

City of Coquitlam

Request for Proposals  
RFP No. 17-01-05

Council Webcast and Agenda Display Tools

## TABLE OF CONTENTS

	Page
DEFINITIONS.....	3
<b>1. REQUEST FOR PROPOSAL.....</b>	<b>4</b>
<b>2. OBTAINING RFP DOCUMENTS .....</b>	<b>4</b>
<b>3. BACKGROUND .....</b>	<b>4</b>
<b>4. OBJECTIVES .....</b>	<b>5</b>
<b>5. TERM OF CONTRACT .....</b>	<b>6</b>
<b>6. SCOPE OF SERVICES .....</b>	<b>6</b>
<b>7. FUNCTIONAL REQUIREMENTS .....</b>	<b>7</b>
<b>8. PRIVACY .....</b>	<b>7</b>
<b>9. SCHEDULE AND TIMELINES.....</b>	<b>7</b>
<b>10. ELIGIBILITY .....</b>	<b>7</b>
<b>11. PROPOSAL SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA .....</b>	<b>8</b>
<b>12. EVALUATION AND SELECTION PROCESS .....</b>	<b>8</b>
<b>13. NEGOTIATION .....</b>	<b>9</b>
<b>14. RFP CLOSING DATE AND TIME .....</b>	<b>9</b>
<b>15. INSTRUCTIONS FOR PROPOSAL SUBMISSION.....</b>	<b>9</b>
<b>16. ENQUIRIES.....</b>	<b>9</b>
<b>17. ADDENDA.....</b>	<b>10</b>
<b>18. FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT .....</b>	<b>10</b>
<b>19. CONFLICT OF INTEREST .....</b>	<b>10</b>
<b>20. SOLICITATION OF COUNCIL MEMBERS AND STAFF.....</b>	<b>10</b>
<b>21. NOT A TENDER .....</b>	<b>10</b>
<b>22. RESPONSIBILITY .....</b>	<b>10</b>
<b>23. NO CLAIM.....</b>	<b>11</b>
<b>24. NO OBLIGATION.....</b>	<b>11</b>
<b>25. PROPONENT EXPENSES .....</b>	<b>11</b>
<b>26. EXTENSION OF OFFER .....</b>	<b>11</b>
<b>27. CANCELLATION .....</b>	<b>11</b>
<b>28. LAW .....</b>	<b>11</b>
<b>29. REQUEST FOR DEBRIEF.....</b>	<b>12</b>

### [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 Council Webcast and Agenda Management Services.

**“Proponent”** means a company that submits a 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.

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

## 1. REQUEST FOR PROPOSAL

The City of Coquitlam ('City') requests proposals from professional, experienced, qualified firms to implement a **Council Webcast and Agenda Display Tools** system.

To be considered, proponents should:

- Have successful recent experience in providing webcasting and agenda management to local governments similar in size, scope and complexity;
- Provide a privacy impact assessment;
- Store all data in Canada;
- Provide extended support during all live webcasts.

## 2. OBTAINING RFP DOCUMENTS

RFP Documents are available for download from the City of Coquitlam's website:  
[www.coquitlam.ca/BidOpportunities](http://www.coquitlam.ca/BidOpportunities)

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

## 3. BACKGROUND

The City of Coquitlam is a vibrant, diverse and growing community of approximately 145,000, situated in the heart of Metro Vancouver.

Coquitlam's nine-member Council regularly meets on Monday afternoons and evenings throughout the year, with the exception of the month of August. Webcasting of Council committee meetings and regular Council meetings is held in two meeting spaces – Council Chambers (holds approximately 130 people) and the Council Committee Room (holds 30 – 45 people), both located on the main floor of Coquitlam City Hall, 3000 Guildford Way, Coquitlam, BC.

Webcasts are currently available to the public for viewing live, and are archived on the City's website on the Tuesday following the meeting.

