REQUEST FOR PROPOSALS

PROVISION OF VALUE-ADDED RESELLER FOR ENTERPRISE HARDWARE, SOFTWARE, AND SERVICES

RFP No. PS20190498

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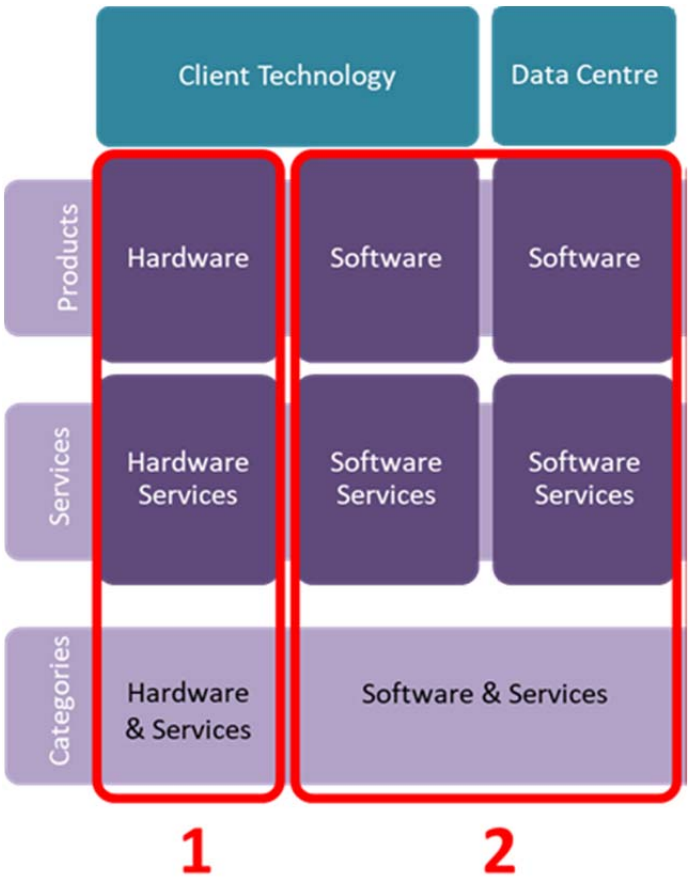
SUMMARY

The City of Vancouver, for itself and the Vancouver Board of Parks and Recreation, the Vancouver Police Board and the Vancouver Public Library Board (collectively, the "**City**"), seeks from qualified Proponents, in particular, from qualified "value-added resellers" ("**VARs**"), written proposals ("**Proposals**") for the supply of certain computer hardware and software and related services as described in this Request for Proposals (the "**RFP**"). Those goods and services are categorized in the RFP as follows:

1. Category 1 - Client hardware and services ("**Category 1**"); and
2. Category 2 - Enterprise software and services ("**Category 2**").

The graphic below is a simple visual that outlines which products and services are in scope for this RFP.



The City recognizes that some prospective Proponents may wish to submit Proposals for both categories and some may wish to submit Proposals for only one. Therefore, in the circumstances, the City will consider Proposals that by themselves include both categories and it will consider Proposals that include only one or the other of the two categories.

The City is seeking Proposals that, in totality, will meet all the requirements described in the RFP, but it will consider innovative and/or novel approaches.

PART A – INFORMATION AND INSTRUCTIONS

1.0 THE RFP

1.1 Except where and to the extent expressly otherwise provided for in the RFP: (i) no part of the RFP consists of an offer on the part of the City to enter into any contract of any kind with any Proponent; and (ii) no part of the RFP is legally binding on the City.

1.2 The City is interested in selecting a Proposal or multiple Proposals from a Proponent or Proponents with the capabilities and experience to efficiently and cost-effectively meet the City's objectives and requirements described in the RFP. While the City currently expects that it will select a Proposal or multiple Proposals and negotiate and enter into a contract or contracts ("**Agreement**") with the Proponent(s) thereof, the City may nevertheless: (i) decline to select any Proposal; (ii) decline to enter into any Agreement; **or** (iii) terminate the RFP at any time.

1.3 The City currently intends to evaluate the Proposals based on overall value, taking into consideration, among other things, and without limitation, the factors described in Section, 8.0 below.

