the Services, at time of confirming all defined options that will meet the City's needs.



City of Coquitlam

REQUEST FOR EXPRESSIONS OF INTEREST

RFEI No. 21-056

Digital Asset Management System

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

Tuesday August 31, 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: RFEI 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

Submitted by: _____
(company name)

1. CORPORATE PROFILE

Respondent is to provide the following information.

Corporate		
a)	Registered Business Name	
b)	Operating Business Name	
c)	Location and address of Head Office	
d)	Number of Years in Business	
e)	Number of Employees	

2. PROJECT UNDERSTANDING

Provide a detailed narrative as to the Respondent’s understanding of the project objectives, outcomes and vision:

3. PRICE

Respondent is to provide pricing estimate for evaluation purposes. All Prices to be stated in Canadian (CDN funds)

Price for Supply & Implementation of Software		
Prices are requested as part of this RFEI process for the City’s budget and planning purposes.		
Name of Software:		
Item	Description	Price (exclude PST & GST)
1.	Initial Software Licence Cost	\$
2.	Implementation & Configuration Services (incl. travel expenses if applicable)	\$
3.	Integration Services (incl. travel expenses if applicable)	\$

4.	Administrator and End-User Training	\$	
5.	Software Support, Maintenance and/or Subscription for initial one-year term	\$	
6.	Total (exclude PST & GST)	\$	
7.	Subsequent Years – Example: Years 2 through 5 – Software Upgrades, Support, Maintenance and/or Subscription – Price per year	Year 2	\$
		Year 3	\$
		Year 4	\$
		Year 5	\$
8.	Price for adding additional licences in future years (specify licence metric)	\$	
9.	Hourly rate for additional professional consulting services	\$	
10.	Advise if there would be any additional costs associated with the software or services (describe below)	\$	
11.	Confirm price will be held until:		

4. SOFTWARE AND SUPPORT

Item	Description	Provide Details
1.	Software Name and Version	
2.	Provide Technical details concerning software functionality, how it will meet the City’s business needs as outlined in Section 1.4 and how it would integrate with the City’s current systems (attach specifications)	
3.	How is the software licensed? (Named-user, concurrent-user, server-based, storage etc.)	
4.	Training – provide information regarding end-user and administrator training, including training materials and documentation;	
5.	How do we access support? (email, phone, web)	
6.	What are the hours of availability and response time for support?	
7.	What support services are chargeable during the support period?	
8.	What support services are non-chargeable during the support period?	

9.	Describe the process and frequency for providing upgrades and patches for the software.	
10.	How is annual support, maintenance and/or subscription price increases determined? (Locked in at purchase, capped at a percentage, tied to an index such as CPI, etc.)	
11.	Confirm your company will be able to provide a Privacy Impact Assessment upon request by the City	
12.	Confirm your company is willing to enter into an agreement with the City containing our standard privacy, security and records management language – see Appendix A	

5. SOFTWARE-AS-A-SERVICE (SAAS) MODEL

If a hosted or SaaS model is being proposed, please provide the following information.

Item	Description	Provide Details
1.	Where is the solution and platform, including data backups, hosted (e.g. by respondent or 3rd party)? Please include flows of information in transit and at rest. Note: solutions hosted outside Canada are subject to additional privacy regulations than Canada based solutions.	
2.	How is the data protected?	
3.	How is the data backed up?	
4.	What controls are in place for intrusion detection, perimeter security, physical security and security patching?	
5.	Who has access to the data and why?	
6.	Do staff outside of Canada have access to the data?	
7.	What policies and procedures are in place to detect, prevent and mitigate the unauthorized access, use or disclosure of personal information?	
8.	Have there been any instances of the unauthorized access, use or disclosure of personal information in the last two years? Please describe.	
9.	How are security incidents and breaches reported internally and to clients?	
10.	What is your high-level disaster recovery plan and how is client information protected in such an event?	
11.	Who owns the data collected during and after the services have been terminated, or if the firm goes out of business?	
12.	How will the City get its data back in the event the Consultant goes out of business?	
13.	How are routine reviews of your security and disaster recovery environments undertaken?	

