

City of Coquitlam

Request for Proposals

RFP No. 24-080

Enterprise Licensing Reseller

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KEY DATES

RFP Issue Date	Thursday, October 31, 2024
Deadline for Questions	2:00 PM (local time) Monday, November 18, 2024
Deadline for Issuing Addenda	Tuesday, November 19, 2024
Submission Deadline	2:00 PM (local time) Thursday, November 21, 2024

SUMMARY OF KEY INFORMATION

RFP Reference	RFP No. 24-080 Enterprise Licensing Reseller
Overview of the Opportunity	The purpose of this RFP is to invite Proposals from qualified firms for the provision of Enterprise Licensing Reseller .
Instructions for Proposal Submission	<p>Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one PDF file and uploaded through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid</p> <ol style="list-style-type: none"> In the "Subject Field" enter: RFP Number and Name Add files and "Send Files" (Ensure your web browser remains open until you receive 2 emails from QFile to confirm receipt.) <p>Phone 604-927-3037 should assistance be required.</p> <p>The City reserves the right to accept Proposals received after the Closing Date and Time.</p>
Obtaining RFP Documents	<p>RFP Documents are available for download from the City of Coquitlam's website: https://www.coquitlam.ca/Bid-Opportunities</p> <p>Printing of RFP documents is the sole responsibility of the Proponents.</p>
Questions	Send questions to: bid@coquitlam.ca referencing the RFP name and number.
Instructions to Proponents	The guidelines for participation that will apply to this RFP are posted on the City's website: Instructions to Proponents
Withdrawal of Submission	Proposals may be withdrawn by written notice only, made by an authorized representative of the Proponent sent to email: bid@coquitlam.ca prior to the Closing Date and Time.
Terms and Conditions of Contract	City of Coquitlam Standard Terms and Conditions - Purchase of Goods and Services are posted on the City's website and will apply to the Contract awarded as a result of this RFP.

DEFINITIONS

“Agreement” “Contract” means the contract for services or 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, Specifications, Drawings, any additional subsequent information, any addenda issued, the Proponent’s response and acceptance by the City.

“City” “Owner” means City of Coquitlam;

“Contractor” means the person(s) firm(s) or corporation(s) appointed by the City to carry out all duties, obligations, work and services described in the Request for Proposal and all associated documentation, which may also include mutually agreed revisions subsequent to submission of a Proposal. Both “Contractor” and “Proponent” are complementary in terms of duties, obligations and responsibilities contemplated at the Request for Proposals stage, through evaluation process, execution and performance of the services and Works.

“Price” means the amount that will be paid by the City to the Contractor for delivery and acceptance of goods and Services;

“Project Manager” means the City staff member appointed to coordinate the Work;

“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;

“Services” “Work” “Works” means and includes the provision by the successful Proponent of all services, duties, and expectations as further described in this RFP. This will also mean the whole of the Work, tools, materials, labour, equipment, travel, and all that is required to be done, furnished and performed by the Contractor;

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

“Supply” “Provide” shall mean supply and pay for and provide and pay for.

1. INSTRUCTIONS TO PROPONENTS

1.1. Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hən̓q̓əmi̓n̓əm̓ (HUN-kuh-MEE-num) word kwikwə́ləm (kwee-KWET-lum) meaning “Red Fish Up the River”. The City is honoured to be located on the kwikwə́ləm traditional and ancestral lands, including those parts that were historically shared with the ǵíćə́y (kat-zee), and other Coast Salish Peoples.

1.2. Purpose

The purpose of this RFP is to invite Proposals from qualified firms for the provision of **Enterprise Licensing Reseller**.

1.3. Proposal Submission

Proponents should complete and submit the information requested in this RFP document on the Proposal Submission Form or in a format that has been approved and is acceptable to the City.

1.4. Instructions to Proponents

Proponents are advised that the rules for participation that will apply to this RFP are located: [Instructions to Proponents](#).

By submission of a Proposal in response to this RFP, the Proponent agrees and accepts the rules by which the bid process will be conducted.

1.5. Prices

Prices shall be stated in Canadian Funds and include all applicable costs. Prices shall remain FIRM for the Term of the Contract, except for any adjustments due to changes from the software vendor. In such cases, price increases shall not exceed an agreed-upon percentage (%), and must be communicated in advance.

Prices shall include the provision of all tools, materials, equipment, labour, transportation, fuel, supervision, management, overhead, materials, traffic control, services, all necessary packing and crating (where applicable), Canadian Customs import and export duties, freight, handling, insurance, all other associated or related charges, foreign, federal, provincial and municipal taxes, bonding costs, all licences, permits, inspections and all other requirements necessary for the commencement, performance and completion of Services as described.

