



City of Coquitlam

Request for Proposals
RFP No. 18-03-07

Interactive Kiosk

Issue Date: July 27, 2018

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Summary of Key Information

RFP Reference	RFP No. 18-03-07 Interactive Kiosk
Overview of the Opportunity	The purpose of this RFP is to invite proposals from qualified firms to supply interactive kiosks.
Questions	Questions are to be submitted in writing quoting the RFP number and name sent to email: bid@coquitlam.ca
Addenda	Proponents are to check the City’s website for any updated information and addenda issued, before the Closing Date at the following website: www.coquitlam.ca/BidOpportunities
Closing Date and Time	2:00 pm local time Wednesday, August 22, 2018
Instructions for Proposal Submission	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 <ol style="list-style-type: none"> 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 receipt.) Phone 604-927-3060 should assistance be required.
Participation	The guidelines for participation that will apply to this RFP are posted on the City’s website: Instructions to Proponents
Obtaining RFP Documents	RFP Documents are available for download from the City of Coquitlam’s website: www.coquitlam.ca/BidOpportunities Printing of RFP documents is the sole responsibility of the Proponents.

DEFINITIONS

“Contract” means the 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, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“City” means City of Coquitlam.

“Price” means the amount that will be paid by the City to the Supplier for delivery and upon acceptance of goods and services

“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.

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

“Supplier” means the successful Proponent awarded the Contract for supply of goods and services.

1. INSTRUCTIONS TO PROPONENTS

1.1 Introduction

The City of Coquitlam (City) requests Proposals from experienced qualified Suppliers to supply and deliver a new **Interactive Kiosk** for tourism and information.

- Supply, delivery and commissioning of the Interactive Kiosks at various City locations;
- Supply and install Software System “the Application”
- Ongoing service and support

The Interactive Kiosks offered shall be compliant to legislated standards as well as quality and safety standards, and shall meet or exceed the specified design, performance, testing and certification requirements for KIOSK used by enforcement personnel during commercial operations.

For further details refer to:

- [Appendix A – Specifications](#)
- [Appendix B – Kiosk Models](#)
- [Appendix C - Pricing](#)

1.2 Timelines

The City is seeking to rapidly pilot the Interactive Kiosks, ideally by **November 30, 2018**. The City is willing to consider existing Interactive Kiosks or Interactive Kiosks already built for other clients to expedite faster delivery.

1.3 Term

The initial term of the service and support contract shall be in effect for **three (3) years to December 31, 2021** with options to extend for additional terms subject to mutual acceptance of price and service.

1.4 Standard Model and Preferred Dealer

This RFP will be used to establish a City fleet **Standard Model and a Preferred Partner** for supply of **Interactive Kiosks** who can bring innovation and creativity for the next three (3) years if similar equipment is required.

This term may be renewed for additional one year terms at which time a Request for Proposals would be issued directly to the Preferred Dealer to confirm pricing and availability.

The City may award all or part of the Scope of Work described in this document to a single Vendor or may split the award with multiple Vendors.

A list of required specifications for the Interactive Kiosks is provided in **Appendix A**.

1.5 Evaluation Criteria

The criteria for evaluation of the Proposals are listed in no particular order or precedence and may include but are not limited to, the following:

Corporate – 30 points

- Experience and references; similar in size scope and complexity being provided to other local government agencies and commercial operations in BC

Technical – 30 points

- Compliance to RFP including Specifications
- Performance and Functionality
- Design aesthetics
- Warranty and Repair
- Training and Technical Support

Financial – 40 points

- Price
- Sustainable Benefits
- Value Added Benefits
- Total Cost of Ownership

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.

1.6 Selection Process

The City will evaluate proposals received and may invite one or more of the highest ranked proponents to provide a presentation to demonstrate the features of the proposed system.

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make such requests to only selected Proponents. The Evaluation Committee may consider such clarifications or additional information in evaluating a Proposal. Proposals will be evaluated in comparison to others.