1.4 Proponents are not required to provide bid security with Proposals because Proposals will not be irrevocable and will not in any way constitute binding legal offers for the supply of the goods and services which are their subject matter. Proponents' legal obligations relating to the RFP and Proposals are set out in the "Legal Terms & Conditions" in Appendix 1 to the Part C1 & C2 - Forms of Proposal documents contained in the RFP, which come into effect only when the Proponent as completed, signed and submitted to the City, the Form(s) of Proposal.

1.5 The execution of any Agreement(s) may be contingent on City Council approvals for funding and particular Proposal(s).

1.6 The RFP consists of 7 parts, including appendices:

(a) **PART A – INFORMATION AND INSTRUCTIONS**: This part is intended to serve as a guide to the RFP process;

(b) **PART B1– CATEGORY 1 - SCOPE OF WORK**: This part describes the Category 1 requirements;

(c) **PART C1 – CATEGORY 1 - FORM OF PROPOSAL**: This is the form in which the Category 1 related Proposals should be submitted;

(d) **PART D1 – CATEGORY 1 - FORM OF AGREEMENT**: This part contains a model Agreement relating to Category 1 (the "**Form of Agreement**"). Any Category 1 related Agreement resulting from the RFP process is expected to be substantially in the form of the Category 1 - Form of Agreement;

(e) **PART B2– CATEGORY 2 - SCOPE OF WORK**: This part describes the Category 2 requirements;

(f) **PART C2 – CATEGORY 2 - FORM OF PROPOSAL**: This is the form in which the Category 2 related Proposals should be submitted;

(g) **PART D2 – CATEGORY 2 - FORM OF AGREEMENT**: This part contains a model Agreement relating to Category 2 (the "**Form of Agreement**"). Any Category 2 related

Agreement resulting from the RFP process is expected to be substantially in the form of the Category 2 - Form of Agreement.

2.0 KEY DATES

2.1 Potential Proponents should note the following key dates:

Event	Time and Date
Deadline for Enquiries	3:00pm [PST] on February 18th, 2020
Closing Time	3:00pm [PST] on February 27th, 2020

2.2 All references to time in the RFP are references to the time in the City of Vancouver, as indicated in the electronic timestamp the Proposal receives upon delivery to the email address specified herein, which in turn is synchronized to Network Time Protocol (NTP) provided by the National Research Council of Canada adjusted to local Pacific Time Zone.

3.0 CONTACT PERSON

3.1 All enquiries regarding the RFP must be addressed to:

Wen Shi
wen.shi@vancouver.ca

3.2 All enquiries must be made in writing. In-person or telephone enquiries are not permitted or accepted.

3.3 **IF A POTENTIAL PROPONENT BELIEVES THAT THE CITY MAY BE UNABLE TO SELECT IT DUE TO A CONFLICT OF INTEREST, BUT IS UNCERTAIN ABOUT THIS, THE POTENTIAL PROPONENT MAY WISH TO CONTACT THE ABOVE-MENTIONED INDIVIDUAL AS SOON AS POSSIBLE WITH THE RELEVANT INFORMATION SO THAT THE CITY MAY ADVISE THE POTENTIAL PROPONENT REGARDING THE MATTER.**

4.0 SUBMISSION OF PROPOSALS

4.1 Proponents should submit their Proposals on or before the time and date specified in the bottom row of the table in Section 2.1 above (the "**Closing Time**"):

- by email using zip files to reduce the size or by email in parts if necessary;
- to Bids@vancouver.ca;
- **NOT** to the Contact Person and **NOT** by Dropbox, FTP or any similar programs;
- do not deliver a physical copy to the City of Vancouver;
- if you did not receive an automated email within few minutes, check your junk folder first, and then contact Purchasing@vancouver.ca:

4.2 As outlined in the above section, this RFP is structured so that Proponents may submit a Proposal for both of Categories 1 and 2 or for only one or the other of them. Please refer to the Part B1 and Part B2 parts of the RFP for detailed requirements of each of Categories 1 and 2 and to the Part C1 and C2 – Forms of Proposal parts of the RFP for further Proposal related instructions.

