

City of Coquitlam

Request for Proposals

RFP No. 25-069

Locksmith Services

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1. KEY DATES

RFP Issue Date	Friday, June 6, 2025
Deadline for Questions Send questions to: bid@coquitlam.ca referencing the RFP name and number.	2:00 PM (local time) Tuesday, June 24, 2025
Deadline for Issuing Addenda	Wednesday, June 25, 2025
Submission Deadline	2:00 PM (local time) Friday, June 27, 2025

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) Be registered and provide WorkSafeBC clearance; upon request, the City may request an employer report
- e) 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 hə́hǵəmiḥə́m (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 ǵícəy (kat-zee), and other Coast Salish Peoples.

4.2. Purpose

The purpose of this RFP is to invite proposals from qualified firms for the provision of **Locksmith Services**.

4.3. Prices

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

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.

4.4. 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.

4.5. Evaluation Criteria

a) Mandatory Criteria (Pass/Fail)

Proponent must hold, or employ personnel who hold, a valid Security Worker Licence for locksmith services issued by the Ministry of Public Safety and Solicitor General under the Security Services Act of British Columbia.

Proponents who Pass the Mandatory Criteria will then be evaluated as follows:

b) 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."

c) 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.

d) Evaluation Criteria and Points Allocation

Each proposal will be evaluated based on the following criteria:

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

e) 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

- 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
- Response Time
- Ability to comply with the stated specifications and requirements

Financial

- Price
- Mark up rates
- Minimum Call out

f) 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.

g) 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.

h) 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.

i) 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.

j) 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.

4.6. Term

The initial term of the Contract is two (2) years with the option to extend the Contract by additional terms, upon mutual agreement of the parties.

5. **SCOPE OF SERVICES**

5.1. Scope

The Contractor shall provide on-call and scheduled locksmith services to support the City's facility operations. Work to include but not limited to:

a) General Requirements

- Provide locksmith services for all City-owned buildings and facilities, which includes over one hundred and twenty (120) buildings.
- Respond to emergency and non-emergency service requests as required in a timely manner.
- The City's regular working hours are from 8:00 AM – 4:00 PM. Hours outside of this will be considered after hours and will incur the fees of an afterhours service call(s).
- Notify the designated site contact by phone at least one hour prior to arrival on site.
- Maintain standard stock of commonly used lock parts, cylinders, and cores to facilitate efficient delivery service and minimize downtime.
- Maintain accurate records of service calls, key codes, and lock changes.

b) Services to be Provided

- Rekeying of locks and cylinders.
- Installation, repair, and replacement of locks, panic bars, door closers, and related hardware.
- Key duplication and key cutting, including master keys, restricted key systems, and control keys.
- Troubleshooting and repair of electronic and mechanical lock systems.
- Lockout assistance and emergency access services.

- Assessment and reporting on lock condition and recommendations for upgrades.
 - Safe and vault access, repair, or rekeying (if applicable).
- c) Issuing Keys
- Following City direction, the Contractor will cut keys and deliver them to specified locations and designates.
- d) Installing Locks, Cores and Closers
- Per City requests, the Contractor shall install locks, cores, closers, and key cylinders.
 - When directed, locks and cores that have been removed will be returned to the City and may be reused.
 - The majority of keys and cylinders used by the City are Best/Falcon with small format interchangeable cores (IC cores). Some locations use Corbin and Schlage systems. The City may look into the use of the Alboy key system in the future.
- e) Master Keying Schedule
- The Contractor shall create and maintain a master key schedule per site and work collaboratively with City staff to ensure it is kept accurate and up to date.
 - Electronic copies of the key schedule for each site shall be provided to the City.
- f) Key Records
- Current key records will be made available to the successful Proponent; however, not all records are up to date.
 - The Contractor to continue with the existing system unless otherwise directed. The City may explore alternative systems in the future.
- g) Key Audit
- The Contractor shall assist the City's Facility Security Coordinator in conducting periodic key audits.
 - The purpose is to ensure the City maintains accurate records of keys in circulation.
 - All audit documentation to be provided to the City and shall become the property of the City.
 - The City reserves the right to request key audit documentation at any time.
- h) Response Times
- i. Emergency Response:
The Contractor shall be available 24 hours a day, 7 days a week, and must respond on-site within one (1) hour of receiving an emergency request

