



City of Coquitlam

Request for Proposals
RFP No. 16-11-03

Community Engagement Research
Panel Database

Issue Date: November 14, 2016

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PROPOSAL SUBMISSION FORM

DEFINITIONS

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

“City” means the City of Coquitlam.

“Contract” means a City Purchase Order issued to a Proponent selected to provide Services.

“Consultant(s)” mean those firms that the City has selected to provide consulting services for Community Engagement Research Panel Database & Implementation Services.

“Proponent” means a company that submits a response to this RFP.

“Proposal” means a response submitted for evaluation in response to this RFP. **“RFP”** means this Request for Proposals.

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

The City of Coquitlam ('City') requests Proposals from professional experienced qualified firms to provide **Community Engagement Research Panel ('CERP') Database Services**.

1. SCOPE OF SERVICES

The City of Coquitlam, a City of approximately 150,000, is one of the fastest-growing communities within Metro Vancouver. The City is looking for new and innovative ways to engage the citizenry as part of the City's engagement strategy.

Part of this strategy is the introduction of a Community Engagement Research Panel (CERP) to increase participation across the community in related online surveys. This engagement tool will enable participants to voluntarily participate in as many or as few surveys as they would like, and will assist the City in seeking wider participation.

This RFP is intended to select a consulting firm that has the expertise, resources and knowledge in creating and managing **all of the following**:

- Survey Research Software Platform - Simple Survey
- Professional Marketing Research Support
- Research Panel Management Expertise

Scope of Services Required

- 1) Meet with City departments, staff and the project steering committee
- 2) Implementation intuitive, user-friendly on-line survey tool
- 3) Build the survey tool around a concept or theme that can be used to promote the brand
- 4) Supply all required components and licenses
- 5) Ensure Canadian Anti-Spam Legislation (CASL) and Freedom of Information and Protection of Privacy (FOIPPA BC) compliance
- 6) Configuration, training and staff assistance
- 7) Provide subsequent support and maintenance

Data Ownership

The City of Coquitlam must retain all rights to the data collected from the survey, both from panel members' and during research.

Qualifications

Preference will be given to Proponents that have:

- Implemented CERP solutions for local government, crown corporations, government agencies or non-profits
- Experience providing business management and consulting services to local government

2. INSTRUCTIONS TO PROPONENTS

2.1 RFP Documents

RFP Documents are available for downloading from the City of Coquitlam's website:
www.coquitlam.ca/bidopportunities

Printing of RFP documents is the sole responsibility of the Proponents.

2.2 Budget

Budget information will not be provided.

2.3 Future Services

The City reserves the right to sole source with the successful Proponent should similar services be required in the next two years. 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 future projects.

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.

2.4 Timelines

The City anticipates the services to begin early 2017. The successful Consultant would be expected to work continuously to completion of the services.

2.5 Eligibility

For eligibility, as a condition of award, the successful Proponent would be required to accept the General Conditions of Contract as outlined in Section 3.

2.6 Proposal Submission Requirements and Evaluation Criteria

Proposals will be evaluated according to the following criteria:

Technical Solutions & Methodology <ul style="list-style-type: none">• Approach, ability to meet project specifications.• Workplan and schedule to meet City’s timeline.• Understanding of project requirements; planning, design, development and implementation strategy.
Project Team and References <ul style="list-style-type: none">• Level of expertise: Project team members, skill sets, similar project experience, qualifications, support, previous experience with local government.• Professional experience with a successful track record of working on assignments similar in scope and nature.
Budget <ul style="list-style-type: none">• One-time set-up costs.• Ongoing maintenance costs.• Ongoing management/consulting costs.
Proposal & Presentation <ul style="list-style-type: none">• Completeness, overall quality, level of detail in regard to the City’s needs and requirements.• Vision reflects project strategy, understanding of project requirements.

Upon submitting a proposal, Proponents consent to the City and their representatives checking and verifying the information provided. References may also be contacted. Reference checks will be kept confidential and will not be reviewed or discussed with companies applying for the pre-qualification.

2.7 Evaluation and Selection Process

The evaluation team will review the Proposals 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 Proponents or request demonstrations, clarifications or additional information from a Proponent with respect to any Proposal. The City may use that information to score the evaluation.

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

2.8 Negotiation

The City reserves the right, prior to contract award, to negotiate changes to the scope of the services (including pricing to meet budget) with the proponent or any one or more proponents, proposing the “best value” without having any duty to advise any other proponent or to allow them to vary their proposal as a result of changes to the scope of the services or to the contract documents; and the City may enter into a changed or different contract with the proponent(s) proposing the “best value”, without liability to proponents who are not awarded the contract.

