

City of Coquitlam

Request for Proposals

RFP No. 22-017

Development & Building Permit Application Portal

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[PROPOSAL SUBMISSION FORM](#)

[APPENDIX A – City of Coquitlam Technical Environment](#)

SUMMARY OF KEY INFORMATION

RFP Reference	<p align="center">RFP No. 22-017</p> <p align="center">Development & Building Permit Application Portal</p>
Overview of the Opportunity	The purpose of this RFP is to invite Proposals from qualified firms for the provision of a Development & Building Permit Application Portal .
Closing Date and Time	<p align="center">2:00 pm local time</p> <p align="center">Thursday, June 02, 2022</p>
Instructions for Proposal Submission	<p>Proposals 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: RFP Number and Name 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.</p> <p>The City reserves the right to accept Proposals received after the Closing Date and Time.</p>
Obtaining RFP Documents	<p>RFP Documents are available for download from the City of Coquitlam's website: https://www.coquitlam.ca/Bid-Opportunities</p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: Instructions to Proponents
Questions	Questions are to be submitted in writing quoting the RFP number and name up to 3 business days before the Closing Date sent to email: bid@coquitlam.ca
Addenda	Proponents are required to check the City's website for any updated information and addenda issued, before the Closing Date at the following website: https://www.coquitlam.ca/Bid-Opportunities
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.
Terms and Conditions of Contract	City of Coquitlam Standard Terms and Conditions - Purchase of Goods and Services are posted on the City's website and will apply to the Contract awarded as a result of this RFP.

DEFINITIONS

“Agreement” “Contract” means the contract for services or City Purchase Order that will be issued to formalize with the successful Proponent through negotiation process with the City based on the proposal submitted and will incorporate by reference the Request for Proposals, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“Contractor” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and works.

“City” “Owner” means City of Coquitlam;

“Price” means the amount that will be paid by the City to the Contractor for delivery and acceptance of goods and Services;

“Project Manager” means the City staff member appointed to coordinate the work;

“Proponent” means responder to this Request for Proposals;

“Proposal” means the submission by the Proponent;

“Request for Proposals” “RFP” shall mean and include the complete set of documents, specifications and addenda incorporated herein, and included in this Request for Proposals;

“Services” “Work” “Works” means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor;

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

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

1 INSTRUCTIONS TO PROPONENTS

1.1 Purpose

The City of Coquitlam requests Proposals from professional, qualified, experienced companies for supply, delivery, installation and configuration of **Development & Building Permit Application Portal**. Refer to **Section 3, Scope of Services** for further details.

1.2 Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

1.3 Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [Instructions to Proponents](#).

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

1.4 Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

1.5 Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City will evaluate those departures as per Evaluation Criteria.

1.6 Evaluation Criteria

Evaluation Criteria of each proposal will be determined in accordance with the following:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	20

Technical	40
Financial and Value Added	20
Demonstration	20
Total	100

The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate

- Proponent’s qualifications, experience, and demonstrated performance providing services of similar size, scope and complexity
- Recent demonstrated successful municipal (or similar type organization) experience with implementation of a Portal of similar size, scope, and complexity.
- Qualified and experienced project team
- Subcontractors
- 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

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

Financial

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

Demonstration

- Short-listed respondents may be required to provide a demonstration of their Portal system (Standard script will be provided by the City.)
- The demonstration will be evaluated and the results will be included in the overall scoring

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

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

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

These criteria will be used to determine best overall value to the City as well as any other criteria that may become evident during the evaluation process.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the work outlined in this RFP.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, transportation, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licenses, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

1.7 Eligibility

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

- a) Commercial General Liability (CGL) insurance \$5M coverage provided on the [City's Standard Insurance Form](#)
- b) Be registered and provide WorkSafeBC clearance
- c) Privacy Impact Assessment (PIA)
- d) Accept the City's standard Terms and Conditions posted on the City's website: [Standard Terms and Conditions - Purchase of Goods and Services](#)

1.8 Specifications and Alternatives

Wherever the Specifications state a brand name, make, name of manufacturer, trade name, or Supplier catalogue number, it is for the purpose of establishing a grade or standard. It is not intended to rule out competition from equal brands or makes. If vehicles or equipment other than that specified is offered, it is the Proponent's responsibility to provide information in its Proposal that enables the City to confirm equivalency and acceptance.

