



City of Coquitlam

Request for Information and Qualifications

RFIQ No. 17-03-08

Microsoft Enterprise Agreement Renewal &
Software License Management

Issue Date: May 25, 2017

TABLE OF CONTENTS

	Page
DEFINITIONS	3
1. REQUEST FOR INFORMATION AND QUALIFICATIONS	4
1.1 INTRODUCTION	4
1.2 TERM	4
1.3 OBTAINING RFIQ DOCUMENTS	4
1.4 MICROSOFT ENTERPRISE AGREEMENT	5
1.5 NON-EXCLUSIVITY	5
2. INSTRUCTIONS TO RESPONDENTS	6
2.1 RFIQ SCHEDULE	6
2.2 CLOSING DATE AND TIME	6
2.3 INSTRUCTIONS FOR SUBMISSION	6
2.4 ENQUIRIES	7
2.5 ADDENDA	7
2.6 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT	7
2.7 ACCEPTANCE OF SUBMISSIONS	8
2.8 RESPONDENT'S EXPENSES	8
2.9 NO CLAIM	8
2.10 CONFLICT OF INTEREST	8
2.11 SOLICITATION OF COUNCIL MEMBERS AND STAFF	9
2.12 NOT A TENDER OR REQUEST FOR PROPOSALS	9
2.13 NO OBLIGATION	9
3. SUBMISSION REQUIREMENTS	9
4. EVALUATION CRITERIA	9
5. SELECTION PROCESS	10
6. REQUEST FOR DEBRIEF	11

[SUBMISSION FORM](#)

DEFINITIONS

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

“City” means the City of Coquitlam.

“Contract” means a formal written contract between the City and a firm selected to undertake the Services.

“Consultant” means the firm that the City selects to implement and provide on-going support for the Microsoft Enterprise Agreement Renewal & Software License Management.

“Preferred Proponent” means a proponent selected by the Evaluation Committee to participate in a subsequent RFP process or enter into negotiations for a Contract.

“Proponent” means an entity that submits a subsequent proposal.

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

“RFIQ” means this Request for Expression of Interest.

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

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

1. REQUEST FOR INFORMATION AND QUALIFICATIONS

1.1 Introduction

The City of Coquitlam (City) Request s Information and Qualifications (RFIQ) from professional, qualified and experienced firms to provide **Microsoft Enterprise Agreement Renewal & Software License Management**.

The City is seeking a partner to process the Renewal of the City’s Microsoft Enterprise Agreement and provide Software License Management Services for Microsoft and other agreements.

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

1.2 Term

The term of the contract for the Microsoft License renewal will be in effect for three (3) years.

The contract for all other Software License renewal services will be in effect for three (3) years.

1.3 Obtaining RFIQ Documents

RFIQ Documents are available for downloading from the City of Coquitlam’s website: www.coquitlam.ca/BidOpportunities

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

1.4 Microsoft Enterprise Agreement

The City is currently engaged with Microsoft in an annual True-Up of licenses. It is anticipated that the quantities will not substantially change at renewal time.

	Product Description	Quantity
1.	CoreCAL ALNG SA MVL Pltfrm DvcCAL	254
2.	CoreCAL ALNG SA MVL Pltfrm UsrcAL	450
3.	DsktpOptmztnPkforSA ALNG SubsVL MVL PerDvc forWinSA	200
4.	ExchgSvrEnt ALNG SA MVL	2
5.	ExchgSvrStd ALNG SA MVL	2
6.	OfficeProPlus ALNG SA MVL Pltfrm	704
7.	Prjct ALNG SA MVL	74
8.	SfBSvr ALNG SA MVL	4
9.	SfBSVrEnCAL ALNG SA MVL DvcCAL	704
10.	SfBSvrPlusCAL ALNG SA MVL DvcCAL	704
11.	SharePointSvr ALNG LicSAPk MVL	1
12.	SQLSvrStd ALNG SA MVL	1
13.	SQLSvrStdCore ALNG SA MVL 2Lic CoreLic	3
14.	SysCtrStd ALNG SA MVL 2Proc	1
15.	VisioPro ALNG SA MVL	32
16.	VisioStd ALNG SA MVL	46
17.	WinEntforSA ALNG SA MVL Pltfrm	704
18.	WinRmtDsktpSrvcsCAL ALNG SA MVL UsrcAL	50
19.	WinSvrDataCtr ALNG SA MVL 2Proc	4
20.	WinSvrDataCtr ALNG SASU MVL WinSvrStd 2Proc	4
21.	WinSvrStd ALNG SA MVL 2Proc	64

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.

1.5 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.

2. INSTRUCTIONS TO RESPONDENTS

2.1 RFIQ Schedule

The following are the estimated schedule dates for the stages of this RFIQ:

RFIQ Closing 2:00 pm local time, Wednesday, June 7, 2017
Evaluation..... June 2017
Selection and Award..... June 2017

The proposed schedule is an estimated timeline and may change at the discretion of the City.

