

City of Coquitlam

Request for Information and Qualifications

RFIQ No. 18-10-06

Prequalification for

Information Technology Infrastructure and Services

Issue Date: December 5, 2018

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SUMMARY OF KEY INFORMATION

RFIQ Reference	RFIQ No. 18-10-06 Information Technology Infrastructure and Services
Overview of the Opportunity	The purpose of this RFIQ is to select and pre-qualified firms to supply Information Technology computer hardware, peripherals (Infrastructure) and Services.
Closing Date and Time	2:00 pm local time Thursday, January 10, 2019
Instructions for Submission	<p>Submissions 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</p> <ol style="list-style-type: none"> 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 receipt.) <p>Phone 604-927-3060 should assistance be required. The City reserves the right to accept submissions received after the closing date and time.</p>
Obtaining RFIQ Documents	<p>RFIQ Documents are available for download from the City of Coquitlam’s website: www.coquitlam.ca/BidOpportunities</p> <p>Printing of RFIQ documents is the sole responsibility of the Respondents.</p>
Instructions to Respondents	The guidelines for participation that will apply to this RFIQ are posted on the City’s website: Instructions to Proponents
Questions	<p>Questions are to be submitted in writing quoting the RFIQ number and name up to 3 business days before the closing date sent to email: bid@coquitlam.ca</p> <p>Please note that the Purchasing Department will be closed December 24, 2018 to January 1, 2019. Queries will be reviewed after January 1, 2019.</p>
Addenda	<p>Respondents are required 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</p>
Withdrawal of Submission	Submissions may be withdrawn by written notice only, made by an authorized representative of the Respondent sent to email: bid@coquitlam.ca prior to the closing date and time.
Terms and Conditions of Contract	City of Coquitlam Terms and Conditions of Purchase are posted on the City’s website and will apply to purchases made as a result of this RFIQ.

DEFINITIONS

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

“City” means the City of Coquitlam.

“Consultant(s)” means the firms that the City has selected to provide professional technology consulting and advisory services identified in this RFIQ.

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

“ICT” means the City of Coquitlam Information and Communication Technology department.

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

“Reseller(s)” mean those firms that the City has selected to provide professional Technology Infrastructure Services identified in this RFIQ.

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

“RFIQ” means this Request for Information and Qualifications.

“Services” means and includes anything and everything required to be done by the Reseller and Consultant 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) requests Information and Qualifications (RFIQ) to select professional experienced qualified firms to partner with the City to supply its Information and Communication Technology (ICT) Department with:

1. Computer hardware, peripherals, warranty and break-fix services.
2. Consultant and advisory services that will assist the City in evaluating, selecting and implementing technology.
3. Potential value-added services (the 'Services') that will drive efficiencies for technology acquisition and usage.

The City intends to follow a Qualifications Based Selection (QBS) process.

1.2. Purpose

The City intends to create a shortlist of one or more pre-qualified Resellers and Consultants that may be invited to submit designs and prices for future projects, products and services based on the City's technology needs.

To be considered for a shortlist, respondents shall have specialization in one or more of the following categories:

Category	Description
1	Reseller of technology equipment
2	IT Management/Transformation Services and Consulting
3	IT Security Services
4	IT Facility Security Services
5	Audio/Video for Meeting Rooms

Refer to **Schedule 1 – Category Descriptions and Technical Environment**, for the list of technologies currently in use and category descriptions.

1.3. Term

The term of the contract would be in effect for up to five years on an "as needed and when requested" basis at the City's sole discretion. The City reserves the right to add or remove companies from the pre-qualified Reseller/Consultants list at any time.

2. EVALUATION CRITERIA

Each Respondent shall only provide the City with one submission, which should indicate all the categories being applied for. The strength of the submission will be evaluated for each applicable category. Responses to this RFIQ (“Submissions”) should be brief, clear, concise, and address the following criteria:

Experience, Reputation, Capacity and Resources – 40 points

- Company(s) and proposed team experience in managing clients of comparable size, scope and complexity
- References from recent clients, description of services provided; indicating project, duration and client contact details
- Strength of relationships with Manufacturer(s) or knowledge in new emerging technologies

Technical and Support Services – 30 points

- Key personnel - qualifications, certification, their role including any sub-consultants
- Types and variety of supplies and services offered
- Quality Assurance
- Customer Service

Financial, Sustainability and Value Added – 30 points

- 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
- The following criteria only applies to Category 1, 4 and 5:
- Price Margins/points above manufacturers discounted price
- Ability to leverage/maximize manufacturers pricing and value add
- For all categories:
- Demonstrated ability of the project team to complete assignments on time and within budget.

