

City of Coquitlam

Request for Information
RFI No. 25-080

Safety and Disability Management System

1 KEY DATES

RFI Issue Date	Monday, July 28, 2025
Deadline for Questions Send questions to: bid@coquitlam.ca referencing the RFI name and number.	2:00 PM (local time) Tuesday, August 12, 2025
Submission Deadline	2:00 PM (local time) Friday, August 15, 2025

2 PROCUREMENT REQUIREMENTS, GUIDELINES, AND TERMS & CONDITIONS

All applicable requirements, guidelines, and terms and conditions for City procurement processes including, but not limited to, RFPs, RFIQs, and RFIs etc. are available on the City's website under [City Purchasing Information](#).

To be eligible for the award, the City requires only the successful Proponent to agree to and have the following in place before providing any Goods or Services. The applicable requirements to this process are:

- a) Instructions to Proponents

3 DEFINITIONS

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

"City" means the City of Coquitlam.

"Proponent" means an entity that submits a response to this RFI.

"RFI" means this Request for Information.

"Submission Form" means a response submitted for evaluation in response to this RFI.

4 REQUEST FOR INFORMATION

4.1 Acknowledgement

The City acknowledges with gratitude and respect that the name Coquitlam was derived from the hə́qəmíhə́h word kʷikwə́lə̣m (kwee-kwuh-tlum) meaning "Red Fish Up the River". The City is honoured to be located on the kʷikwə́lə̣m (Kwikwetlem) traditional and ancestral lands, including those parts that were historically shared with the s̓qə́ciyaʔ təməxʷ (Katzie), and other Coast Salish Peoples.

4.2 Introduction

The City is issuing this RFI to gather information on available systems, capabilities, implementation approaches, and indicative pricing related to an integrated Safety and Disability Management System. The information received will inform the City's

future procurement planning and potential development of a subsequent competitive solicitation (e.g., RFP).

a) System Features and Capabilities

Please describe how your system addresses the following functional areas:

- Incident Logging
- Investigations and Corrective Actions
- Disability Claims Management
- Workplace Inspections
- Safety Training Creation
- Safety Training Records
- Safety Training Registration

For each area, indicate:

- Available features and customization options
- Reporting and dashboarding tools
- Integration capabilities
- Security measures (e.g., access controls, data protection)
- Mobile or remote functionality

b) Implementation Approach

- Overview of your typical implementation process (e.g., phases, duration, onboarding, support)
- Data migration, testing, and training support
- Support model offered post-implementation

c) Innovation and Value-Added Features

- Additional functionality not specifically requested but which may benefit the City
- Scalability, modularity, or futureproofing considerations

d) Pricing

- High-level cost estimate or range for licensing, implementation, and ongoing support
- Description of pricing model (e.g., per user, per module, annual subscription)
- Optional features or services and their estimated costs, if available

4.3 No Contract

This RFI is not intended to create a contractual relationship between the City and the Respondent. By issue of this RFI document, the City reserves the right to invite, consider, analyze and select Respondents as the City considers desirable.



City of Coquitlam

SUBMISSION FORM

RFI No. 25-080

Safety and Disability Management System

Submissions will be received as per date and time in Key Dates Section

INSTRUCTIONS FOR SUBMISSION

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: RFI 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 Submission process. If assistance is required phone 604-927-3037.

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

a) CAPABILITIES, CAPACITY AND RESOURCES - Respondents to provide information on the following (use the spaces provided and/or attach additional pages, if necessary):	
i.	Provide an overview of the Respondent's organizational background, including history, mission, vision, corporate structure, and years in business:
ii.	Describe any previous projects with municipalities or similar organizations. Please include project size, scope, and outcomes.

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:

c) System Features and Capabilities
I. Incident Logging <ul style="list-style-type: none">Describe your system's incident reporting capabilities, including electronic forms, notifications, and reporting tools.Can the system mimic custom fields from existing City forms?
II. Investigations and Corrective Actions <ul style="list-style-type: none">How does your system support investigations, deadlines, notifications, and tracking corrective actions?Can evidence and related documents be uploaded and linked?
III. Disability Claims Management <ul style="list-style-type: none">Outline the disability claims management functions and how they integrate with HRIS data.Describe templates, document tracking, cost tracking, and reporting tools.
IV. Workplace Inspections <ul style="list-style-type: none">Explain how your system supports inspections, follow-ups, photo uploads, and reporting.
V. Safety Training Creation <ul style="list-style-type: none">Describe your system's capabilities in developing and customizing safety training modules, and how your platform enables interactive and accessible training content.Explain how your system supports the creation, review, approval, and version control of training materials, and whether it allows for role-specific or site-specific training development.

VI. Safety Training Records

- Describe training record management features, notifications for expiry, and integration.
- Explain supervisor/manager access and certificate storage.

VII. Safety Training Registration

- Describe how your system manages training session scheduling, registration, waitlists, and notifications.
- Does the system offer any built-in capacity for hosting internal training videos or tutorials?

d) Implementation Approach

I. Integration

- Please identify systems your solution currently integrates with.
- Describe how integrations are configured and maintained.

e) Innovation and Value-Added Features

- Highlight any additional features, tools, or services that may benefit the City.
- Provide examples of how your organization brings innovation or continuous improvement to clients.

f) Pricing

- Provide a high-level estimate of costs for licensing, implementation, training, and ongoing support.
- Describe your pricing model (e.g., per user, per module, subscription basis).
- Provide indicative pricing for optional features, if applicable.

Attention Purchasing Manager:

1. **I/We, the undersigned duly authorized representative of the Proponent**, having received and carefully reviewed all of the Submission documents, including the RFI 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 Submission in response to the RFI.
2. **I/We** agree to the rules of participation outlined in the **Instructions to Proponents** (per section 2 of RFI).
3. **I/We acknowledge** receipt of the following Addenda related to this Request for Submissions and have incorporated the information received in preparing this Submission.

Addendum No.	Date Issued

This Submission 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.