

City of Coquitlam

Request for Proposals

RFP No. 25-064

Public Safety Building - Operational  
Communications Centre Desks

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**PROPOSAL SUBMISSION FORM**

**1. KEY DATES**

<b>RFP Issue Date</b>	<b>Wednesday, April 30, 2025</b>
<b>Deadline for Questions</b> Send questions to: <a href="mailto:bid@coquitlam.ca">bid@coquitlam.ca</a> referencing the RFP name and number.	<b>2:00 PM (local time)</b> <b>Thursday, May 15, 2025</b>
<b>Deadline for Issuing Addenda</b>	<b>Friday, May 16, 2025</b>
<b>Submission Deadline</b>	<b>2:00 PM (local time)</b> <b>Wednesday, May 21, 2025</b>

**2. RFP REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS**

All applicable requirements and guidelines for this RFP, are available on the City's website: [City Purchasing Information](#).

To be eligible for the award, the City requires only the **successful Proponent** to have the following in place before providing any Goods or Services. The requirements that apply to this RFP, listed in order of precedence are:

- a) Instructions to Proponents
- b) City Standard Terms and Conditions - Purchase of Goods and Services
- c) Commercial General Liability (CGL) insurance \$5M coverage provided on the City's Certificate of Insurance – Contractor Form
- d) Prime Contractor Designation Form and be responsible for all the Work at the site in accordance with WCB regulations
- e) Be registered and provide WorkSafeBC clearance; upon request, the City may request an employer report
- f) A City of Coquitlam or Tri Cities Intermunicipal Business License is required for any Contractor performing Work within the City or if their office is located within the City, excluding delivery-only services.

**These items are not required as part of this RFP Proposal but will be required prior to entering into an agreement with the City for Services with the successful Proponent.**

### 3. DEFINITIONS

**“Agreement” “Contract”** means the City Purchase Order that will be issued to formalize the Contract with the successful Proponent through negotiation process with the City based on the Proposal submitted and will incorporate by reference the Request for Proposals, the Terms and Conditions of Contract included in this RFP, 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.

#### 4. INSTRUCTIONS TO PROPONENTS

##### 4.1. Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́hǵəmiḡə́m (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 ǵícə́y (kat-zee), and other Coast Salish Peoples.

##### 4.2. Purpose

The City requests Proposals from experienced qualified firms to provide **Public Safety Building - Operational Communications Centre Desks**.

##### 4.3. RCMP Security Check

RCMP Security Check will be required on all Contractors once the project is awarded. All of the Contractors personnel working on site must obtain a security check in order to perform the Work. Contractor will provide a list of all employees who will be working on site along with a copy of their drivers' license. No personnel shall perform the Work at the Public Safety Buildings without obtaining a RCMP security check. Any approved subcontractors must meet these requirements as well.

The Contractor must have on call, at least one security cleared employee for after-hours callouts to the security designated sites. Any employees denied security clearance shall be restricted from entering the designated facilities, and the Contractor shall provide an employee who has obtained a security clearance.

Throughout the Work, RCMP security will be present at all times for the duration of work within their building.

No photographs will be allowed to be taken inside the building.

##### 4.4. Prices

Prices shall be all-inclusive and stated in (Canadian Funds). Prices shall remain FIRM for the completion of the Services.

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.

#### 4.5. 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.

#### 4.6. Evaluation Criteria

##### a) Instructions for Proposal Submission and Attachment Referencing

The City uses Microsoft Word to streamline the transfer of Proponent information into an evaluation document. Responses on the Proposal Submission Form should provide direct answers or concise summaries of any referenced attachments. Where attachments are necessary, each response should summarize the relevant information and clearly indicate where the City can find the corresponding details within the attachments, specifying precisely, for example, "see Section X, subsection Y, paragraph Z, on page N."

##### b) Submission Format and Content Authenticity

Lower scores may be assigned if Proposal Submission Forms:

###### I. Non-conforming

- Are not submitted in Microsoft Word format.
- Rely solely on references such as "see section X in the attached document" without providing summaries.

###### II. Authenticity and AI Generated Content

- The City preference is for Proposals to be original and directly aligned with the requirements outlined in this RFP. Proposals containing boilerplate, non-specific, or AI-generated content may receive a lower score.
- Proponents must demonstrate a clear understanding of the City's needs by providing detailed, tailored responses, including methodologies. Proposals lacking sufficient detail and originality may result in a lower evaluation score.

##### c) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

<b>Proposal Evaluation Summary</b>	<b>Maximum Points to be Awarded</b>
<a href="#">Corporate</a>	10
<a href="#">Sustainable Benefits and Social Responsibility</a>	10
<a href="#">Technical</a>	40
<a href="#">Financial</a>	40
<b>Total</b>	<b>100</b>

d) 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
- Sub-contractors
- Staff qualifications and experience
- Health and Safety

**Sustainable Benefits and Social Responsibility**

- Sustainable benefits
- Reconciliation
- Social Responsibility

**Technical**

- Methodology, set-up and execution of the Work
- Quality Assurance and Safety
- Risk factors
- Disposal, Recycling and reuse
- Ability to comply with the stated specifications and requirements
- Schedule and Completion Date
- Warranty
- Ongoing Service
- Design
- Response Times for Warranty/Service
- Lead-time

**Financial**

- Price

e) Proposal Comparison

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.

f) Reference Checks and Interviews

Upon selection of one or more lead Proponent(s):

- References may be contacted
- Interviews may be conducted
  - As part of the evaluation of Corporate Experience

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.

g) Additional Evaluation Considerations

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.

h) Proposal Compliance and Rejection

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

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.

i) Disclosure of Information

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.