2.9 RFP Closing Date and Time

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

Tuesday, November 29, 2016
(closing date and time)

Proposals will not be opened in public.

2.10 Instructions for Proposal Submission

Proposals are to be consolidated into one (1) .pdf file and uploaded through QFile, the City’s file transfer service accessed at 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.)

For assistance, phone 604-927-3060.

Proposals shall be deemed to be successfully received when displayed as new email at the City’s email address. The City will not be responsible for any delay or for any Proposals not received 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 Proposals not received.

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

2.11 Enquiries

Questions are to be submitted in writing and sent to email: bid@coquitlam.ca referencing the RFP 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.

2.12 Addenda

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

Upon submitting a Proposal, Proponents 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 Proposal.

2.13 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 Proposals will be treated as public documents and their contents may be disclosed, pursuant to the Act.

2.14 Conflict of Interest

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

2.15 Solicitation of Council Members and Staff

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

2.16 Not a Tender

This RFP is not intended to create a contractual relationship between the City and the Proponent.

By issue of this RFP document, the City intends to reserve itself to absolute and unfettered discretion to invite, consider and analyze Proposals, select preferred

Proponent(s) and negotiate with or issue a Request for Proposals to the preferred Proponent(s) or cancel this RFP process as the City considers desirable.

There will be no contract with any company until a City Purchase Order is issued and the successful Proponent is notified in writing.

2.17 Responsibility

Under no circumstances may the Services or any part thereof be subcontracted, transferred, or assigned to another firm, person, or company without prior written authorization of the City.

2.18 No Claim

No Proponent shall have any claim for any compensation of any kind whatsoever, as a result of submitting a response to this RFP, including accepting a non-compliant bid, and by submitting their company's information, each Proponent agrees that it has no claim.

2.19 No Obligation

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

2.20 Proponent Expenses

The City will not be responsible for any costs incurred by the Proponents in the preparation of a Proposal and for any resources expended in any subsequent negotiations and demonstrations.

2.21 Cancellation

The City reserves the right to cancel this RFP at any time and for any reason and will not be responsible for any loss, damage, cost or expense incurred by any Proponent as a result of cancellation.

The City reserves the right to cancel any agreement for services upon thirty (30) days written notice. The Consultant would be paid for services and deliverables provided at time of cancellation.

2.22 Law

All Services must be provided in accordance with all laws and regulations applicable to the Services. The successful Proponent will be responsible for all required licenses, permits, and approvals from authorities having jurisdiction.

The laws of the Province of British Columbia shall govern this RFP and any subsequent contract resulting from this RFP.

2.23 Request for Debrief

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

The City will not provide information regarding other company's Proposals.

3. GENERAL CONDITIONS OF CONTRACT

3.1 Award of Contract

The City will notify the successful Proponent (“Consultant”) in writing of its decision to award the project. The following general conditions will apply to this contract. The Consultant will:

3.2 Terms and Conditions of Purchase

Accept the [City's Terms and Conditions of Purchase](#) posted on the City’s website.

3.3 Insurance Requirements

Provide evidence of Professional and Commercial General Liability (PL & CGL) insurance coverage as outlined on the City’s [Certificate of Insurance - Consultant Form](#)

3.4 Business License

Obtain a City of Coquitlam or Tri Cities Intermunicipal Business License. For information, contact the [City of Coquitlam Business License Department](#) (Tel: 604-927-3085).

3.5 Coordination of Services

Perform the Services in coordination and as approved by the City.

3.6 Advertisement

Not advertise its relationship with the City without prior written authorization.

3.7 Software, Intellectual Property and Ownership of Data

The Consultant warrants clear title to materials supplied by them and warrants them free from defects and/or imperfections, and will indemnify, defend and hold the City harmless against any and all suits, claim demands and/or expenses, patent litigation, infringement, material, builders’, labour’s liens, or any claims by third parties in or to the services/supplies mentioned and supplied.

It is also the Consultant’s responsibility to ensure that the City has all licenses required to use any software that may be supplied by the Consultant pursuant to the contract.

Any and all information, reports, documents, data, computer software, or other items or any nature whatsoever, in any form, developed by the Consultant pursuant to this Contract whether completed or not, together with all designs or materials capable of intellectual property protection, prepared, developed or created by the Consultant, its employees or agents during the performance of and/or pursuant to this Agreement shall automatically become the exclusive property of the City.

The Consultant will execute any assignments of copyright required by the City to this provision effect. The Consultant will deliver all such property to the City forthwith upon demand by the City.