The current AV system is producing a 16:9 image that is being transmitted in a 4:3 presentation format and through functions available in the Council Chambers. Picture-in-picture and media channel toggling functions are integrated before transmission. The current model is viewable at [coquitlam.ca/webcasts](http://coquitlam.ca/webcasts) and has been the primary access to webcasts since 2009.

Two areas were identified as being key to making the webcasts user-friendly:

1. Easily accessed live/archived webcasts and a user-friendly search function for all archived files (i.e. tags, key word search);
2. Full-screen view of webcasts with ability to see corresponding documents/presentations (ex: agendas, PowerPoints, staff reports, etc.)

The purpose of this RFP is to address the need for a webcast and agenda management solution which provides hardware, software, support, integration with existing archived webcasts and integration with Council agendas.

The solution should allow for the implementation of the webcast service, with the agenda management capability being available at the launch of the webcast service or available as an add-on at a later date.

#### **4. OBJECTIVES**

##### **The Webcasting solution should:**

- Provide the public and staff with easy access to live meeting proceedings and archived meeting webcasts (approximately 60-65 webcasted meetings per year).
- Support both standard and mobile technologies (i.e., Windows, Macintosh, iPad, Android, etc.) and various browser types (i.e. Chrome, Firefox, Internet Explorer, etc.).
- Provide any web presence with Coquitlam logo, graphics and colours.
- Provide full-screen view of webcast with any corresponding documents/presentations being visible in any media channel format (i.e. picture in picture or side by side) within the screen.
- Accept standard audio-visual feed from matrix switching equipment; feed may originate from either local cablevision or Coquitlam's own static cameras.
- Have portability of encoding system to support Council meetings at two different sites (Council Chambers and Council Committee Room).
- Ability to migrate archived video to local media
  - Currently we have approximately 250 gigabytes of archived video that will need to be transferred – they are available in a WMV format.
- Provide comprehensive user and technical support for Coquitlam staff.
- Not require significant local/in-house IT support.
- Annually provide the City with the year's webcast data for City archives in a compatible format.

**The Agenda Management solution should:**

- Display the Council Meeting calendar/agenda(s) on the City’s website with links to agenda documents
- Create an index for any meeting with links to the different areas of the proceedings either in real time or after event conclusion.
- Simplify the preparation of meeting minutes.

The Webcast service must be completed and ready to launch by September 1, 2017.

**5. TERM OF CONTRACT**

The contract will be in effect for five (5) years and may be renewed for additional terms based on mutual agreement of price and service.

**6. SCOPE OF SERVICES**

The successful proponent (‘Consultant’) will provide all services (the ‘Services’) including but not limited to the following:

1. Meet with City staff.
2. Design an intuitive, easy to navigate Coquitlam Webcast.
3. Supply all required components and licenses.
4. Migrate existing archived recordings and provide user-friendly search function for all archived files (i.e. tags, key word search).
5. Testing and implementation of the new Webcast, workflow and security.
6. Configuration and staff training.
7. Subsequent software and hardware support and maintenance with real-time support available during live webcasts.
8. Accept 16:9 high definition audio-visual feed from matrix switching equipment.
9. Have the capability of providing remote services.
10. Ability to export archived video to local media.
11. Provide comprehensive user and technical support for Coquitlam staff.
12. Not require significant local/in-house IT support.
13. Annually provide the City with the year’s webcast data for City archives in a compatible format.
14. Create an index for any meeting with links to the different areas of the proceedings either in real time or after event conclusion.
15. Simplify the preparation of meeting minutes.
16. Display Council Meeting Calendar/Agenda(s) to easily and seamlessly integrate with the City’s current website.

## 7. FUNCTIONAL REQUIREMENTS

- Navigation: The webcast must have a professional and user-friendly interface.
- Compatibility: Content must be delivered across multiple platforms (Windows, Macintosh, iPad, Android, etc.) and web browsers (Chrome, Firefox, Internet Explorer)
- Media: The webcast must have the option to show full screen and also show picture-in-picture (top right hand corner) view of PowerPoint presentations when part of the Council proceedings.
- Search tool: To search by agenda item for relevant content.