2.2 Closing Date and Time

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

Wednesday, June 7, 2017

2.3 Instructions for Submission

Submissions are to be consolidated into one (1) .pdf file and uploaded electronically through QFile, the City's file transfer service accessed at qfile.coquitlam.ca/bid

1. **In the "Subject Field" enter:** RFIQ number and name
2. **Add files in .pdf format and Send**
(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete.)

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

Submissions will not be opened in public.

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

2.4 Enquiries

All enquiries regarding this RFIQ should be submitted in writing 3 business days prior to the Closing date, referencing the RFIQ number and name sent to email:

bid@coquitlam.ca

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

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

If the City determines that an amendment is required to this RFIQ, the City will issue a written addendum that will be incorporated into and become part of the RFIQ. Respondents should acknowledge receipt of addenda in their Submission.

2.5 Addenda

Respondents are required to check the City's website for any updated information and Addenda issued before the Closing Date at the following website address:

www.coquitlam.ca/BidOpportunities

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

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

2.6 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.

2.7 Acceptance of Submissions

The City reserves the right to reject any or all Submissions or to accept any Submission received in response to this RFIQ, should the City judge it be in the best interests of the City to do so. The City reserves the right to waive any irregularities in any Submission. The City is under no obligation to select an Consultant, or to proceed to negotiations for a Contract, or to award any Contract, and the City reserves the complete right to at any time reject all Submissions, and to terminate this RFIQ process. If the City decides to terminate this RFIQ process, it may at any time invite further Submissions or enter into any discussion or negotiations with any party for the provision of Services.

The City shall not be obligated in any manner to any Respondent whatsoever until a written agreement has been duly executed.

2.8 Respondent's Expenses

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

2.9 No Claim

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

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

2.10 Conflict of Interest

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

2.11 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.

2.12 Not a Tender or Request for Proposals

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

2.13 No Obligation

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

3. SUBMISSION REQUIREMENTS

Interested businesses and entrepreneurs are invited to submit information and must include:

- Relevant experience in similar implementations of Microsoft Enterprise Agreement Renewal & Software License Management in municipal governments or similar organizations;
- Project team and support team experience.

4. EVALUATION CRITERIA

The evaluation of Submissions will be undertaken on behalf of the City by an Evaluation Team.

The City will make the final decision regarding any Respondent or terminate the RFIQ process at its sole discretion.

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

Corporate

- 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.

Support Services

- Software management services the organization provides. In particular, compliance, 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 and Value Added Benefits

- Confirm access to BC Provincial Government Contract Pricing
- Value added benefits to the City
- Sustainable Benefits

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

The Submission Form provides Respondents with the opportunity to demonstrate their strength in the above criteria.

5. 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 City may compare responses to select the one that is most advantageous.

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

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.

6. REQUEST FOR DEBRIEF

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

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



City of Coquitlam
REQUEST FOR INFORMATION AND QUALIFICATIONS
RFIQ No. 17-03-08

**Microsoft Enterprise Agreement Renewal &
Software License Management**

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

Wednesday, June 7, 2017
("Closing date and time")

INSTRUCTIONS FOR SUBMISSION

Submissions are to be consolidated into one (1) .pdf file and uploaded electronically through QFile, the City's file transfer service accessed at website: 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 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.

SUBMISSION FORM

Complete and return this section

Submitted By: _____
(Company Name)

1. CORPORATE PROFILE

Provide a brief description of the current business.

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
- Annual audits
- Third Party software license management

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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.

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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.

2014 (Actual, \$M)	2015 (Actual, \$M)	2016 (Actual, \$M)	2017 (Forecast, \$M)

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

2014 (Actual, \$M)	2015 (Actual, \$M)	2016 (Actual, \$M)	2017 (Forecast, \$M)

8. KEY PERSONNEL

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

	Name, Title and Position	Role and Responsibility	Email address and Phone Number
1.		Account Manager	
2.		Inside Sales Specialist	
3.		Software Specialist	

9. CLIENTS– RECENT EXPERIENCE AND REFERENCES

Upon submitting a response to this RFIQ, Respondents consent the City may verifying the information provided. References may be contacted. Information obtained from references are confidential and will not be reviewed or discussed with Respondents.

CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	

CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	

CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	

10. SUSTAINABLE BENEFITS

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

11. VALUE ADDED BENEFITS

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

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

12. CONFLICT OF INTEREST DECLARATION

Respondents 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:

13. ADDENDA

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

Addendum No.	Date Issued

14. AUTHORIZATION

We hereby submit our proposal for the services as specified in this RFIQ:

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

The signature above is an authorized representative that can bind the company to statements made in this Submission. For the purpose of this RFIQ, electronic signatures will be accepted.