Taxes are to be shown separately at time of invoicing.

The lowest price of any Proposal will not necessarily be accepted but will be analyzed to determine best overall value.

1.6. Requested Departures

The Proponent acknowledges that the departures requested in the Proposal Submission Form will not form part of the Contract unless and until the City specifically consents in writing to any of them. The City may not consider any departures not stated in the Proponent's Proposal Submission.

1.7. Evaluation Criteria

The City uses Microsoft Word to aid the transfer of Proponents information to an evaluation document. Proposal Submission Form responses should provide direct answers or a concise summary of attachments. If attachments are required, ensure to provide a summary for each question then direct the City to the appropriate section within the attachments.

Lower scores may be recorded if Proposal Submission Forms are:

- Not in Microsoft Word
- Only answering questions with "see section x in attached document".

Evaluation Criteria of each proposal will be determined in accordance with the following:

Proposal Evaluation Summary	Maximum Points to be Awarded
Corporate	30
Sustainable Benefits and Social Responsibility	10
Technical	30
Financial	30
Total	100

The criteria for evaluation of the Proposals may include, but is not limited to:

Corporate Experience, Capacity and Resources

- Business and technical reputation and capabilities; experience, financial stability, capacity and resources
- Value added benefits
- References
- Manufacturer Authorization
- Recognized partnership status (e.g., Platinum, Gold, Silver) with manufacturers

Sustainable Benefits and Social Responsibility

- Sustainable benefits
- Reconciliation
- Social Responsibility

Technical

- Methodology, set-up and execution of the Work
- Quality Assurance program
- Ability to comply with the stated specifications and requirements

Financial

- Price
- Mark up rates

These criteria will be used to determine best overall value to the City. Proposals will be compared to select one or more that are most advantageous.

And, upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted

The City reserves the right to check references on other projects even if they are not specifically listed. Information obtained from references will be confidential and will not be disclosed to any Proponents.

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.

The City may, at its discretion, request clarification or additional information from a Proponent with respect to any Proposal and the City may make such requests to only selected Proponents. The City may consider such clarifications or additional information in evaluating a Proposal.

Incomplete Proposals or Proposals submitted on forms other than the Proposal Form may be rejected.

Proponents agree the City may disclose names of Proponents and total award amount, however, unevaluated results, unit prices, rates or scores will not be provided to any Proponents.

The City reserves the right to reject without further consideration any Proposal which in its opinion does not meet the criteria it considers essential for the Work outlined in this RFP.

Where only one Proposal is received, the City may reject such and re-issue the RFP on a selected basis.

1.8. Eligibility

For eligibility, and as a condition of award, the successful Proponent would be required to meet or provide the equivalent:

- a) Accept the City's standard Terms and Conditions posted on the City's website:
[Standard Terms and Conditions - Purchase of Goods and Services](#)

This item is not required as part of this Proposal Submission but will be required prior to entering into an agreement with the City for Services.

1.9. Term

The initial term of the Contract is five (5) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

2. **GENERAL CONDITIONS OF CONTRACT**

2.1. Terms and Conditions of Contract

The City's [Standard Terms and Conditions - Purchase of Goods and Services](#), as published on the City's website, the Conditions listed in this RFP, along with the accepted Proposal, addenda and any subsequent clarifications, correspondence, the totality of which will constitute the Contract.

3. **SCOPE OF SERVICES**

3.1. Scope

a) Software Reselling and Procurement Services

The Contractor will be expected to procure and supply a comprehensive array of software solutions to the City, utilizing volume discounts from software firms to ensure competitive pricing. They should also have the capability to manage true-ups, including verifying the alignment between installed software and approved licenses. The ideal Contractor will hold a recognized partnership status (e.g., Platinum, Gold, Silver) with manufacturers to secure the most favorable pricing.

This RFP pertains to software licenses with a total cost exceeding \$100,000.

Appendix A – Software Support Services:

Contractor to have resources, expertise, knowledge and experience related to these services. Respond to each question using the format provided.

Appendix B – Vendor Representation Overview:

Provide a list of the software vendors for which your company is a reseller including your partnership status (i.e. Platinum, Gold, Silver, if applicable) and any exceptions you may have. Respond to each question using the format provided.