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 companies applying for the pre-qualification.

3. SELECTION PROCESS

The City will review the Submissions and rank them based on the evaluation criteria outlined above. The City reserves the right to compare submissions to other submissions and 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 may select one or more preferred Respondents to negotiate a contract.

4. SHORTLIST FOR FUTURE PROJECTS

Based on the evaluation results, the City will create a short list of one or more pre-qualified Resellers and Consultants that may be utilized for future services based on ICT needs. A Respondent may be included as a Reseller and a Consultant, depending on the services they provide. The City anticipates that Submissions from the pre-qualified Respondents will remain on file for a period of up to five years or until such a time as the City releases a new RFIQ.

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 reserves the right to add or remove companies from the short list.

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.

SCHEDULE 1

Category Descriptions and Technical Environment

The Technical Services section of ICT is responsible for supporting ICT infrastructure and communications systems and for the provision of end user support for approximately 1500 City employees working at 18 different City facilities.

Category 1 – Reseller of Technology Equipment

Throughout the term of the contract, it is expected that the City will make frequent changes to the equipment/technology requirements, especially relating to the introduction of new models from the manufacturers, and updated pricing to existing initiatives.

The City intends to manage these changes, benefit from price drops, and ensure best value pricing by holding the successful Reseller(s) to a maximum allowable margin over the term of the contract.

For Respondents submitting for Category 1, the tables below outline the current technical environment used by the City and are provided for information only and are not a guarantee of volume or commitment for any future purchases.

1. Operating Systems

Type	Manufacturer	Version	Licenses
Desktop	Microsoft	Windows 7 / 10	811
	Apple	MacOS 10.x	6
Server	Microsoft	Server – 2003/2008-R2	64 standard 8 Core Data Centre
	VMWare	x.x	16 Core
	Nutanix	4.1	
	Oracle Linux	x.x	4 Core

2. Corporate Applications

Application	Comments
BlackBerry Enterprise Server	BES UEM 12
Citrix Remote Access System	Version 6.0
File and Print Services	Windows 2012 (VM)
EMC Avamar	Version 7.5
Microsoft Active Directory	Windows 2008–R2
Microsoft Exchange	Exchange 2013 (2 std, 2 ent)
Microsoft Sharepoint	OneNote repository
Microsoft Skype for Business	Version 2016
Microsoft SQL	SQL Server 2008R2, 2014
Nutanix	NA
Oracle Database	Various Versions
VMWare	Version 6.5
Milestone Video Management System	2017 R1+

Note: The City has a Microsoft Enterprise Agreement in place.

3. Servers

Type	Manufacturer	Model	Qty
Blade Centre	IBM	H	2
Blades	IBM	HS21/HS23	28
Blade Centre	Lenovo	Flex Chassis 8721-HC1	2
Blades	Lenovo	Flex System x240	14
1U Servers	IBM	3550	10
Enterprise Servers	IBM	3850	0
Database Servers	Lenovo	Flex System x240	2

4. Storage

Type	Manufacturer	Model	Qty
Storage	EMC	VPLEX	2
	EMC	VNX 2500	2
	NEXSAN	E48	1
	NEXSAN	BT60	1
SAN Switch	Brocade	6510	4

5. Network

Type	Manufacturer	Model	Qty
Router	Nortel/Avaya	8600	2
Switch	Nortel/Avaya	4550	63
	Nortel/Avaya	5650TD	9
	Nortel/Avaya	7024XLS	4
Wireless	Nortel/Avaya	9100	2
	Nortel/Avaya	9122	83

6. Network Security

Type	Manufacturer	Model	Qty
Web Gateway	McAfee	Webwasher	2
IPS	McAfee	M3050	2
Spam Gateway	Cisco	Ironport	2
Firewall	Force Point	1402	2
	Force Point	315	5

7. Backup

Type	Manufacturer	Model	Qty
Backup	Avamar	Version 7.5	1
	Data Domain	5.7.2.0-532316	1

8. Personal Computing

Type	Manufacturer	Model	Qty
PC	Lenovo	M92P/M93P	660
	Lenovo	E31	80
Monitors	Lenovo	2323P	505
	Lenovo	2323Z	383
Laptops	Toshiba	Ultrabook – z930	35
	Toshiba	R950	17
Rugged Laptops	Panasonic	CF19/CF31/CF53/CFC1	47
Rugged Tablets	Panasonic	JT-B1/FZ-G1	6

9. Facility Security

Type	Manufacturer	Model	Qty
Camera	Axis	Various Models	182
Access Control	Brivo		1
Access Control	Keyscan		1

10. IT Spending

Note: Most ICT assets are on a 5 year replacement cycle.