Except where stated otherwise, **Section 3, Scope of Services**, describes what is considered necessary to meet the performance requirements of the City and Proponents should consider this in its Proposal. If the Proponent cannot meet Specifications, the Proponent may identify and offer an alternative which it believes to be an equal or better alternative.

Special consideration may be given to accessibility of the various units which require periodic maintenance and ease of operation.

Proponents shall clearly indicate any variances from the City's Specifications or conditions and attach descriptive literature.

Proponents may also propose alternative equipment which meets the majority of the specifications if it is immediately available for delivery. The City will review proposed alternative equipment for suitability in order to take delivery sooner; however, the City is not obligated to accept any alternatives. The City will determine what constitutes acceptable deviations and overall best value.

Proponents are to provide environmentally efficient equipment and services wherever possible. If there are known alternatives or substitutions for such materials that would mitigate the effects of any adverse conditions on the environment, the Proponent agrees to advise the City of such alternatives or substitutions.

1.9 Project Timelines

- The successful Proponent will commence work on approximately **July 4th, 2022**.
- Using the Agile Methodology, the first major release is to be completed on or before **November 30th, 2022**; and subsequent releases are to follow.
- The overall project is to be substantially completed on or before **April 30th, 2023**.

Final acceptance is to be completed by **May 31st, 2023**.

1.10 Examination of Proposal Documents

The Proponent must carefully examine the Proposal Documents. The Proponent may not claim, after the submission of a Proposal, that there was any misunderstanding with respect to the requirements and conditions imposed by the City.

There will be no opportunity to make any additional claim for compensation or invoice for additional charges that were not considered and included in the Proposal price submitted, unless the City, at its sole discretion, deems that it would be unreasonable to do so, or there are additional work requirements due to unforeseen circumstances.

All information in this RFP Document, Site Visit and any resulting Addenda will be incorporated into any contract between the City and the successful Proponent, and therefore must be considered by the Proponent in preparing their Proposal.

2 GENERAL CONDITIONS OF CONTRACT

2.1 Terms and Conditions of Contract

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), as published on the City's website, the Conditions listed below, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

PROJECT SPECIFIC TERMS AND CONDITIONS

2.2 Regulatory and Compliance Requirements

Contractor is to comply with the latest British Columbia Building Code, and Canadian Electrical Code, including all provincial and other amendments, and local by-laws. When multiple codes and/or regulations apply, follow the most stringent provision:

- Freedom of Information and Protection of Privacy Act, RSBC 1996, c 165 (FIPPA)
- Canadian Standards Association (CSA)
- Canadian Electrical Code (CE)
- Worker's Compensation Act;

2.3 Inspection of Services

- a) All Services provided shall be subject to inspection and shall meet the approval of the City. If they are not approved, the City shall have the right to reject them or to require correction.
- b) Acceptance or rejection of the Work shall be made as promptly as practical, but failure to accept or reject the Work shall not relieve the Contractor from responsibility for Services provided not in accordance with the Contract.
- c) The City will not be deemed to have accepted the Services by virtue of a partial or full payment for it.
- d) The City shall be the final judge of all Services and its decisions of all questions in dispute will be final.

2.4 Qualified Personnel

All Work shall be performed by skilled persons in strict accordance with the applicable Municipal, Provincial, Federal and other laws, regulations, standards, codes, etc. All workmanship and materials will be subject at any time to the inspection and approval of the City.