4.3 Each Proponent should submit its Proposal by email in accordance with the following:

- Subject of the email and files should be described as: RFP PS20190498 – Provision of Value-Added Reseller for Enterprise Hardware, Software, and Services – **"Vendor name".**

- Document format for submissions:

  If for both (2) Categories, please submit
  - o **2 combined PDF files** (one for each Category) for RFP PART C. Any other information / attachments (if applicable) should be included in this PDF file as well;
  - o **2 Excel files** (one for each Category) for Part C Appendix 3 – Commercial Proposal; and
  - o **1 Excel file** for RFP Part C Appendix 2 Section B - Technical Requirements.

  If for only one (1) Category, please submit
  - o **1 combined PDF file** for RFP PART C. Any other information / attachments (if applicable) should be included in this PDF file as well;
  - o **1 Excel file** for Part C Appendix 3 – Commercial Proposal; and
  - o **1 Excel file** for RFP Part C Appendix 2 Section B - Technical Requirements.

- **Proposals received that do not fully follow the above requirements may be declared non-complaint.**

4.4 To be considered, Proposals must be submitted in the form set out in and required by the Form(s) of Proposal contained in Parts C1 and C2 to the RFP, duly executed by the Proponent.

4.5 Amendments to Proposals may be submitted by the same methods at any time prior to the Closing Time.

4.6 Proposals are revocable and may be withdrawn at any time before or after the Closing Time.

4.7 All costs associated with the preparation and submission of Proposals, including any costs incurred by a Proponent after the Closing Time, will be borne solely by the Proponent.

4.8 Unnecessarily elaborate Proposals are discouraged. Proposals should be limited to the items specified in Parts C1 and C2 of the RFP.

4.9 The City is willing to consider Proposals from two or more Proponents wishing to form a consortium for the purpose of a Proposal, provided that they fully disclose the names of all members of the consortium and that all members complete and sign the Form(s) of Proposal as required. Nonetheless, the City has a strong preference for Proposals submitted by a single Proponent, including a Proponent that would act as a general contractor and use subcontractors as needed.

4.10 Proposals that are submitted after the Closing Time or that otherwise do not comply in full with the terms hereof may or may not be considered by the City and may or may not be returned to the Proponent, in the City's sole discretion.

5.0 CHANGES TO THE RFP AND FURTHER INFORMATION

5.1 The City may amend the RFP or make additions to it at any time.

5.2 It is the sole responsibility of Proponents to check the City's website at: http://vancouver.ca/doing-business/open-bids.aspx regularly for amendments, addenda, and questions and answers in relation to the RFP.

5.3 Proponents must not rely on any information purported to be given on behalf of the City that contradicts the RFP, as amended or supplemented in accordance with the foregoing Section.

5.4 The City will not hold information meetings related to this RFP.

6.0 PROPOSED TERM OF ENGAGEMENT

6.1 The City expects the term(s) of any Agreement(s) to be 5-years, with the possibility of up to four (4) consecutive extensions of one (1) year each, for a maximum possible total of nine (9) years.

7.0 PRICING

7.1 All prices quoted in any Proposal are to be exclusive of applicable sales taxes and GST calculated upon such prices, but inclusive of all other costs.

7.2 Prices must be quoted in Canadian currency.

7.3 Prices are to be quoted CIP, destination (Incoterms, 2010). For the avoidance of doubt, freight, insurance, unloading at the destinations designated by the City, import duties, brokerage, royalties, handling, overhead, profit and all other similar costs are to be included in prices quoted in Proposals.

8.0 EVALUATION OF PROPOSALS

8.1 The City may open in any manner and at such times and places as may be determined by the City or it may decline to open any Proposals or all of them.

8.2 The City currently intends to evaluate Proposals using quantitative and qualitative tools and assessments, as appropriate, to determine which Proposal(s) offers the overall best value to the City. In so doing, the City expects to examine:

Evaluation Criteria	Estimated Evaluation Weighting
Technical	65%
Financial	30%
Sustainability (Environmental and/or Social)	5%
Total	100%

Certain other evaluation criteria may be set out in Part B or elsewhere in the RFP.