Appendix C - Pricing:

Pricing Table. Provide pricing and pricing discounts (off regular price in Canadian dollars) based on the list of software titles identified for which you could provide to the City for the term of the contract. The City has the right to add and remove

software from this list during the term of the Contract. Respond to each question using the format provided.

b) Reporting

Provide software licensing reports including purchase history, # of licenses purchased and its expiry dates. Self Service reporting portal will be beneficial.

Appendix D - Reports:

Provide a list of reports provided to the City. Respond to each question using the format provided.

c) Advisory and support services

The Contractor will be responsible for advising the City on best practices for managing software maintenance agreements and assisting in the development of effective maintenance management strategies. This includes providing guidance on current maintenance agreement requirements.

Appendix E – Advisory Services:

The Contractor will provide expert advice and guidance to the City on software procurement and licensing strategies. They will assist in developing comprehensive corporate strategies for all aspects of software procurement and license management, and offer valuable resources for pre-sales support. Respond to each question using the format provided.

3.2. Manufacturer-Authorized

Contractor must be authorized by the manufacturer to sell and install software where such authorization is granted by the manufacturer. The relationship with the manufacturer must be direct and not indirect through a third party.



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PROPOSAL SUBMISSION FORM

RFP No. 24-080

Enterprise Licensing Reseller

Proposals will be received as per date and time in [Key Dates Section](#)

INSTRUCTIONS FOR PROPOSAL SUBMISSION

Proposal submissions are to be returned in Microsoft Word and any other supporting documents to be consolidated into one 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 files and "Send Files"

(Ensure your web browser remains open until you receive 2 emails from QFile to confirm upload is complete.)

Proponents are responsible to allow ample time to complete the Proposal Submission process. If assistance is required phone 604-927-3037.

Legal Name of Proponent	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. DEPARTURES AND AWARD

a) CONTRACT - I/We have reviewed the City's [Standard Terms and Conditions - Purchase of Goods and Services](#) and would be prepared to enter into in an agreement that incorporates the City's Standard Terms and Conditions, amended by the following departures (list, if any):

Section	Requested Departure(s) / Alternative(s)

b) SERVICES - I/We have reviewed the Scope of Services as described in this RFP and are prepared to meet those requirements, amended by the following departures and additions (list, if any):

Requirements – Requested Departure(s) / Alternate(s) / Addition(s)

2. CORPORATE

a) CAPABILITIES, CAPACITY AND RESOURCES - Proponents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):

- i. Structure of the Proponent, background, how many years they have been in business and organizational history (e.g. mission, vision, corporate directions, years in business, etc.):

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- ii. Proponent is to state relevant experience and qualifications as to the Services requested in the RFP:

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- iii. Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:

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iv. Proponent is to describe their capabilities, resources and capacities, as relevant to the Services requested in the RFP: This includes their capacity to take on this project in regards to other work the Proponent may have ongoing:

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b) REFERENCES – Proponent shall be competent and capable of performing the Services requested and successfully delivered service contracts of similar size, scope and complexity. The City reserves the right to contact any person(s), agency(ies) or firm(s) not listed as part of an independent review (use the spaces provided and/or attach additional pages, if necessary):

Reference No. 1	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 2	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

Reference No. 3	
Description of Contract	
Size and Scope	
Work Performed	
Start Date	
End Date	
Contract Value	
Project completed on budget	
Project completed on schedule	
Reference Information	Company
	Name:
	Phone Number:
	Email Address:

c) MANUFACTURE AUTHORIZATION - Provide as an attachment a letter from manufacturer that you are an authorized dealer to sell and install:

3. SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY

I. Describe all initiatives, policies, programs and product choices that illustrate your firm's efforts towards sustainable practices and environment responsibility in providing the services that would benefit the City
II. What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:
III. What policies does your organization have for the procurement of goods and services from local small and medium sized business or social enterprises or Indigenous owned businesses:

IV. What policies does your organization have to support reconciliation with indigenous peoples:

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4. TECHNICAL

a) APPROACH and METHODOLOGY

Summarize the key features of your Proposal and the Technical Approach to be used. Provide a brief description the various components required for successful completion of the Work.

I. Delivery, Set-Up and Execution - Proposals should address the plan for the delivery, set up and execution of the Work.

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II. Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed.

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b) APPENDICES – Confirm Appendices A, B, D and- E are attached (in original format).

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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5. FINANCIAL

c) APPENDICES – Confirm Appendix C is attached (in original format).