The Contractor must phone the City representative within fifteen (15) minutes to confirm that a timely on-site response will be made.

ii. Non-Emergency Response:

The Contractor shall respond to non-emergency service requests within twenty-four (24) hours.

i) Standards and Compliance

- All Work must comply with applicable building codes, safety regulations, and manufacturer specifications.
- Maintain confidentiality and security of all keying systems and access points.
- Work must not compromise the integrity of fire-rated doors or emergency exits.

j) Documentation and Reporting

- Maintain a secure and up-to-date key inventory log for each City facility
- Provide service reports detailing Work completed, materials used, and time on site.
- Submit monthly summary reports upon request.

k) Licensing

- The Contractor shall be licensed in British Columbia by the Ministry of Public Safety and Solicitor General and shall perform the services while holding a valid license.
- All personnel assigned to City sites may be required to undergo background checks, security clearance verification, or sign confidentiality agreements as determined by the City.

5.2. Clean Up

At the end of each Work performance 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.

5.3. Public Relations

Good public relations must be maintained at all times by the Contractor, the Contractor's employees, and representatives. All enquiries and complaints must be satisfactorily resolved in a courteous and businesslike manner and be acted upon within a 24-hour period.



City of Coquitlam

PROPOSAL SUBMISSION FORM

RFP No. 25-069

Locksmith Services

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

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 Company	
Contact Person and Title	
Business Address	
Telephone	
Email Address	

1. MANDATORY REQUIREMENTS

Proponents MUST provide the following Mandatory Requirements for their Proposals to be evaluated:

a) Proponent confirms personnel performing the Work have a valid Security Worker Licence for locksmith services issued by the Ministry of Public Safety and Solicitor General under the Security Services Act of British Columbia.

☐ Yes.

2. DEPARTURES

b) 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)

c) 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)

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:
ii. Provide a detailed narrative as to the Proponent's understanding of the project objectives, outcomes and vision:
iii. Proponent is to state any value added benefits and activities they can provide in delivering the Services. Provide details:
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:

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

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

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

4. **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:

5. **TECHNICAL**

a) APPROACH and METHODOLOGY - 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.	
I.	Delivery, Set-Up and Execution - Proposals should outline the plan for the delivery, set up, and execution of the Work:
II.	Quality Assurance - Provide the measures the Proponent will use to maintain quality control for the Services being performed:
b) RESPONSE TIME: Indicate Response time in hours for Emergency & non-Emergency Call outs:	
Emergency Call Out:	
Non-Emergency Call Out:	

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):

SERVICES	UNIT OF MEASURE	UNIT PRICE
Cost for keys plus delivery and providing documentation	EA	\$
Cost for a service call to re-key one (1) lock cylinder	EA	\$
Cost per additional lock cylinder re-key	EA	\$
Cost for a service call to supply and install one (1) lock cylinder	EA	\$
Cost per additional lock cylinder install	EA	\$
Cost to install a complete keyed handle/lock/deadbolt set	EA	\$
Master Locksmith per Hour (Non-emergency Response)	HR	\$
Journeyman Locksmith per Hour (Non-emergency Response)	HR	\$
Locksmith Labourer per Hour (Non-emergency Response)	HR	\$
Master Locksmith per Hour (Emergency Response)	HR	\$
Journeyman Locksmith per Hour (Emergency Response)	HR	\$
Locksmith Labourer per Hour (Emergency Response)	HR	\$

b) MATERIAL MARKUP RATES

Mark-up rate on materials:	%
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c) MINIMUM HOURS (if any) - Minimum number of hours billed per mobilization:

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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, 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** 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 **Supplementary General Conditions** (SGC's) to CCDC 2 – 2020, and would be prepared to enter into an agreement that incorporates the SGC's, and will accept the City's Contract as defined within this RFP document.
10. **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.