The Contractor and persons hired by it to perform the Work shall at all times be properly attired and shall be courteous to the public and all other trades / work crews, and perform the Work in a manner that minimizes any inconvenience or nuisance to the public

2.5 On-Site Hazards

The Contractor is to make themselves aware of any and all on-site hazards including but not limited to underground and overhead utilities in or near to the Work area and to take every precaution necessary to eliminate any risk that may exist. If an on-site hazard exists that is

causing or may cause injury to any person(s), the Respondent is to take immediate action to mitigate risk and damage, and then to notify the City's contact person.

The locations of all such hazards are to be investigated and verified in the field by the Contractor.

2.6 Damage and Defects

The Contractor shall use due care so that no persons are injured, or no property damaged or lost in providing the services. The Contractor shall be solely responsible for all loss, damages, costs and expenses in respect of any injury to persons, damage of property, or infringement of the rights of others incurred in the performance of the services or caused in any other manner whatsoever by the Contractor or its employees.

The Contractor shall rectify any loss or damage for which, in the opinion of the City, the Contractor is responsible, at no charge to the City and to the satisfaction of the City.

Alternatively, the City may repair the loss or damage and the Contractor shall pay to the City the costs of repairing the loss or damage upon demand from the City. Where, in the opinion of the City, it is not practical or desirable to repair the loss or damage, the City may estimate the cost of the loss or damage and deduct such estimated amount from the amount owing to the Contractor.

2.7 Hours of Work

Unless otherwise advised the Contractor shall carry out the Work during regular business hours, and in compliance with the City's Noise Bylaw. Permits will be required for Work outside of normal Working hours. The Contractor shall be responsible for obtaining any such permits.

2.8 Scheduled After Hours Services Requests

Contractors must have personnel available to work on weekends and outside of normal working hours, when requested by the City.

3 SCOPE OF SERVICES

3.1 Background

The City has been using the AMANDA system since 1996 to track all land development applications. The City has recently gone through an extensive upgrade to AMANDA 7, and the City plans to continue using the AMANDA system for back office application tracking and processing.

In 2017, an internal review of the City of Coquitlam Development Application Process was conducted. And in 2018, the City of Coquitlam launched the local Development Application Process Review (DAPR) to achieve operational efficiencies, increase the use of automation and enhance customer service. Since inception, DAPR has evolved into a program housed in the Planning and Development Department and has resulted in successful outcomes in these key areas.

Seeing the successful outcomes of the DAPR program, the City would like to further leverage on the use of automation via technology to enhance customer service by undertaking the Development and Building Permit Application Portal Project.

3.2 Business Needs

The City has seen a steady increase to development and building permit applications. As part of this growth there has also been a transition in the demand for large high-density mixed-use construction. Resulting from this, the City has experienced not only an increase in application volumes, but also an increase in application scope and complexity.

Furthermore, challenges were identified through the City's DAPR program with respect to the current development and building application process. The challenges included:

- Incomplete and inadequate application submissions
- The number of review and referral iterations required on a single application to ensure that all cross-departmental requirements are adequately addressed
- Gaps in communication between the applicant and the file manager.

In order to respond to the opportunities and challenges, there is a pressing need for the City to:

- 1) Modernize application intake, customer collaboration tools, and digital workflows in order to more efficiently manage, process and track the high volume of applications through the various approvals processes in a timely manner; especially with the larger complex development types that require significant internal and external referrals.
- 2) Increase the City's transparency and responsiveness which is a feedback from applicants both large and small.

With the introduction of a digital Portal under the Development and Building Permit Application Portal Project, applicants will be able to:

- 1) Submit their application and supporting documents 24/7 without having to come to City Hall.

- 2) Track their application as it progresses through the various review and approval phases, and receive notifications when there are updated comments.

Implementing this digital Portal will also help to position the City well to be able to adapt and integrate other future technological capabilities. For instance, enhanced metrics for disaggregated data to support the City in better responding to the community needs and virtual City building to support 3D reviews and improved communication with the public.