## 8. PRIVACY

The selected Proponent will be required to fill out a standard Privacy Impact Assessment to ensure compliance with BC Privacy Protection Legislation:

[BC Privacy Protection Rules and Responsibilities](#)

## 9. SCHEDULE AND TIMELINES

The City anticipates the services to begin mid-year and to begin the live stream of Council meetings by **September 1, 2017**.

## 10. ELIGIBILITY

For eligibility, as a condition of award, the successful Proponent would be required to:

1. Provide evidence of Professional and Commercial General Liability (CGL) insurance coverage as outlined on the City's [Certificate of Insurance - Consultant Form](#)
2. Accept the [City's Terms and Conditions of Purchase](#) posted on the City's website.
3. Obtain a City of Coquitlam or Tri Cities Intermunicipal Business License: [City of Coquitlam Business License](#)

These items are not required as part of this Proposal Submission but will be required prior to issue of a City Purchase Order upon award to the successful Proponent to provide the Services.

## **11. PROPOSAL SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA**

Proposals will be evaluated according to the following criteria:

### **Corporate**

- Experience and References in successfully providing the services to other local governments similar in size, scope and complexity

### **Technical**

- Functionality
- Methodology and Workplan
- Timelines
- Quality Assurance

### **Financial**

- Total price, including development and ongoing ongoing services and support
- Value Added Benefits
- Sustainability

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.

## **12. 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 compare bids to select the one that is most advantageous.

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.

### **13. 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.

### **14. RFP CLOSING DATE AND TIME**

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

**Thursday, April 27, 2017**

### **15. 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 <http://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.

### **16. ENQUIRIES**

Enquiries are to be submitted in writing and sent to email: [bid@coquitlam.ca](mailto: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.

**17. 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](http://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.

**18. 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.

**19. CONFLICT OF INTEREST**

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

**20. 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.

**21. 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.

**22. 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.

**23. 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.

**24. NO OBLIGATION**

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

**25. PROPONENT EXPENSES**

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

**26. EXTENSION OF OFFER**

The Consultant agrees to allow other local public agencies with similar needs within British Columbia to enter into a contract with the successful company for the services described in this RFP based on the terms, conditions, prices and percentages offered by the proponent with possible minor changes negotiated.

This is intended to be a means of promoting cooperative purchasing efforts with the public sector, and to provide additional value to the Consultant.

**27. 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.

**28. 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.

**29. REQUEST FOR DEBRIEF**

Upon request, unsuccessful companies may request a debrief with City staff regarding their Proposal sent to email: [bid@coquitlam.ca](mailto:bid@coquitlam.ca)

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



**City of Coquitlam  
REQUEST FOR INFORMATION AND QUALIFICATIONS  
RFP No. 17-01-05**

**COUNCIL WEBCAST AND AGENDA DISPLAY TOOLS**

**Responses will be received on or before 2:00 pm local time on  
Thursday, April 27, 2017**

**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](http://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.)

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 in business and core competencies.	
Detail your company's experience in providing Webcasting services.	
Describe the organizational capacity of the Proponent to provide Webcasting and Agenda Display Tool services (e.g. staff, equipment, office location, etc.).	

**2.0 FEES**

<b>Price for Development &amp; Implementation of Coquitlam’s Webcast</b>		
<b>Item</b>	<b>Description</b>	<b>Price (exclude PST &amp; GST)</b>
1.	Professional Services for development, implementation and configuration	\$
2.	Administrator and End-User Training	\$
3.	Software license costs including subscription, support and maintenance for initial one-year term, if applicable	\$
	<b>Total</b> (exclude PST & GST)	\$
4.	<b>Years 2 through 5</b> – Software subscription, support and maintenance per year, if applicable	\$
6.	Price for adding additional licenses or modules in future years , if applicable (specify license metric)	\$
7.	Hourly rate for additional professional consulting services, if applicable	\$
8.	Advise if there would be any additional costs associated with the software or services, such as webcast hosting (describe below)	\$

Rates stated must include all travel, fuel, disbursements and any other expenses.

