



**CITY OF COQUITLAM  
REQUEST FOR INFORMATION AND QUALIFICATIONS  
RFIQ No. 14-02-04**

**Microsoft Enterprise Agreement Renewal  
and  
Software License Management Services**

**Submissions will be received on or before 2:00 pm local time  
Tuesday, April 8, 2014  
("Closing date and time")**

**Request**

The City of Coquitlam ("City") is issuing a Qualifications-Based Selection ("QBS") process to select a partner to process the Renewal of the City's Microsoft Enterprise Agreement and provide Software License Management Services.

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

**Term**

The term of the contract for the Microsoft License renewal will be in effect for four (4) years.

The contract for all other Software License renewal services will be in effect for a four (4) year term.

The terms may be renewed for additional years based on mutual agreement of price and service.

### Microsoft Enterprise Agreement

The following is a list of products the City is renewing:

Product Description	Part Number (SKU)	Quantity
ProDsktp ALNG SA MVL	A07-00042	650
Prjct ALNG SA MVL	076-01912	75
VisioPro ALNG SA MVL	D87-01159	32
VisioStd ALNG SA MVL	D86-01253	33
ExchgSvrEnt ALNG SA MVL	395-02504	1
ExchgSvrStd ALNG SA MVL	312-02257	1
OfficeCommsSvrEntCAL ALNG SA MVL DvcCAL	KMA-00240	650
OfficeCommsSvrStd ALNG SA MVL	KNA-00235	1
OfficeCommsSvrStdCAL ALNG SA MVL DvcCAL	KLA-00184	650
SQLSvrStd ALNG SA MVL	228-04433	1
SQLSvrWkgrp ALNG SA MVL 1Proc	A5K-01371	1
WinRmtDsktpSrvcsCAL ALNG SA MVL UsrCAL	6VC-01254	50
WinSvrDataCtr ALNG SASU MVL WinSvrStd 1Proc	P71-01541	8
WinSvrEnt ALNG SASU MVL WinSvrStd	P72-00815	2
WinSvrStd ALNG SA MVL	P73-00	60

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

### RFIQ Submission and Evaluation Criteria

Responses to this RFIQ (“Submissions”) should be brief, clear, concise (max 20 pages) and address the following criteria listed in no order of precedence.

#### Experience, Reputation, Capacity and Resources

- Company(s) and proposed team experience in managing clients of comparable size, scope and complexity;
- Demonstrate independence (i.e. not affiliated with any specific provider of goods or service);
- A description of the Inside sales team and comprehensive details of all services provided;
- Confirmation that the company is an Authorized Microsoft Licensing Solution Provider (LSP);
- References from recent clients, description of similar services provided; indicating project, duration and client contact details; refer to Appendix A.

### Support Services

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

### Financial, Sustainability and Value Added

- Value Added – ie: what is exceptional about your company and what benefits would be provided to the City;
- Sustainability - innovation and practises in balancing social, economic and environmental considerations;
- Confirm access to B.C. Provincial Government Contract Pricing;

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 Respondents.

### **Evaluation and Selection Process**

The evaluation team will review the Submissions and rank them based on the evaluation criteria outlined above. The City reserves the right to 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.

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

Upon completion of the evaluation, the City will select the highest ranked company to negotiate a contract for the services. Should the negotiation not provide best value, the City will begin negotiation with the next highest ranked company and continue this process until a company has been selected or until this RFIQ is cancelled.

We thank all candidates for their interest however only selected or short listed Respondents will be contacted.

### **Shortlist for Other Services**

Based on the evaluation results, the City may create a short list of one or more companies that may be utilized for future similar services.

The City makes no representation of any kind as to whether it will invite proposals for similar services, or as to the volume of services required.

The City also reserves the right to implement a separate competitive bid process for any project at its discretion, including where more specialized services or projects are involved.

### **Non-exclusivity**

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

### **Closing Date and Time**

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

**Tuesday, April 8, 2014**

### **Instructions for Submission**

Submissions are to be uploaded through QFile, the City's file transfer service accessed at <http://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 and you receive 2 emails from Qfile to confirm receipt)

Should assistance be required phone: 604-927-3060 or Fax: 604-927-3035.

Submissions shall be deemed to be successfully received when displayed as new email in the in-box of the City email address. The City will not be liable for any delay for any reason including technological delays, or issues by either party's network or email program, and the City will not be liable for any damages associated with Submissions not received.

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.

### **Enquiries**

Questions are to be submitted in writing and sent to email: [bid@coquitlam.ca](mailto:bid@coquitlam.ca) referencing the RFIQ name and number. Enquiries should be made no later than 3 business days before the closing date. The City at its sole discretion will determine which enquiries require response, which will be provided to all interested parties by issue of written addenda and posted on the City's website before the closing date.