3.3 System Requirements

The Portal should provide a majority of the following high-level features to meet the business needs of the City as described in Section 3.2.

a) Compliance

- On-premise or cloud-based solution is accepted
- For cloud-based solutions:
 - Service Level Agreement (SLA)
 - Must ensure security and user privacy, including compliance with FIPPA requirements and BC Privacy Legislation. Refer to <https://www.oipc.bc.ca> for more information.
- Must be Payment Card Industry (PCI) compliant
- Must operate on most current web browsers and be HTML5 compliant
- Ability to be used on most current mobile phones, tablets, laptops, and devices
- Ability to handle large PDF files with/without mark-ups
- Ability to accept large 3D building model files
- Ability to accept drawings with digital signature & electronic seal
- Support meta-data so the relevant document can be easily retrieved by both the applicant and the City.

b) Integration

- Ability to seamlessly integrate with Granicus AMANDA 7 system, and comply with the technical environment identified in Appendix A
- Ability to utilize the AMANDA system as a document repository

c) Automated Email Notification

- Ability to send automated email notifications upon:
 - Applicant completing and submitting an application
 - Any update of the application status
 - Any new files / new version of files being uploaded for a specific application

d) Checklist

- Ability to provide a checklist function for documents required for each application stage

e) Fees Paying

- Ability for applicant to pay fees online and comply with Payment Card Industry (PCI) standard

f) Account Management

- Ability to support “one-to-many” relationship between applicant and development / permit applications
 - Ability to show the status of each development / permit applications
 - Ability to show the history of communication with City staff
 - Ability to provide internal validation to cross-check if the applicant already has a profile in the system, so as to avoid data / profile duplication
- Provide account management capabilities including:
 - Create a new account
 - Forgotten password / reset password
 - Update profile including contact information such as email address
- Profile is password protected with complex password requirements

g) Access

- Accessible to the public 24/7
- Ability to allow the applicant to add access for other people (e.g. applicant representative) so that other people could access / submit information on the applicant’s behalf
- Ability for applicant to save the incomplete application and resume to complete it later

h) Reporting

- Provide reporting functionalities on how many applications are coming in through the Portal

i) Search

- Provide search function on current Development and Building Permit Applications under review or recently approved. The information should include, but is not limited to
 - Development / Building Permit proposal description
 - Application / Project number
 - Address(es) of related property(ies)
 - Application submission date
 - Stage in the process
 - Name of the applicant / Applying organization
 - Name and contacts of the File Manager
 - Relevant public documentation such as
 - Council reports
 - Public drawings and images
 - Public opportunities to provide input either at developer led Public Information Meetings or Public Hearings

j) Guide

- Provide applicant the instruction on how to finish the application submission process.
- Provide contact information of Planning / Building Permit front counter staff, if the application submission is not complete.

3.4 Support Requirements

Proponents at a minimum must provide the following for a five (5) year term, any cost associated with onsite installation of equipment must be detailed in the proposal:

- 24x7 support for Severity 1 issues
- Fast response times for critical issues
- Unlimited number of support requests
- Remote Support
- Online access to documentation and technical resources, knowledge base, discussion forums

3.5 Manufacturer-Authorized

Contractor must be authorized by the manufacturer to sell equipment where such authorization is granted by the manufacturer. The relationship with the manufacturer must be direct and not indirect through a third party.

3.6 Extra Work

The Contractor must receive written approval from the City prior to commencing any additional Works which will affect the project cost or schedule. A Change Order form must be submitted in the event the Contractor fees exceed the original proposed purchase order amount. In this situation the Contractor will be requested to submit scope of Work change alternatives to meet the budget.

A separate schedule of values is required as supporting documentation to the invoice for all additional Services.

Any invoice encompassing extra Work or additional Work not previously approved in writing will not be accepted by the City.

3.7 Rejected Work

Defective Work, whether the result of poor workmanship, use of defective products or damage through carelessness or other act or omission of the Contractor, shall be rectified at the Contractor's expense.

3.8 Frequency of Invoicing

Contractor to invoice on a monthly basis.