1.7 Negotiation

The City reserves the right, prior to Contract award, to negotiate changes to the scope of the services or to the Contract documents (including pricing) 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. **AWARD OF CONTRACT**

2.1 Notification of Award

The City will notify the successful Proponent (“Supplier”) in writing of its decision to award the Contract by issue of a City Purchase Contract or Purchase Order (PO).

The City’s Terms and Conditions of Purchase will form the contract and are posted on the City’s website: [City of Coquitlam Terms and Conditions of Purchase](#)



CITY OF COQUITLAM
RFP No. 18-03-07

Supply and Delivery of
INTERACTIVE KIOSK

Proposals will be received on or before 2:00 pm local time on
Wednesday, August 22, 2018
(Closing date and time)

Proposal Submission Instructions

Proposal submissions are to be consolidated into one 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: **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 and was sent to email: bid@coquitlam.ca.)

Proponents are responsible to allow ample time to complete the Proposal submission process. If assistance is required phone 604-927-3060.

PROPOSAL SUBMISSION FORM

**Complete and return this Proposal Submission Form and
Attach Pages as Required**

Submitted by: _____
(Company name)

1. PRICE

All prices quoted shall be stated in Canadian funds and must include delivery freight prepaid FOB: to City of Coquitlam, ICT department, 3000 Guildford Way, Coquitlam BC V3B 7N2, or any other City locations which would specified at time of placing the order.

Prices shall remain firm for the **three (3) year term and be in effect to December 31, 2021.** All prices quoted shall include delivery charges, freight prepaid FOB: to the City of Coquitlam.

The City intends to purchase two (2) Interactive Kiosks. The results of this RFP will create a contract to purchase additional units, if required, over the contract term. The contract may be renewed for additional terms subject to mutual agreement of price and service.

Proponents shall also complete and submit:

- a) **Appendix A – Interactive Kiosks specifications**
- b) **Appendix B – Proposed Models**
- c) **Appendix C - Pricing**

The quantities stated are estimates only and not a commitment. Actual quantities ordered may increase or decrease dependent on need and budget availability.

2. LEAD TIME FOR DELIVERY

State the lead time for delivery from the date of order:

3. PRIVACY IMPACT ASSESSMENT

Proponent will be required to demonstrate how its technology meets British Columbia Privacy Laws by providing a Privacy Impact Assessment.

4. MANUFACTURER'S LOCATION OF PRODUCTION OF KIOSK EQUIPMENT

Address:	
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5. DISTRIBUTOR'S LOCATION

Address:	
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6. PARTS LOCATION

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7. TECHNICAL SUPPORT AND SERVICE

Describe the technical support offered including training to City personnel, manuals provided and all other support services.

Describe how upgrades are implemented and how is the City notified.

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8. WARRANTIES AND RETURN

Proponent agrees to provide full replacement/repair for any kiosk that fail during the initial one (1) year term at no charge to the City.

Proponents **MUST list the location and capabilities of the warranty and repair facility** and demonstrated proof of the facility of the stated capabilities, as acceptable to City in the areas of onsite versus offsite repairs, testing and warranty work.

Preference will be given to organizations that provide onsite repairs, testing, warranty work and loaner kiosks for any warranty or repairs required.

9. REPAIR AND MAINTENANCE

Describe expectations of what type of repair and maintenance would be required in the 5 year term to optimize the life cycle value. Confirm this is provided by the Proponent and included in the annual support price:

10. VALUE ADDED

Provide information on what makes the Supplier innovative. What is your competitive advantage, and what other additional services does the Supplier provide that would be of benefit to the City.

11. SUSTAINABLE BENEFITS

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

12. REFERENCES

Contracts indicated below should be of similar size and with other similar clients. Proponents agree that by providing information below, the City has permission to contact references provided. Information obtained from references will not be disclosed or discussed with any Proponents.