The City of Coquitlam must retain all rights to the data collected from the survey, both from panel members' and during research.

3.8 Invoice and Payment

Upon award, a City Purchase Order will be issued to the Consultant based on the proposal submitted, and as finally negotiated to complete the Services.

Invoice amounts in excess of the Purchase Order will not be accepted. In case of extenuating circumstances, the City may approve additional costs for additional Services which will require written City approval before any additional Services are provided.

Invoices are to be submitted in .pdf format sent to the City's Finance Division, email: apinvoices@coquitlam.ca Attention: Accounts Payable, and must indicate the Project Name, the Purchase Order Number and the City's Project Manager's name. GST and PST are to be shown separately on the invoice.

Payment is made to the Consultant net 30 days after the invoice is received by the City and subject to approval of successful commissioning acceptable to the City.



**City of Coquitlam
REQUEST FOR INFORMATION AND QUALIFICATIONS
RFP No. 16-11-03**

COMMUNITY ENGAGEMENT RESEARCH PANEL DATABASE

**Responses will be received on or before 2:00 pm local time on
Tuesday, November 29, 2016
(Closing date and time)**

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposals are to be consolidated into one (1) 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 pdf file and Send
(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete.)

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

Proposal Submission Form

Complete and return this section

Submitted by: _____
(Company Name)

1.0 CORPORATE PROFILE

Company Name	
Head Office Location	
Local Branch Office Location	
Length of time (Years) in business	
Core Competencies	
Other Services Provided	

2.0 PRICE STRUCTURE BY TASK

	TASK	Price (exclude GST)
1	Initial Set-up	\$
2	Design and Development	\$
3	Professional Research & Support Services	\$
4	Implementation & Modification	\$
5	Training (if applicable)	\$
6	Licensing and Subscription	\$
7	Annual Support and Maintenance – Year 1	\$
	Sub-total	
8	Annual Support and Maintenance – Year 2	\$
9	Annual Support and Maintenance – Year 3	\$
	Total for 3 years	\$

3.0 TIMELINES

Provide a detailed schedule of all activities, phases by task, key deliverable and milestone timelines to complete the CERP implementation.

The Proponent states that they have the resources required and are available and ready to start this project, and confirms the Work shall be completed as per the agreed schedule.

Work Schedule Duration From Date of Award		
Activity	Duration in Weeks	Date
Start-up Meeting:		Jan 2017
Completion:		

4.0 METHODOLOGY AND WORKPLAN

Provide an overview of the CERP implementation plan, including the overall theme, look and feel, support services, and survey design.

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5.0 PROJECT TEAM

Indicate the names of key personnel, any sub-consultants, their role and availability for this project. Include all personnel and any sub-consultants that would be involved in the implementation.

Describe previous technical experience in developing proposed platform.

Proponents confirm they shall utilize professional qualified personnel for all sections of work.

Resumes may be attached as an appendix and are to be a maximum of 1 page each for the key personnel that would be assigned to work with the City on this project.

	Name	Role & Responsibilities	Qualifications & Availability
1.			
2.			
3.			
4.			
5.			

6.0 EXPERIENCES AND REFERENCES

Provide up to 2 recent client references where your company has provided CERP and/or public engagement services. Preference will be given to Proponents having successfully completed CERP and/or public engagement projects.

Proponents consent the City may contact the companies below to verify references. References will be confidential and will not be reviewed or discussed with Proponents.

Client/Company Name	
Contact Name	
Contact Phone Number	
Email	
Description of Services Provided	
Contract Value	

Client/Company Name	
Contact Name	
Contact Phone Number	
Email	
Description of Services Provided	
Contract Value	

7.0 VALUE ADDED BENEFITS AND SERVICES

Describe any services that can be provided to assist the City in managing the CERP.

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.

8.0 SUSTAINABLE BENEFITS

Provide information on any corporate initiatives, programs and product choices that the Proponent has implemented that could be considered environmental, financial/economic, social/ethically sustainable value that would provide benefit to the City

9.0 CONFLICT OF INTEREST DECLARATION

Proponents 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:

10.0 ADDENDA

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

Addendum No.	Date Issued

11.0 AUTHORIZATION

We hereby submit our response for the supply and services described in this RFP and agree to the terms stated herein. We confirm that rates and other information contained in our Proposal are accurate.

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

Proponents confirm they have read and agree to accept the General Conditions of Contract outlined in Section 3.

For the purpose of this RFP 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 RFP</i> (please print)	
Contact Email:	
Name & Title of Authorized Signatory: (please print)	
Signature:	
Date:	