3.9 Clean Up

At the end of each day the Contractor shall ensure the site is safe and secure and, at the conclusion of Work, the Contractor shall clean out all debris promptly remove any equipment or materials and leave the site of the Work in a clean and tidy condition.

Appendix A – City of Coquitlam Technical Environment

CURRENT TECHNOLOGY

Desktop PCs	Windows 10 Enterprise LTSC 1809
Servers	Windows Server 2016 and 2019 Standard
VMWare	ESXi 6.5 (upgrading to ESXi 6.7)
VMWare	vSphere 6.7
Database	Oracle 12.1 and 19c, Oracle VM
LDAP	Active Directory Functional Level 2016 (replicated to Azure AD)
Relevant Applications	Granicus AMANDA 7.6.3 (upgrading to 7.9.0) OpenText eDOCS DM 16.4 (CEDMS) Bluebeam Revu Standard 2016.5 CivicPlus CivicEngage Website CMS Esri ArcGIS Server and ArcGIS Online Microsoft Office 2016 Professional+



City of Coquitlam

REQUEST FOR PROPOSALS

RFP No. 22-017

Development & Building Permit Application Portal

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

Thursday, June 02, 2022

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

1. In the "Subject Field" enter: RFP 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.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

Legal Name of Proponent	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1.

DEPARTURES AND AWARD

a) CONTRACT - I/We have reviewed the City's Standard Terms and Conditions - Purchase of Goods and Services and would be prepared to enter into an agreement that incorporates the City's Stand Terms and Conditions, amended by the following departures (list, if any):	
Section	Requested Departure(s) / Alternative(s)
b) SERVICES - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):	
Requirements – Requested Departure(s) / Alternate(s) / Addition(s)	
c) AWARD - For eligibility of award, the City requires the successful Proponent to complete and have the following in place before providing the Goods and Services.	
i. WCB - WorkSafe BC coverage in goodstanding and further, if an "Owner Operator" is involved, personal operator protection (P.O.P.) will be provided:	WCB Registration Number:
ii. Insurance – Provide Insurance coverage as per the City's Standard Insurance Form	
iii. Vendor Info - Complete and return the City's Vendor Profile and Electronic Funds Transfer Application (PDF)	
iv. Business License - A City of Coquitlam or Tri Cities Intermunicipal Business License	
As of the date of this Proposal, we advise that we have the ability to meet all of the above requirements except as follows (list, if any):	

2. CORPORATE

a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):	
i.	Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):
ii.	Proponent is to state relevant experience and qualifications as to the Services requested in the RFP:
iii.	Proponent is to provide a narrative as to their demonstrated ability to provide the Services requested in the RFP :
iv.	Proponent is to describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Proponent may have ongoing:
b) REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):	
Reference No. 1	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	

Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 2	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 3	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

c) KEY PERSONNEL – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City’s written approval.

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				
iv.				
v.				
(use the spaces provided and/or attach additional pages, if necessary)				

d) SUB-CONTRACTORS - The following Sub-contractors will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these subcontractors without the City’s written approval:

Sub-Contractor No. 1	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

e) SUB-CONTRACTORS - The following Sub-contractors will be utilized in provision of the Services and will comply with all the terms and conditions of this RFP. No changes, additions or deletions are to be made to these subcontractors without the City’s written approval:

Sub-Contractor No. 1	
Legal Name	
Trade/Services Performed	
Background and Experience	
Contact Information	Name:
	Phone Number:
	Email Address:

3. TECHNICAL

a) APPROACH and METHODOLOGY	
Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the work.	
I. Delivery, Set-Up and Execution	Provide details as to how your organization would approach this project and engage with the City. Identify all the steps to be taken; hours/days that would be required of City staff and Proponent team; all project phases including consultation, design, development, testing, training and implementation. Identify any challenges you anticipate in this project and how you propose to mitigate them.
II. Quality Assurance	Provide the measures the Proponent will use to maintain quality control for the Services being performed.