Supply Contract Description	
Effective Start Date	
Approximate Value	
Customer/Municipality Name	
Reference Contact	
Telephone / Email	

Supply Contract Description	
Effective Start Date	
Approximate Value	
Customer/Municipality Name	
Reference Contact	
Telephone / Email	

Supply Contract Description	
Effective Start Date	
Approximate Value	
Customer/Municipality Name	
Reference Contact	
Telephone / Email	

13. REFERENCE INSTALLATION

Provide a list of 3 recent installations with reference contacts for the City to contact. Include photographs of installation and a short description of the features and functionality of each reference installation

Reference Installation #1:
Description of features and functionality:
Installation Photographs:

Reference Installation #2:
Description of features and functionality:
Installation Photographs:

Reference Installation #3:
Description of features and functionality:
Installation Photographs:

14. CONFLICT OF INTEREST

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:

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15. ACCEPTANCE

The City requests that proposals remain open for acceptance for a period of not less than sixty (60) days from the closing date.

We confirm that this proposal is open for acceptance by the City for a period of _____ days.

16. ADDENDA

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

17. 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.

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

APPENDIX A – SPECIFICATIONS

Complete and submit in “Microsoft Word” format.

1. Kiosk Requirements

City of Coquitlam RFP No. 18-03-07			
Appendix A – Interactive Kiosks Specifications			
	Specification	Comply (Y/N)	Response
1.1	Onsite installation of the interactive kiosks inclusive of all hardware and connections to power and data;		
1.2	Kiosk shall be designed and rated (IP66 or better) to operate outdoors in varying inclement wet weather conditions		
1.3	Clearly define how the casing will support indoor and outdoor use and various conditions (heat, cold, humidity, dust, etc.) and what is use for the casing construction (e.g. Steel, Aluminum)		
1.4	Clearly define how physical security of a kiosk will be done (e.g. bolted down, how it will avoid alteration, opening or vandalism)		
1.5	Ability for the kiosks to be deployed at various spaces/environments and can be easily moved as required.		
1.6	Confirm if the kiosks follow accessibility guidelines for physical design and provide details.		
1.7	Kiosk shall have temperature and humidity control including but not limited to heaters, blowers, venting etc. in order to maintain operating environment suited for the kiosk components		

1.0 Kiosk Requirements (cont'd)

City of Coquitlam RFP No. 18-03-07			
Appendix A – Interactive Kiosks Specifications			
	Specification	Comply (Y/N)	Response
1.8	Kiosk shall have the ability to have single or dual displays		
1.9	Display shall: <ul style="list-style-type: none"> - Have minimum viewable 50” diagonal dimension in size; - Minimum 1920x1080 resolution; - have adequate brightness for outdoor use in direct sunlight; - LED back and/or edge lit; - Rated for 24/7 continuous use; - Suitable for use in an outdoor kiosk; - Suitable for use in portrait mode; 		
1.10	Display(s) shall be complete with a protective cover. Protective cover shall cover the entire display surface and can be easily cleaned or replaced and shall not negatively affect the touch interface performance , user experience and resistant towards graffiti		
1.11	Touch interface shall be capacitive type		
1.12	Shall have a motion sensor to detect people within a 3 metre radius in front of the kiosk		
1.13	Kiosk shall have space for the City to install additional equipment (e.g. wireless access point, BLE beacon etc.)		

1.1 Kiosk Requirements (cont'd)

City of Coquitlam RFP No. 18-03-07			
Appendix A – Interactive Kiosks Specifications			
	Specification	Comply (Y/N)	Response
1.14	Shall meet all required regulations for intended use in intended location including UL(c) and CSA certifications;		
1.15	Kiosk shall be fully controlled by a kiosk controller;		
1.16	Kiosk controller shall: <ul style="list-style-type: none"> - Be Intel Nuc, Rasberry Pi, or equivalent complete with robust operating system such as Linux or equivalent - On-board 1920x1080 HDMI video output, Ethernet NIC, USB3.0 I/O; - 8 GB of RAM - Sufficient solid state storage to support operating system, system software and UI software 		
1.17	Ability for remote monitoring of kiosk equipment including operating conditions such as temperature inside the kiosk		
1.18	Kiosk must be field serviceable. All service panels must be lockable, all fasteners shall be vandal proof;		
1.19	Kiosk shall be modular so that a “rough-in” base can be installed at the time electrical, concrete, conduit work provisions are installed. The actual kiosk can be installed onto the rough-in base at a later time when the installation environment is fully prepped.		