Asset	Past 5 Years
Servers	\$800,000
Storage	\$870,000
Network	\$700,000
Security	\$450,000
Desktops	\$1,500,000
Laptops	\$460,000
Consulting	\$270,000
Infrastructure	\$300,000

Category 2 - IT Management/Transformation Services and Consulting

- Disaster Response Planning
- Data Centre Design Services
- Technology Roadmap Initiatives - (<https://www.coquitlam.ca/city-hall/City-Government/smart-cities-challenge>)
- Software Compliance Services

These projects typically have a consulting services budget between \$30,000 and \$100,000 depending on the scope of the project.

Category 3 – IT Security Services

- PCI
- Vulnerability Assessment
- Security Engineering

Respondents are required to provide certifications.

These projects typically have a consulting services budget between \$30,000 and \$100,000 depending on the scope of the project.

Category 4 – IT Facility Security Services

- Access Control (Brivo/Keyscan)
- Cameras (Axis/Mobitrics)
- Video Management System (Milestone)

These projects typically have a budget between \$5000 and \$100,000 depending on the scope of the project.

Category 5 - Audio/Video for Meeting Rooms

The City supports meeting rooms across the City and includes the following technologies:

1. Smartboards by Smart Technologies
2. Brightlight Interactive projectors by Epson
3. Traditional Projector and screen

All rooms have either Crestron and/or Extron controls. These projects typically have a budget between \$500 and \$15,000 depending on the scope of the project.



City of Coquitlam
Request for Information and Qualifications
RFIQ No. 18-10-06

Prequalification for
Information Technology Infrastructure and Services

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

Thursday, January 10, 2019

("Closing date and time")

INSTRUCTIONS FOR SUBMISSION

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:** 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 and **Appendices A to E**

Submitted By: _____
(Company Name)

1. CORPORATE PROFILE

Please indicate the categories which your firm is applying for:

	Company Name	
1.	Head Office Location	
2.	Local Branch Office Location	
	Length of time (Years) in the:	

Category	Description	YES	NO
1	Reseller of technology equipment		
1a.	Server Business		
1b.	Storage Business		
1c.	Network and network security Business		
1d.	Consolidated Infrastructure		
2	IT Management/Transformation Services and Consulting		
3	IT Security Services		
4	IT Facility Security Services		
5	Audio/Video for Meeting Rooms		

1.1 Account Management

Inclusive of manufacturer technology and roadmap updates, provide details for engagement with the City as to how your organization would conduct any pre-sales support which would be of value to the City.

1.2 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.

1.3 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.

1.4 Performance

Provide details of your escalation process for addressing unsatisfactory performance.

2. PROCUREMENT PROCESS AND PRICING

If responding to **Categories 1, 4 and 5**, please complete the following:

2.1 Price

Propose a well-defined process in which the City can be assured and verify that the pricing remains highly competitive throughout the term of the contract if your company is selected.

2.2 Assurance of Price

Confirm that original invoices showing manufacturer discounted pricing would be provided to the City if proceeding with future projects.

2.3 Procurement Strategy

Describe your technology procurement process. If applicable, identify the purchasing of small parts, software licensing as a separate process.

3. WARRANTY AND BREAK-FIX SERVICES

Complete if you are responding to **Categories 1, 4 or 5.**

The City has an internal support desk that supports and maintains most of its ICT related service requirements; however, from time to time The City may require support in the area of warranty, and/or repair and maintenance for its equipment.

Describe in detail your existing service delivery methodology as it relates to warranty and break-fix support of hardware, including dispatching technicians, and your ability to diligently service The City.

4. VALUE ADDED SERVICES

Describe any services that can be provided to assist the City and 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.

Include detailed information on how you would assist in pro-active Life Cycle Management such as end of life, new product roadmaps, transitioning to new products etc.

5. SUSTAINABLE BENEFITS

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 and describe how those would benefit the City.

6. 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:

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7. 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

8. AUTHORIZATION

We hereby submit our response for the supply and services described in this RFIQ and agree to the terms stated herein. We confirm that rates and other information contained in our submission are 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 of Coquitlam Terms and Conditions of Purchase](#)

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

Appendix A - Manufacturer/Technology Category

If you are responding to Category 1, for each Manufacture/Technology, complete and submit the following form to Identify manufacturers your company would represent to support the City’s procurement strategy.