b) 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 3.2 and how it would integrate with the City's current systems (see Appendix A)	
3.	How is the software licensed? (Named-user, concurrent-user, server-based, storage etc.)	
4.	Training & Documentation – 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 (PIA) 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	

c) 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.	

d) FUNCTIONAL REQUIREMENTS (High-level)					
ID	Description	Required / Preferred	Yes/ No	Detailed Description of Functionality	Additional Cost for Functionality if Applicable
3.3.1 & 3.3.2	All Compliance and Integration system requirements as referenced in section 3.3 are “Required”.	Required			
3.3.2	Document Repository (Part of Integration with AMANDA)				
3.3.2.1	Allow the applicant to upload and submit required documents, including Change Orders and	Required			

	Certificate of Insurance with its due date				
3.3.2.2	Allow applicant to digitally submit requested new and updated documentation for his/her existing application under review.	Required			
3.3.2.3	Allow the applicant to see the list of missing documents required for complete application submission	Required			
3.3.2.4	Allow the applicant to see the list of requested new and updated documentation for re-submission, if applicable	Required			
3.3.2.5	Allow the applicant to see what documents has been submitted and their relevant statuses & versions	Required			
3.3.2.6	Pass document to the AMANDA system for staff to access them.	Required			
3.3.2.7	Allow applicant to access digital documentation provided by City staff. For example: a. Documentation which includes application / project requirements b. Corrections Letter or Review Letter c. Documents previously submitted by the applicant (including the date when the documents were submitted) with the ability download and view d. Inspection Report	Required			
3.3.2.8	Ability to differentiate between documents of new application submission and revision submission	Required			
3.3.2.9	Links to Council Reports and minutes for the specific relevant application	Required			
3.3.3	Automated Email Notification				

3.3.3.1	Email applicant confirmation upon successfully completing the application and submitting it. The confirmation email may include: a. A link to a feedback questionnaire to understand the applicant's overall experience of the Portal b. Links to external resources	Required			
3.3.3.2	Notify the Front Counter staff via email or other means that a new completed application has been submitted, and that the Front counter staff can see the applicant's contact information	Required			
3.3.3.3	Notify the Front Counter staff and File Manager via email or other means when new files are submitted for incomplete applications.	Required			
3.3.3.4	Email applicant with the updated status and the date (e.g. "Out for Referral") when the File Manager refers the application to other City departments and the application status is changed in AMANDA.	Required			
3.3.3.5	Notify the File Manager via email or other means when the applicant submits new files / new version of files for existing application	Required			
3.3.3.6	Email Applicant after the submitted drawing/document has been reviewed or commented by the relevant City department, and approved by the File Manager to be sent back to the applicant. E.g. "Your plumbing drawing is back."	Required			
3.3.3.7	Email applicant to remind them about outstanding fees coming up due.	Required			
3.3.4	Checklist				
	Provide applicant with checklist of documents required for each stage of the application process.	Required			

	Applicant will not be able to go onto to the next stage until all checklist documents have been uploaded.				
3.3.5	Pay Fees				
3.3.5.1	Allow applicants to pay relevant application fees	Required			
3.3.5.2	Allow applicant to see: a. What payments they have already made under a “Project Number” or “File Number” b. What payments are outstanding under a “Project Number” or “File Number”, or the process cannot continue c. What payments are due and at a what point in the overall process for the specific project	Required			
3.3.5.3	Notify the relevant City department via email or other means that the applicant has paid the relevant fee so the business process can move forward.	Required			
3.3.5.4	Only when the relevant fee is paid could the application move forward to the next stage, including permit issuance	Preferred			
3.3.6	Process Timeline				
3.3.6.1	Display a visual process timeline indicating at which stage the application is at	Preferred			
3.3.6.2	Display critical milestones of the process e.g. Council meeting, 1st Hearing, 2nd Hearing, 3rd Hearing, Public Information meeting.	Preferred			
3.3.7	Account Management				
3.3.7.1	Each applicant will have a unique login to the Portal.	Required			