4.7. Project Timelines

The successful Proponent will commence Work approximately **September 8, 2025**, and be substantially complete on or before **September 26, 2025**.

Final acceptance is to be completed by **September 30, 2025**.

4.8. Specifications and Alternatives

Wherever the Specifications state a brand name, make, name or manufacturer, trade name, or Supplier catalogue number, it is for the purpose of establishing a grade or standard. It is not intended to rule out competition from equal brands or makes. If goods other than that specified is offered, it is the Proponent's responsibility to provide information in its Proposal that enables the City to confirm equivalency and acceptance.

If the Proponent cannot meet Specifications, the Proponent may identify and offer an alternative which it believes to be an equal or better alternative.

Proponents shall clearly indicate any variances from the City's Specifications or conditions and attach descriptive literature



#### 4.9. Site Visit

There will be no site visit for this project.

### 5. **SCOPE OF SERVICES**

#### 5.1. Scope

The City is seeking a qualified Contractor to supply and install new dispatch desks for the RCMP Operational Communications Centre (OCC). The scope includes the removal and disposal of existing desks, supply and installation of ergonomic dispatch workstations, integration of required technology, and ensuring minimal disruption to operations. The operation centre will be relocated to an alternate location for the duration of this project. There is an existing Tait raised floor within the space for electrical & network connections:

##### a) Space Design and Layout

- Using **Appendix A – Preferred Layout** and [Appendix C – CAD Files](#) conduct an assessment to evaluate space constraints, workflow efficiency, and operational needs.
- Develop a workstation layout that optimizes ergonomics, accessibility, and operational effectiveness. Reference Preferred Layout sketch included
- Provide design drawings, including workstation placement, cable management solutions, and integration with existing infrastructure.
- Provide detailed specifications of proposed desking solutions
- Ensure compliance with applicable ergonomic standards.
- Obtain approval from the City and RCMP representatives before proceeding with fabrication and installation.

##### b) Removal and Disposal

- Dismantling and removal of existing dispatch desks.
- Coordination with City staff and RCMP representatives to minimize disruption.

##### c) Supply and Installation of New Desks

- Supply, delivery and installation of modular, ergonomic dispatch workstations designed for 24/7 operations.
- Incorporation of height-adjustable features for seated and standing operation.
- Sufficient cable management and integration for IT, power, and communications equipment. Must accommodate between 3-5 monitors either integral to desk mount or on monitor arms. Large curved monitors are 34", 3 per large console with 2 standard size monitors.
- Material and finishes to be durable, easy to maintain, and resistant to wear and tear.

- OCC to include:
- Radio Room – 8 desks - 3 consoles for Dispatch, 3 Desks for Call Takers, smaller console desks for Radio Room Constable and Switch board
- Breakout room 446 - 3 desks – 1 console for dispatch and 1 call takers, smaller console desk for Trainer
- Preference to have them face inward to reduce noise from behind
- Dispatch consoles to have communal table between and extender on bottom console for additional workspace
- Low shelving /storage below windows
- Call Taker desks to be straight desk style, adjustable height
- Keyboard tray independent from Work Desk
- Independent and Height adjustable motorized monitor rack and motorized work deck
- Task lighting on desktop
- Under desk ambient lighting
- Temperature controls: Heat panel & Fans
- Acoustic privacy panels between desks adjacent to each other
- Slatwall for mounting signs / resources
- Personal storage & hooks for bags
- Backup power or manual crank option in case of failure
- All components must fit through standard 36" door opening

d) Technology & Equipment Integration

- Coordination with RCMP IT and E-Comm & Radio Shop communications teams to ensure seamless integration of dispatch equipment, monitors, telephone, and data systems.
- Cable management solutions to ensure a clean, safe, and efficient workspace.
- Testing and verification of installed workstations to confirm full functionality.

e) Site Coordination and Project Management

- Successful Consultant to provide a detailed project schedule in consultation with the City and RCMP representatives.
- Compliance with all applicable occupational health and safety requirements.
- Coordination of site access, security clearance requirements, and work hours to minimize impact on operations.

## 5.2. Clean Up

At the end of each day the Contractor shall ensure the site is safe and secure and, at the conclusion of Work, the Contractor shall clean out all debris promptly remove any equipment or materials and leave the site of the Work in a clean and tidy condition.



City of Coquitlam

## PROPOSAL SUBMISSION FORM

RFP No. 25-064

### Public Safety Building - Operational Communications Centre Desks

Proposals will be received as per the date and time specified in the [Key Dates Section](#) of the RFP.

#### **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](http://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.