Refer to **Schedule 1 – Category Descriptions and Technical Environment**

Manufacturer	< Specify Manufacturer/Vendor Name
Technology Category	<Network, Server, Storage, Converged Infrastructure, Desktop, Network Security, IT Physical Security, Audio/Video equipment>
Years of Experience in reselling this product	
% Margin *	

***Note - For % margin indicate the % markup you will charge the City over manufacturer discounted pricing.**

#	Product Line	Company Certification Level/ Partnership Type
1		
2		
3		
4		

Provide a 3-year revenue history and any forecasts. Indicate Canadian sales only.

2015 (Actual, \$M)	2016 (Actual, \$M)	2017 (Actual, \$M)	2018 (Forecast, \$M)	2019 (Forecast, \$M)

For each Product line, provide full-time employee certifications; include pre-sales and technical staff available to work in British Columbia.

#	Product Line	Employee Name	Certification Level/Course
1			
2			

Deployment Reference – Provide up to 3 client references where your company has implemented this manufacturer’s solutions:

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

	Name and Title	Role and Responsibility	Category(s) of Experience
1.			
2.			
3.			
4.			
5.			

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

Provide key contacts information and attach brief resumes for the following personnel that would be assigned to work with the City on a regular basis.

Appendix C - Examples of Successful Consulting Projects

If you are responding to Categories 2 to 5, provide examples* relevant work for each category being applied for.

***The Maximum number of examples to be provided for each category is 3.**

Note that it is not necessary to demonstrate expertise in all aspects of a category to be selected for the shortlist for that category.

CATEGORY (Refer to Appendix A – e.g. “Category 2 – IT management “)	
Project Title and Year	
Project budget	
Project owner/client	
Consulting services budget	
Provide a brief description of the Project including the methodology and/or steps involved in the consulting services, and the deliverables provided by your firm	
Key personnel involved with the consulting services.	
Describe why you believe the project was successful and the role your firm had in the success.	
Reference person (client)	
Telephone and email of reference person	

APPENDIX D – Rates and Fees

Provide hourly rates on a per piece basis. Standard business hours for the City are: 8:00 am to 5:00 pm.

	Role	Description	Hourly Rate (exclude GST)	Overtime Rate (exclude GST)
1	Server Architect	Enterprise Server Design (physical/virtual), architect solution, ensure enterprise compatibility, compose report and/or business case, estimate efforts and equipment and validate environment	\$	\$
2	Storage Architect	Enterprise Storage and Data Design, architect solution, ensure enterprise compatibility, compose report and/or business case, estimate efforts and equipment and validate environment		
3	Network Architect	Enterprise network design, architect solution, ensure enterprise compatibility, compose report and/or business case, estimate efforts and equipment and validate environment		
4	Server Implementation Specialist	Lead the implementation efforts of server (physical/virtual) equipment/system upgrades and enhancements		
5	Storage Implementation Specialist	Lead the implementation efforts of storage equipment/system upgrades and enhancements		
6	Network Implementation Specialist	Lead the implementation efforts of network equipment/system upgrades and enhancements		
7	Project Manager	Provide Project Management services to manage Projects and initiatives end to end		

	Role	Description	Hourly Rate (exclude GST)	Overtime Rate (exclude GST)
8	Senior IT Security Consultant	Provide effective system security recommendations for the City.		
9	Senior Facility Security Consultant	Provide effective facility security recommendations for the City.		
10	Senior Technician			
11	Junior Technician			
12	IT Management Consultant			
13	Other (if applicable)			

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

These rates would remain in effect until: _____
 (Date)

APPENDIX E

Demonstrated Ability to Complete Assignments on Time and Within Budget

Only 1 submission is required:

1.	Briefly describe how your company will complete assignments on time and within budget?
2.	In the past 5 years, has your firm been delayed in delivering an assignment to the City, or for a client listed in Appendix C.? Yes <input type="checkbox"/> No <input type="checkbox"/>
3.	What were the reasons for the delay?
4.	How did your firm make attempts to mitigate the issue?
5.	In the past 5 years, has your firm needed to request an increase to its budget in delivering an assignment to the City, or a client listed in section 3? Yes <input type="checkbox"/> No <input type="checkbox"/>
6.	What were the reasons for increasing the budget?
7.	How did your firm attempt to mitigate the issue?