These rates would remain in effect until: \_\_\_\_\_  
(Date)

### **3.0 METHODOLOGY AND WORKPLAN**

Provide details for engagement with the City as to how your organization would approach this project. Identify all the steps to be taken, hours/days which would be required of City staff and Proponent team.

### **4.0 TECHNICAL ENVIRONMENT**

Provide an overview of the technical environment, including, but not limited to, hardware, software and any offsite hosting environment.

### 5.0 FUNCTIONAL REQUIREMENTS

Item	Description	Requirement	Yes/ No	Additional Comments (e.g. How? Is it included functionality or an Add-on?)	Price for Optional Add-on
<b>General Requirements</b>					
1	System to be developed with a responsive, user-friendly design. Site shall be accessible on all common devices and browsers (including mobile devices and tablets).	Required			
2	Website Statistics Reports and Insights	Required			
3	Ability to showcase corresponding documents (i.e. staff reports, presentations) in coordination with live and archived webcast stream in a user-friendly and visually appealing format	Required			
<b>Applications</b>					
1	Events Calendar - Keyword searches - Document/image attachments - Easy to populate and update with any documents	Required			
2	Robust Search Tool - Ability to report on most common search terms over specific date ranges	Required			
3	Ability for readers to share content through social media.	Preferred			
4	Multi-Language Support - Language translation of English content (either built-in or integrated with a 3 <sup>rd</sup> part translation service)	Preferred			

## 6.0 DESIGN CONCEPT

Provide suggestions involving the proposed Coquitlam Webcast design plan, including an overall look and feel. Proponents should deliver a webcast that is easily accessed, searchable by agenda topic, and allows archived data to be transferred to local media.

## 7.0 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 how your company will commit to complete the project to the satisfaction of the City.

## 8.0 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.

**9.0 KEY PERSONNEL /TEAM COMPOSITION**

In the table below, 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 planning, design, development, testing and implementation.

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

	<b>Name</b>	<b>Role &amp; Responsibilities</b>	<b>Qualifications &amp; Availability</b>
<b>1</b>		Project Manager	
<b>2</b>			
<b>3</b>			
<b>4</b>			
<b>5</b>			

**10.0 SCHEDULE AND TIMELINES**

The City aims for a Webcast launch in September 2017. The Proponent is to state when they are available and ready to start this project and provide high-level timelines for implementation, configuration and end-user training.

In the table below, indicate the time frame for completion, including starting time and completion time. The implementation schedule will be considered in the evaluation.

Proposed Project Schedule		
Activity	Start Date	Completion Date
<b>Completion of Project</b>		

**11.0 ONGOING SUPPORT SERVICES**

Describe in detail your hardware and software support services after implementation including:

- Method for contacting support (phone, email, web, etc.)
- Support format and offerings (on-site, remote, etc.)
- Services covered by a support agreement
- Services not covered by a support agreement
- Levels and hours of support

**12.0 EXPERIENCE / REFERENCES**

**REFERENCES** – Provide up to three recent client references where your company has provided similar services. Preference will be given to Proponents having successfully completed Webcast 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	

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

**13.0 VALUE ADDED BENEFITS AND SERVICES**

Describe any services that can be provided to assist the City in managing the webcasting or agenda management system.

Confirm what value added benefits would be provided to the City.

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

**14.0 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:

**15.0 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:

**16.0 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

**17.0 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 would agree to the [City of Coquitlam Terms and Conditions of Purchase](#) posted on the City’s website:

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

<b>Company Name:</b>	
<b>Address:</b>	
<b>Phone:</b>	
<b>GST Registration No.:</b>	
<b>Project Contact:</b> Name and Title of Individual <i>for communication related to this RFP</i> (please print)	
<b>Contact Email:</b>	
<b>Name &amp; Title of Authorized Signatory:</b> (please print)	
<b>Signature:</b>	
<b>Date:</b>	