<b>Legal Name of Company</b>	
<b>Contact Person and Title</b>	
<b>Business Address</b>	
<b>Telephone</b>	
<b>Email Address</b>	

1.

**DEPARTURES**

**a) CONTRACT** - I/We have reviewed the City's **Standard Terms and Conditions - Purchase of Goods and Services** (per Section 2 of the RFP) 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.

**ATTACHMENTS**

**a) Attachments - attach your design drawings.**

☐ Yes☐ No

If no state why (note this forms part of Technical evaluation):

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### 3. 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. Provide an overview of the Proponent's organizational background, including history, mission, vision, corporate structure, and years in business:

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- ii. Provide a detailed narrative as to the Proponent's understanding of the project objectives, outcomes and vision:

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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. Describe the Proponent's current capabilities and capacity to perform the Services, including relevant resources, staffing levels, and the ability to manage this project alongside existing workloads:

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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

<b>Project Title and Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date and End Date</b>	
<b>Contract Value</b>	
<b>Completed on budget and schedule</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company:
	Contact Name:
	Phone Number and Email:

Reference No. 2	
<b>Project Title and Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date and End Date</b>	
<b>Contract Value</b>	
<b>Completed on budget and schedule</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company:
	Contact Name:
	Phone Number and Email:
Reference No. 3	
<b>Project Title and Description of Contract</b>	
<b>Size and Scope</b>	
<b>Work Performed</b>	
<b>Start Date and End Date</b>	
<b>Contract Value</b>	
<b>Completed on budget and schedule</b>	
<b>Project completed on schedule</b>	
<b>Reference Information</b>	Company:
	Contact Name:
	Phone Number and Email:

**c) KEY PERSONNEL** – Proponent proposes the following key personnel for the Services stated in the RFP. No changes, additions or deletions are to be made to these Key Personnel without the City's written approval. (use the spaces provided and/or attach additional pages, if necessary)

LINE ITEM	NAME	TITLE/POSITION	EXPERIENCE AND QUALIFICATIONS	YEARS WITH YOUR ORGANIZATION
i.				
ii.				
iii.				
iv.				

**d) HEALTH AND SAFETY**

<b>I.</b>	Confirm the Proponent has a written safety program in place that meets the requirements of WorkSafeBC?
	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>II.</b>	Is your company COR (Certificate of Recognition) certified with respect to WorkSafeBC?
	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>

#### 4. **SUSTAINABLE BENEFITS AND SOCIAL RESPONSIBILITY**

<b>I.</b>	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
<b>II.</b>	What policies does your organization have for hiring apprentices, indigenous peoples, recent immigrants, veterans, young people, women, people with disabilities and any other groups:
<b>III.</b>	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:
<b>IV.</b>	What policies does your organization have to support reconciliation with indigenous peoples:

#### 5. **TECHNICAL**

<b>a) APPROACH and METHODOLOGY</b>	- Summarize the key features of your Proposal and outline the Technical Approach to be used. Provide a brief description of the components required for the successful completion of the Work.
<b>I. Delivery, Set-Up and Execution</b>	- Proposals should outline the plan for the delivery, set up, and execution of the Work.
<b>II. Quality Assurance</b>	- Provide the measures the Proponent will use to maintain quality control for the Services being performed.

**III. Risk Factors** - Describe the risk factors anticipated and how the Proponent intends to mitigate these.

**IV. Safety** - Proponent is to state how they will address safety on the Work site.

**V. Disposal and Recycling** -: Provide details on all disposal and recycling including location.

**b) COMPLETION DATE**

I. The Proponent states that they are available and ready to start this Work and confirms the Work shall be completed on or before **September 30, 2025**. This date will be an important consideration in the evaluation.

☐ **Yes**

☐ **No**

II. If Proponent has stated NO, please state date and explanation as to proposed completion date:

**c) WARRANTY** - State standard warranty:

**d) RESPONSE TIME:**

Indicate Response time in hours for Emergency & non-Emergency Call outs:

**Emergency Call Out:**

**Non-Emergency Call Out:**

**e) State lead time for items quoted:**

**f) State normal working hours and overtime hours:**



## 6. FINANCIAL

**a) PRICE** - Prices proposed are to be all inclusive; therefore, include all labour, material, tools, equipment, transportation, fuel, supervision, disposal fees, permit fees and any other items required for provision of the services (exclude GST):

ITEM	SCOPE OF WORK	Unit of Measure	PRICE (exclude GST)
i.	Large Console Desks	Each	\$
ii.	Small Console Desks	Each	\$
iii.	Straight Desks	Each	\$
iv.	Communal Storage	Each	\$
v.	Personal Storage	Each	\$
vi.	Delivery and Installation	Each	\$
vii.	Removal of all desks:		\$
viii.	Other not Listed:		\$
ix.	Other not Listed:		\$
<b>Total</b>			<b>\$</b>

**Attention Purchasing Manager:**

7. **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](http://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.
8. **I/We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFP) and should our Proposal be selected, agree to the City's **Standard Terms and Conditions - Purchase of Goods and Services** (per Section 2 of RFP) and will accept the City's Contract as defined within this RFP document.
9. **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.**

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