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Attention Purchasing Manager:

6. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Proposal documents, including the RFP and any issued addenda posted on the City’s website www.coquitlam.ca/Bid-Opportunities, and having full knowledge of the Site, and having fully informed ourselves as to the intent, difficulties, facilities and local conditions connected to performing the Services; submit this Proposal in response to the RFP.
7. **I/We** agree to the rules of participation outlined in the [Instructions to Proponents](#) and should our Proposal be selected, agree to the City’s [Standard Terms and Conditions - Purchase of Goods and Services](#) and will accept the City’s Contract as defined within this RFP document.
8. **I/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

This Proposal is submitted this ___day of _____, 20_____.

I/We have the authority to sign on behalf of the Proponent and have duly read all documents.

Legal Name of Company	
Signature(s) of Authorized Signatory(ies)	1.
	2.
Print Name(s) and Position(s) of Authorized Signatory(ies)	1.
	2.

Appendix A – Software Support Services

1	Describe your company's core competencies in brokering such Software Support Services and outline your company's recognized expertise in the marketing, including details as to how you provide these services, and include case examples.
2	Describe the means by which your company leverages software support and maintenance firms to offer better pricing (e.g. through competitive bid, etc.).
3	The City currently uses a variety of cloud based services and expects this will continue, and potentially grow over time. Describe your experience and expertise in this area and how you would assist the City in pursuing this as a strategy.
4	Given the scope of the City's maintenance agreements propose a detailed procurement solution capturing the typical process of procuring the most suitable and cost efficient maintenance and support agreement(s).
5	Given the scope of the City's maintenance agreements propose a detailed maintenance agreement inventory management solution capturing the typical process of long term maintenance agreement management. Solution proposals should provide integration with multiple inventory management system
6	State whether your company can coordinate and conduct true-ups including verifying installation counts vs. licenses approved. Describe your process in detail as to how your client is engaged throughout the true-up and verification process.

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7	Describe your company's approach to providing life cycle management including description of any point-in-time assessment tools and methods
8	Any additional details to add

Appendix C - Pricing

Provide pricing and pricing discounts (off regular price in Canadian dollars) based on the list of software titles identified for which you could provide to the City for the term of the contract

Software Licenses	Identify License Type if Applicable (Concurrent/Named User etc)	Proposed Price Per License	Proposed Discount Per License	Proposed Discount for multiyear purchase
Microsoft Note: This is currently under an Enterprise Agreement contract through an RFP until June 2026. Combination of E3 and frontline workers license		\$		
Microsoft Windows Server		\$		
Microsoft SQL Server Enterprise		\$		
Microsoft Office		\$		
Microsoft Win Enterprise		\$		
Microsoft Exchange		\$		
Microsoft Project		\$		
Microsoft Visio		\$		
Microsoft Teams		\$		
Microsoft Unified Support		\$		
Commvault Cloud Backup & Recovery		\$		
Dell Avamar		\$		
IBM Cognos		\$		
IBM Maximo		\$		
Oracle Enterprise Business Suite (EBS) and Enterprise Database		\$		
Oracle PeopleSoft HCM & Payroll		\$		
Adobe Acrobat Pro		\$		

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Adobe Acrobat Standard		\$		
Adobe Creative Cloud Enterprise		\$		
CISCO Smartnet		\$		
CISCO DNA Center		\$		
CISCO Ironport		\$		
Fortinet Fortigates		\$		
VMWare vSphere		\$		
Computrace Absolute		\$		
Software Asset Management Plan		\$		
		\$		
OpenText eDOCS DM		\$		
CentralSquare Tempest		\$		
CentralSquare Stone Orchard		\$		
SentinelOne - EDR		\$		
Autodesk (AutoCAD, AEC Collection, Civil 3D)		\$		
Bluebeam Revu		\$		

Appendix D - Reports

The City requires reports on Software Maintenance and licensing. Please provide additional reports not listed below. If you need more space, please use the same format.

Reports	Available (Y/N)	Means of delivery (email, web portal, etc)
Total of licenses purchased specific to each software title including changes in vendor support programs and maintenance agreements		
Total of licenses purchased increases year over year		
Expiry Reminders		
a. 90 days		
b. 60 days		
c. 30 days		
Is a web portal available		
Is self-service reporting available		
List of other reports available		

Appendix E - Advisory Services

1	Describe your company's core competencies in software procurement and licensing strategies advisement, and how you can assist in formulating effective corporate strategies relating to the services. Provide an example of how your firm added value to a client in this regard
2	Describe pre-sales support services completed by your company within the most recent two years.
3	What methods would your company apply to maintenance program rationalization (e.g. levels of support, co-termination)?
4	Describe your company's method of surveying the market to ensure competitive vendor pool
5	Detail how your company ensures lower cost and higher value vendors are engaged as the suitable solution provider
6	Any additional details you want to add