3.3.7.2	The applicant can “Save” the incomplete application and go back to it later to complete it before submitting.	Required			
3.3.7.3	The applicant can find his/her existing application, and a history of applications submitted, with appropriate status including those that are complete.	Required			
3.3.7.4	If the applicant has multiple applications / projects, the applicant can see the status of each of the application (e.g. “Accepted”, “Referred”, etc.), and what is pending in order for the application to move forward, (e.g. “Pending Full Fee Payment”, “Pending Plumbing Drawing Approval.”	Required			
3.3.7.5	The Portal will provide the search/filter capabilities to allow the application to display only certain applications (e.g. by status, project number, etc.)	Required			
3.3.7.6	The applicant needs to be able to see the history of communication with City staff through the Portal.	Preferred			
3.3.7.7	Change to the status of the application (e.g. “Accepted”, “Referred”) are displayed in the Portal with associated dates	Required			
3.3.7.8	The Portal needs to allow the applicant to provide information required for completion of the application (e.g. applicant contact information, owners of property contact information and etc.)	Required			
3.3.7.9	The Portal will provide internal validation to cross-check if the	Required			

	applicant already has a profile in the system, so as to avoid data / profile duplication.				
3.3.7.10	Provide account management capabilities including: a. Create a new account b. Forgotten password / reset password c. Update profile incl. contact information such as email address d. Profile is password protected with complex password requirements	Required			
3.3.8	Access				
3.3.8.1	Accessible to the public 24/7	Required			
3.3.8.2	The Portal needs to allow the applicant to add access for other people (e.g. applicant representative) so that other people could access / submit information on the applicant's behalf	Required			
3.3.9	Resources & Links				
3.3.9.1	Provide a library of links of other department specific forms that the applicant may have to fill out.	Preferred			
3.3.10	Reporting				
	Provide reporting functionalities on number of applications submitted along with other relevant metrics	Required			
3.3.11	Search				
	The Public to find information on current Development and Building Permit Applications under review or recently approved. The information should include, but is not limited to a. Development / Building Permit proposal description b. Application / Project number	Preferred			

	c. Address(es) of related property(ies) d. Application submission date e. Stage in the process f. Name of the applicant / Applying organization g. Name and contacts of the File Manager h. Relevant public documentation such as: - Council reports - Public drawings and images - Public opportunities to provide input either at developer led Public Information Meetings or Public Hearings				
3.3.12	Guide				
3.3.12.1	The Portal will provide the applicant with assistance to choose the correct application type (e.g. Development Permit, Building Permit, Rezoning application and etc.)	Preferred			
3.3.12.2	The Portal will provide instruction on the application submission process	Required			
3.3.12.3	The Portal will provide contact information of Planning / Building Permit front counter staff, if the application submission is not complete.	Required			
3.3.12.4	The Portal will provide mouse-over definition or external links on key questions and terms that the applicant may not understand.	Preferred			

4. FINANCIAL

a) Price for Supply & Implementation of Software		
PRICE - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST):		
Name of Software:		
Item	Description	Price (exclude PST & GST)
1.	Initial Software License 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 <div style="text-align: right;"> Year 2 Year 3 Year 4 Year 5 </div>	 <div style="text-align: center;"> \$ \$ \$ \$ </div>
8.	Price for adding additional licenses in future years (specify license 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)	\$

Attention Purchasing Manager:

5. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City's website www.coquitlam.ca/Bid-Opportunities and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services, submit this Proposal in response to the RFP.
6. **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, agree to the City's [Standard Terms and Conditions - Purchase of Goods and Services](#) and will accept the City's Contract as defined within this RFP document.
7. **I/We acknowledge** receipt of the following Addenda related to this Request for Proposals and have incorporated the information received in preparing this Proposal.

Addendum No.	Date Issued

This Proposal is submitted this ____ day of _____, 20____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

Name of Proponent	
Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.