2. Kiosk Warranty & Support

City of Coquitlam RFP No. 18-03-07 Appendix A – Interactive Kiosks Specifications			
	Specification	Comply (Y/N)	Response
2.1	Provide a minimum 1 year warranty, from date of completion of installation, for the entire kiosk and all its components from any defects		
2.2	Available to respond to questions/support requests within 24 hours		
2.3	Available loaner kiosk equipment within 24 hrs		
2.4	Specify warranty provided after go live		
2.5	Selected proponent should provide 24x7 support		
2.6	Provide details of Service Level Agreements (SLA)		

3. Security

City of Coquitlam RFP No. 18-03-07 Appendix A – Interactive Kiosks Specifications			
	Specification	Comply (Y/N)	Response
3.1	Outline how application security is done including how user access is restricted and harmful content prevented		
3.2	Shall have a secure operating system		
3.3	Shall have automatic crash recovery		

4. Options

City of Coquitlam RFP No. 18-03-07 Appendix A – Interactive Kiosks Specifications			
	Specification	Included (Y/N)	Response
4.1	List any options that are available that have not been covered by aforementioned specifications		

5. Training

City of Coquitlam RFP No. 18-03-07 Appendix A – Interactive Kiosks Specifications			
	Specification	Included (Y/N)	Response
5.1	Provide training by qualified personnel to City staff		

6. Indicative Kiosk Design Diagram

The following diagram is intended to graphically depict functional requirements. The kiosk design is only indicative and does not represent the final kiosk design of which is determined by the Proponent in consultation with the City. Please provide samples of applicable models based on the requirements and indicative design.



Figure 1 – accessible interface

6.0 Indicative Kiosk Design Diagram (cont'd)



Figure 2

APPENDIX B – KIOSK MODELS

Complete and submit in “Microsoft Word” format.

City of Coquitlam RFP No. 18-03-07		
Appendix B – For each model proposed, complete the following		
	Specification	Comments
	Model :	
1	Dimensions	Height
		Width
2	LCD Panel	Dimensions
		Brightness (Nits)
		Display Technology
		Viewing Angle
		Resolution
3	Computer Specifications (Kiosk Controller)	Processor
		Memory
		Storage
		System
4	Connectivity	USB
		Bluetooth
		Network

APPENDIX B – KIOSK MODELS

Complete and submit in “Microsoft Word” format.

City of Coquitlam RFP No. 18-03-07		
Appendix B – For each model proposed, complete the following		
	Specification	Comments
	Model :	
5	Features	
		Speakers
		Tempered Glass
		Cooling System
		Touch Screen
		WebCam
		Artwork / Branding
		Capacitive Touch
		UPS Minimum 30 mins run time battery
		Battery Level Indicator
		Temperature reading
		Auto cooling/heating system (if required)

APPENDIX C – Pricing

Complete and submit in “Microsoft Word” format.

1. **PRICING – Provide quote in Canadian dollars**

INTERACTIVE KIOSKS						
		Description	Equip. Mfg. Name and Model No. / Name of Software	Quantity	Unit Price (exclude GST & PST)	Extended Price (exclude GST & PST)
1.1	Equipment	Kiosks		1	\$	\$
		Additional Kiosk		4	\$	\$
1.2	Installation	Hardware and System Software			\$	\$
1.3	System Software	Including hardware & software support & maintenance for year			\$	\$
	TOTAL (exclude PST and GST)					\$

APPENDIX C – Pricing

Complete and submit in “Microsoft Word” format.

2. PRICE – SERVICE AND SUPPORT - Confirm if the price will remain firm for the 3 year term

Service and Support Year 2,3,4				
			Description	Price (exclude GST & PST)
2.1	Service and Support	Year 2– 2019	Support and Maintenance	\$
2.2		Year 3 – 2020	Support and Maintenance	\$
2.3		Year 4 – 2021	Support and Maintenance	\$
2.4	TOTAL			\$
	Other			