8.3 The City will retain complete control over the RFP process at all times. The City is not legally obligated to and need not review, consider or evaluate any Proposal(s) in accordance with the procedures set out in the RFP or at all. The City may continue, interrupt, cease or modify its review, evaluation and/or negotiation processes in respect of any or all Proposals at any time without further explanation or notification to any Proponents.

8.4 The City may, at any time prior to signing an Agreement, discuss or negotiate changes to the scope of the RFP with any one or more of the Proponents without having any duty or obligation

to advise the other Proponents or to allow the other Proponents to vary their Proposals as a result of such discussions or negotiations.

8.5 The City may elect to short-list Proponents and evaluate Proposals in stages. Short-listed Proponents may be asked to provide additional information or details for clarification, including by attending interviews, making presentations, supplying samples, performing demonstrations, furnishing technical data or proposing amendments to the Form(s) of Agreement. The City may negotiate with one or more short-listed Proponents, or in sequence, or in any combination, and may at any time terminate any or all negotiations.

8.6 The City may also require that any proposed subcontractors undergo evaluation by the City.

8.7 For the avoidance of doubt, notwithstanding any other provision in the RFP, the City, in its sole and unfettered discretion, may: (a) accept any Proposal; (b) reject any Proposal; (c) reject all Proposals; (d) accept a Proposal which is not the lowest-price proposal; (e) accept a Proposal that deviates from the requirements or the conditions specified in the RFP; (f) reject a Proposal even if it is the only Proposal received by the City; (g) accept all or any part of a Proposal; (h) split the scope of work between one or more Proponents; and (i) enter into one or more Agreements respecting the subject matter of the RFP with any entity or entities at any time. Without limiting the foregoing, the City may reject any Proposal by a Proponent that has a conflict of interest, has engaged in collusion with another Proponent or has otherwise attempted to influence the outcome of the RFP other than through the submission of its Proposal.

9.0 CITY POLICIES

9.1 The City's Procurement Policy, Ethical Purchasing Policy and related Supplier Code of Conduct, which can be found at http://vancouver.ca/doing-business/selling-to-and-buying-from-the-city.aspx , all align the City's approach to procurement with its corporate social, environmental and economic sustainability values and goals. They evidence the City's commitment to maximize benefits to the environment and the community through its product and services selection methods and choices, and to ensure safe and healthy workplaces, where human and civil rights are respected. Each Proponent is expected to adhere to the supplier performance standards set forth in the Supplier Code of Conduct. The Ethical Purchasing Policy shall be referred to in the evaluation of Proposals, to the extent applicable.

9.2 The City's Alcohol, Controlled Drugs and Medications Policy applies to all contractors doing providing services to the City and can be found at https://policy.vancouver.ca/ADMIN011.pdf. The policy is intended to set expectations regarding the use of alcohol, medication and controlled drugs that may render an employee unfit for work, impair performance or cause risk of harm to health and safety. Any successful Proponent(s) will be required to ensure compliance with the policy by its employees when doing work for the City.

10.0 LIVING WAGE EMPLOYER

Not Applicable

11.0 CERTAIN APPLICABLE LEGISLATION

11.1 Proponents should note that the City of Vancouver is subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia), which imposes significant obligations on the City's consultants or contractors to protect all personal information acquired from the City in the course of providing any service to the City.

11.2 Proponents should note that the *Income Tax Act* (Canada) requires that certain payments to non-residents be subject to tax withholding. Proponents are responsible for informing themselves regarding the requirements of the *Income Tax Act* (Canada), including the requirements to qualify for any available exemptions from withholding.

12.0 LEGAL TERMS AND CONDITIONS

12.1 As stated above, the legal obligations of a Proponent that will arise upon the submission of its Proposal are set out in "Legal Terms and Conditions" set out in the Appendices 1 to the RFP's Parts C1 and C2 Forms of Proposal. Again, except where expressly stated therein: (i) no part of the RFP consists of an offer by the City to enter into any contractual relationship; and (ii) no part of the RFP is legally binding on the City.

POTENTIAL PROPONENTS MUST REVIEW THOSE LEGAL TERMS AND CONDITIONS CAREFULLY BEFORE SUBMITTING A PROPOSAL.