14.	How is third-party verification of your security and disaster recovery environments undertaken?	
15.	What is your Service Level Agreement (SLA) and associated terms, including performance and latency targets? (Please attach) If applicable, provide information on recommended infrastructure to reach these targets.	
16.	Do you share customer data with any third-parties?	
17.	What information is collected from users when they visit your site and why (i.e. IP addresses, device IDs...)	
18.	Do you host your own cloud or will you be using another company to provide a hosting solution? If yes, please provide name of said company.	

6. FUNCTIONAL REQUIREMENTS

	Description	Detailed Description of Functionality	Additional Cost for Functionality if Applicable
1.	Capable of scaling to over 2000 users.		
2.	Purging/deletion capabilities		
3.	Ability to relate digital assets to each other		
4.	Ability to create a hierarchy of files		
5.	Ability to store video, photo, and design file assets		
6.	Ability to provide granular security permissions based on user and group.		
7.	Ability to quickly and easily search assets by content or theme based on tagging of assets or through intelligent search methods		
8.	Ability to integrate either directly or indirectly with the City's OpenText eDOCS Coquitlam Enterprise Document Management System (CEDMS)		
9.	Ability to integrate with Quest, the City of Coquitlam Archives Online Search Portal		
10.	Ability to enable easy export/transfer of assets and related descriptive and technical metadata		

11.	Ability to easily migrate existing assets to the new DAM system		
12.	Ability to apply descriptive metadata (i.e. tag/catalogue) assets		
13.	Ability to integrate with Active Directory to automate account creation		
14.	Ability for City staff to manage, track and report on the usage of all assets		
15.	Ability to provide approval workflows for the creation of digital assets by users		
16.	Provides self service options for users to locate, access, and use digital assets		
17.	Ability to purge information from the system either manually or on a retention schedule		
18.	Ability to attach copyright permissions forms to assets.		
19.	Ability to integrate with Multi-Factor Authentication and Single Sign-On solutions		
20.	Does your platform allow for customized consent mechanisms? If yes, how is consent tracked and how long are the records maintained?		

7. METHODOLOGY

Outline the methodology for a successful software implementation including the integration to the City’s current technology. Describe the key deliverables, success factors and acceptance criteria.

8. TRAINING

Provide detailed information for end user and administrator training, including training format, materials, and duration. Training to be provided by supplier. The City’s preference is for virtual delivery of training.

9. TIMELINES

Include projected schedules and timeline required to implement the software.

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10. KEY PERSONNEL

List key personnel that would be involved in the project.

Name	Role and Responsibility	Years with Firm	Qualifications and Experience

11. SUB –CONSULTANTS

Provide information on the sub-consultants that would be utilized on the project.

Sub-Consultant	Tasks	Relevant Experience	Qualifications

12. EXAMPLES OF SUCCESSFUL PROJECTS – RECENT EXPERIENCE AND REFERENCES

Experience should include recent contracts similar in size, scope and complexity to the City of Coquitlam.

By submitting a response, Respondents authorize the City to verify information provided to confirm client satisfaction and demonstrated success. The City will not discuss or disclose information provided with any Respondent.

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	

13. SUSTAINABLE BENEFITS

Briefly describe your company’s social, economic and environmental initiatives, innovations, and practices and how those would benefit the City.

14. VALUE ADDED BENEFITS

What other information is not requested here but which you think the City should consider in evaluating your company?

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

15. CONFLICT OF INTEREST DECLARATION

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

16. ADDENDA

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

Addendum	Date Issued

17. AUTHORIZATION

We hereby submit our Submission in response to this RFEI and agree to the rules of participation as outlined in the RFEI and the Instructions to Respondents.

The signature is an authorized person of the organization and declares the statements made in their Submission are true and accurate.

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

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