### **Addenda**

Interested parties are required to check the City's website before the closing date for any updated information and addenda issued at:  
<http://www.coquitlam.ca/BidOpportunities>

Upon submitting a Submission, Respondents will be deemed to have received notice of all addenda that are posted on the City website and deemed to have considered the information for inclusion in the submission.

### **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 RFIQ, the City may disclose the name of their company(s).

### **Conflict of Interest**

Respondents should disclose in their Submission any potential conflicts of interest and existing business relationships they may have with the City.

### **Solicitation of Council Members and Staff**

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

### **Not a Tender or Request for Proposals**

This RFIQ is not a tender process nor is it an Invitation to Tender or Request for Proposals and is not intended to create a contractual relationship between the City and the respondent. By issue of this RFIQ 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 the preferred respondent(s) or cancel this RFIQ process as the City considers desirable.

### **No Claim**

No respondent shall have any claim for any compensation of any kind whatsoever, as a result of submitting a response to this RFIQ, and by submitting their company's information, each respondent agrees that it has no claim.

### **No Obligation**

The City reserves the right to accept or reject any or all submissions or cancel this RFIQ at any time.

### **Respondent Expenses**

The City will not be responsible for any costs incurred by the Respondents in the preparation of a submission.

D. Trudeau, Purchasing Manager  
Email: [bid@coquitlam.ca](mailto:bid@coquitlam.ca)

Issue Date: March 19, 2014



City of Coquitlam  
REQUEST FOR INFORMATION AND QUALIFICATIONS  
RFIQ No. 14-02-04

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**INSTRUCTIONS FOR SUBMISSION**

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**SUBMISSION FORM**

**Complete and return this Submission Form**

**Submitted by:** \_\_\_\_\_  
(company name)

**1. Corporate Profile**

Company Name	
Head Office Location	
Local Branch Office Location	
Confirmation that the company is an Authorized Microsoft Licensing Solution Provider (LSP) (Yes/No)	
Length of time (Years) as a Microsoft LSP	
Access to B.C. Provincial Government Contract Pricing (Yes/No)	

**2. Account Management**

Provide details for engagement with the City as to how your organization would conduct any pre-sales software support which would be of value to the City. Attach Resumes as part of Appendix B.

**3. 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.

**4. Customer Service**

In the event of a contract award, describe the steps you will have in place to ensure deliverables are met and communications are maintained.

**5. Performance**

Provide details of your escalation process for addressing unsatisfactory performance.

**6. Procurement Strategy**

Describe your Software procurement process.

**7. Revenue History**

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

2011 (Actual, \$M)	2012 (Actual, \$M)	2013 (Actual, \$M)	2014 (Forecast, \$M)

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

2011 (Actual, \$M)	2012 (Actual, \$M)	2013 (Actual, \$M)	2014 (Forecast, \$M)

**8. Value Added Services**

Describe any services that can be provided to assist the City in managing the Microsoft Software and other Software products the City Supports .

**9. Sustainable Initiatives and Leadership**

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:



**10. Additional Information**

Provide additional information either in the space provided below, in this document, or as an attachment(s) with your response, that is pertinent to this RFIQ and directly supports your submission.

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**11. Addenda**

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

<b>Addendum No.</b>	<b>Date Issued</b>	<b>Date Received</b>

**12. Acknowledgement**

Provide additional information either in the space provided below, in this document, or as an attachment(s) with your response, that is pertinent to this RFIQ and directly supports your submission.

We hereby submit our response for the supply and services described in this RFIQ and agree to the terms stated herein. We confirm that information contained in our submission is accurate.

The person named below is a duly authorized officer having the authority to bind the company to statements made in this response.

Respondents confirm they have read and would agree to the City's *Standard Terms and Conditions* of Purchase posted on the City's website:

[http://www.coquitlam.ca/Libraries/Financial\\_Services/Standard\\_Terms\\_Conditions\\_of\\_Purchase.sflb.ashx](http://www.coquitlam.ca/Libraries/Financial_Services/Standard_Terms_Conditions_of_Purchase.sflb.ashx)

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

<b>Company Name</b>	
<b>Company Address</b>	
<b>Tel No.</b>	
<b>E-mail</b>	
<b>GST Registration No.</b>	
<b>WorkSafeBC Account No.</b>	
<b>Name and Title</b>	
<b>Signature</b>	
<b>Date:</b>	

## **Appendix A - References**

Provide up to 3 client references where your company has provided similar 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	

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**

(Attach Resumes)

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

Attach resumes for the following key personnel that would be assigned to work with the City on a regular basis in the following roles:

- Account Manager
- Inside Sales Specialist
- Software Specialist(s)